



## **Whitley Bay canopy refurbishment - July 2023 to Spring 2025**

### **All you need to know**

#### **What work is taking place?**

Whitley Bay Metro station's historic canopy is to be restored to its former glory in a £5.3m restoration project.

The condition of the canopy has deteriorated in recent years, due to significant corrosion of the metallic elements and rotting of the timber glazing supports at the exposed edges, as well as loosening and breakage of the glazing panels. Several storms have caused further damage decreasing its life span.

#### **How has the refurbishment been funded?**

Nexus capital budget has been used as part of our asset renewal programme (which is both DfT and local government approved).

#### **How long will the work take?**

The work will take until Spring 2025 to complete.

#### **Who is the Principle Contractor?**

Following Buckingham Group Contracting Limited entering into administration, Nexus have appointed Kier Integrated Services Limited to carry out the project which resumed on the 20 September 2023.

#### **The station has a lot of heritage value, will this be protected?**

Yes. North Tyneside Council has granted listed building and planning consent to enable the restoration project to go ahead. The building, which is Grade II listed (gained status in 1986), dating back to the Edwardian era, was built in 1910.

This station has proudly served Metro since the network opened in the early 1980s, and this project will ensure the station is there for locals and visitors to enjoy for many decades to come.

#### **Why is the work being done over the summer?**

The canopy needs to be returned to its former glory; and we are progressing the work as part of our Metro modernisation programme as soon as we can. There's never a good time to carry out major restoration work, and the length of the project means that it will run across all seasons.

#### **Will there be any planned closures?**

Planned weekend closures have taken place and an extended closure is scheduled for November 2024. We will advertise any planned closures in advance. Wherever possible we will utilise other planned closures in the area to minimise the amount of work that would usually take place overnight.

**Was there any consultation undertaken?**

Yes. Nexus applied for planning consent in February 2022 with North Tyneside Council (NTC) planning department for the refurbishment of Whitley Bay station canopy. As the building is Grade II listed, any proposed work to the structure must go through the planning authority for the area. Consents were granted from NTC following this in June 2022.

The policy for using Nexus car parks was revised in 2019, which included the exclusion of overnight parking. After discussions with neighbours and councillors it was agreed, as a gesture of good will, to allow overnight parking by residents of 'The Crescent'. We advised the situation would be monitored to ensure the residents use of the car park did not have an adverse impact on Metro customers. Metro station car parks are assets primarily for customers but are also an asset for Metro and we will utilise them when needed, such as during these works.

**Will other parts of the station be improved at the same time?**

Due to the scale of the work, the project is focussing on renewing the canopy, however we will look to capitalise on any closures to undertake further maintenance and improvement works where they will not interfere with the main works.

There is major work to footbridges to complete and some of the aesthetics of the station will remain unchanged due to this not being part of the project scope.

**Will the work make a lot of mess within the station?**

No, the canopy will be fully encapsulated during the works to reduce avoid any mess.

**Will the station access and Metro service be affected?**

To support the canopy refurbishment work, a scaffolding rig will be installed which will alter the appearance of the station and some areas will be fenced off. Access to the station and to platforms will still be possible.

Planned closures of the Metro line will be required, we will advertise the closures in advance.

The car park will remain closed until Spring 2025. A full list of car parking facilities in the area is available at [Parking facilities | North Tyneside Council](#)

**Will there be site compounds?**

Yes. The car park will be used for the site compound. The compound will be used for storage containers, offices, and welfare facilities for work site employees.

The car park will reopen in Spring 2025.

**What will the environmental impacts of the works and the new canopy be and how have they been assessed?**

Bat and bird surveys have been carried out and we are currently in consultation with NTC environmental health with regards to noise and environmental impacts. Noise monitoring equipment is in place and will utilise the existing car park lighting and use solar powered generators to avoid any unnecessary noise to our neighbours.

**Will the cycle lockers in the station be accessible?**

No. The cycle lockers in the station were removed on 12 June and will return in Spring 2025. There are three cycle pods available at the front of the main station, which will remain available throughout the project works.

For a list of all cycling facilities visit [nexus.org.uk/cycle](https://nexus.org.uk/cycle).

**Will there be an impact on road traffic?**

No. There should be no impact to the road traffic, by using the compound, we can avoid excessive deliveries to site, thus freeing up the highway and allowing free movement of vehicles and services.

**Will the businesses within the station stay open?**

Yes. The work we have done in March allows businesses to open on the station.

**Will the station toilets remain open?**

No. Please make alternative arrangements.

Please note toilets within the local businesses are for their customer use only.

**Will there be security on site?**

The compound area and site will be monitored 24hrs a day utilising existing CCTV in the station and a separate security system in the compound.

**What are you doing to mitigate anti-social behaviour?**

We work with local police with regards to anti-social behaviour which unfortunately is a problem right across Tyne and Wear as crime and disorder is society wide, and not just on Metro.

**Will there be any impact on residents nearby the station?**

Most of the work will take place during the daytime, although there will be some night working. We will inform you of any evening work scheduled on the weekly night-working notification email.

Residents living near to the Metro line may experience some noise, and an increase in overnight activity by project teams.

We will do all we can to keep disturbance to a minimum. If you have any questions or concerns about the work taking place, please contact Customer Relations 0191 20 20 747 (lines are open Monday-Friday 9.00am-5.00pm excluding Bank Holidays) or email [customerrelations@nexus.org.uk](mailto:customerrelations@nexus.org.uk)

**How can I keep updated about the project?**

You can send an email to [stakeholder.relations@nexus.org.uk](mailto:stakeholder.relations@nexus.org.uk) to request to receive of a monthly newsletter which will keep you up to date about works carried out and works planned.