



Community Relations  
Network Rail Southern Region  
1 Puddle Dock  
London  
EC4V 3DS

**7 December 2023**

Dear neighbour,

**Railway Improvement Works – Step Free Access for Shortlands Station**

I am writing to let you know that we will be carrying out essential works to provide step free access at Shortlands station. We will be installing three new lifts one on each island platform and one behind the ticket office and a footbridge which will connect the lifts. We will also be installing an emergency staircase between the new footbridge and the rear of the ticket office.

These works will make the station much easier to use for passengers with mobility issues, older people, and parents with young children. This work is being delivered as part of the Department for Transport's Access for All programme.

**The works are due to start in January 2024 and are expected to be completed in the Spring of 2025.**

**We will be holding an information session on Monday the 18 December 2023 from 17:00 to 19:00 in the station ticket office at Shortlands station, Shortlands Road, Bromley, BR2 0JA where you will have the opportunity to find out more information about this project. There will be representatives from the project team who you will be able to speak to and ask any questions that you may have.**

Most of the work will take place from Monday to Friday during daytime hours from 07:30 to 18:00 and will not affect the train services. We will also need to use a compact rig to pile for the foundations for the lift shafts which will be carried out during daytime hours. However, there may be some occasions where due to the nature of the works we will have to work overnight or during the weekends when the trains are not running.

We will be setting up our site compound within the Valley Primary School playing field, off Recreation Road. A small satellite compound will be set up within the car park area of Nightingale Court, adjacent to the station which is accessed from Valley Road. We will also need to occupy parking bays on Station Road for the duration of our works.

There will be some construction traffic during the main works and localised road and footway closures will be required during some phases of the work to allow us to carry out lifting operations safely. There will also be some minor traffic management on Station Road to allow us to install a scaffold bridge at the station to move materials around the work site. We will write to you again with further updates as the works at the station progress.

**The schedule of work below will take place during weekend line closures of the railway as follows:**

Start	Finish	Work to be carried out
01:15 11 February 2024	04:10 12 February 2024	Making changes to the platforms and installing the hoarding.
01:15 12 May 2024	04:10 13 May 2024	Installing the steel work that will form the lifts and footbridge.
01:15 20 October 2024	04:10 21 October 2024	Resurfacing the platforms.

01:15 09 February 2025	04:10 10 February 2025	This is a contingency date should it be required to complete the final works.
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The schedule of work below will take place in routine midweek night closures of the railway as follows:

Start	Finish	Work to be carried out
01:00 12 February 2024	04:00 29 March 2024	Removing the spoil from the platforms.
01:00 29 April 2024	04:00 24 May 2024	Installing the steelwork for the lifts and footbridge.
01:00 10 June 2024	04:00 16 August 2024	Brickwork, cladding work to the lifts and footbridge and electrical works.

The picture below shows a visualisation of the new lifts and footbridge at the station.




Due to the nature of the work and the tools we use, some disturbance will be unavoidable. You may also hear train horns being sounded; this is because we need to alert staff on track, of all train movements in the area. We are sorry for any disturbance and inconvenience this causes you. All staff working on site are fully briefed on working responsibly in the local community and keeping noise levels to an absolute minimum level.

Delivering the highest standards of safety is paramount to our work and keeping people safe on and around the railway is at the heart of everything we do. Often, work needs to be carried out while trains aren't running. We are obliged to work, whenever possible, at times that cause the least disruption to train services. Unfortunately, this means carrying out a lot of our improvements during the night and at weekends.

If you are planning to travel during this time, your journey may be impacted. Please check before you travel at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

I hope this information is helpful and we apologise for any inconvenience this work to upgrade the station will cause. If you have any additional questions or concerns, please telephone our **24-Hour National Helpline on 03457 11 41 41** or visit [www.networkrail.co.uk](http://www.networkrail.co.uk) quoting **Step Free Access at Shortlands Station**.

Yours faithfully  


John Moss-Coleman  
Community Relations Manager