

Northern's Apprentice Partnership with Community Rail



The Background

- In August 2017, Northern announced that they would be taking on 10 new apprentices within Administration/ Customer facing roles, 5 level 4 apprentices and 5 level 3 apprentices. The scheme that Northern agreed to involved the apprentices requiring 40% of their time to be away from their day to day job, as a result of this the partnership with CRL was born. The apprentices were given the task of improving the following two stations nominated by CRL; Blackburn Train Station (Bringing Blackburn Back) and Burnley Manchester Road Train Station (Brightening Up Burnley).



Meet the Teams

“Brightening Up Burnley”,
Burnley Manchester Road Train Station



From left to right; Brian Haworth, Ellie Palmer,
Luke Verrall, Clare Fletcher, Ashleigh Oldridge
and Anastasia Dennison

“Bringing Blackburn Back”,
Blackburn Train Station



From left to right; Luke Bowman, Tom Shaw,
Tara Smith, Sasha Cooney and Elliott Farrell

Customer Surveys

Bringing Blackburn Back

1. Are you from Blackburn or any surrounding areas?

2. If no, how often do you visit Blackburn?

3. What are your reasons for visiting today? (Business/Leisure?)

4. Out of 10, can you give your opinion on Blackburn station in terms of the following:

Appearance	
Facilities	
Ease of Use	

5. Would you say that you find this station accommodating for people with disabilities (physical/hidden)?

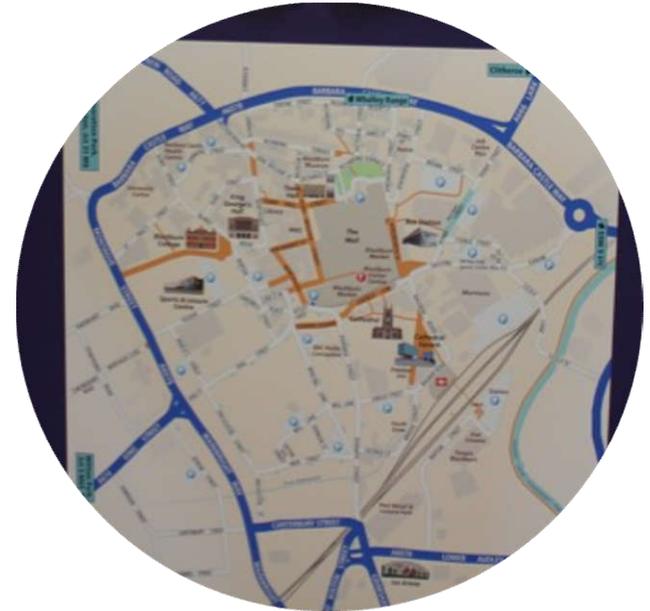
6. How easy is it to navigate around the station? For example, platform 3?

7. Without assistance from a mobile phone or map, would you be able to find the following public attractions/services yes or no?

King Georges Hall	
Bus Station	
Town Hall	
The Mall Shopping Centre	
The Museum	
Corporation Park	

8. Are there any ideas for improvement for Blackburn Station?

Bringing Blackburn Back



Plant pots/Benches

One main aspect of the project was to bring new planters and benches in the station

These were to complement the existing planters and to provide additional seating for passengers waiting for their trains.

When filled, these will allow for an improvement of aesthetics around the platforms to counter the dull, white walls.

The benches and planters were sourced from a local company, Arc Plastics Ltd of Accrington.



St Anne's Mural

In order to work with the community, we decided to work with a local primary school and artist to create a large piece of artwork.

We gave the Year six pupils an idea of incorporating the past, present and future of railways around Blackburn and East Lancashire.

What resulted was a large piece of artwork with a large variety of ideas from the pupils which will eventually be put up in the station for everyone to see.



Hidden Disability Signage

With help from Gerald, who works for a similar community rail scheme on the Bentham Line, we decided to update the signage around the station.

This was to improve the signage to help those with dementia and dyslexia to navigate around the station.

This included additional and updated symbols beside each sign within the station premises.

The signs were printed off and supplied by HFE Signs of Burton-on-Trent.



The Map

As well as the directions to the bus and railway station, we also found out that a lot of passengers couldn't find where attractions were in Blackburn Town Centre.

As a result of this, with help from the local artist and Blackburn Council, we decided to create a helpful map of the town to help people find their way to where they needed to be.

What resulted was a large map to be put up in the station's concourse which shows the Town Centre and various attractions within it.



A lot of our project couldn't have been done without the help of Alastair, a local artist of which has helped Community Rail Lancashire with past projects

Train/Bus Signs

In a survey conducted last winter, we found out that a lot of passengers on the station didn't know how to find the local bus station.

This gave us the idea of creating directional signage between the bus station and railway station to help people connect with buses and trains for further travel.

With help from the local artist and school, we came up with an idea of using a drawing of a train in the railway station direction and a drawing of a bus in the bus station direction.

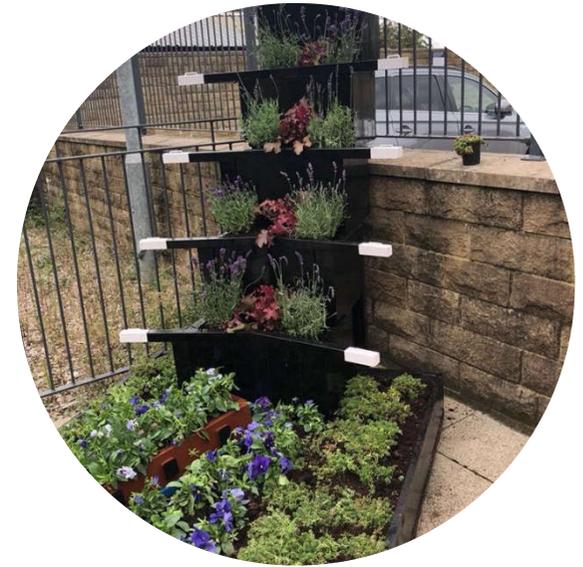


Brightening Up Burnley



5 Rise Locks Planter

- This part of our project was designed and developed alongside the Sobriety Society that work with people who are in/have been to prison and are on a rehabilitation scheme but they also work with people with various learning disabilities.
- The planter is there to represent the towns links to the Leeds – Liverpool canal that runs through the centre of the town and was vital to the industry that blossomed in the late 19th to early 20th century.



Community Tree/Welcome to Burnley Sign

- The 'Welcome to Burnley' that runs down the walkway to platform 2 was designed by local school children from Reedly Primary school in Burnley. The pupils from this school represent a wide diversity of cultures which is shown in their individual designs.
- The 'Community tree' was an idea we had to recognise everyone involved in the project by including their handprints (scaled down) on a tree as a 'signature' on their work.
- Both of these projects were completed alongside local artist Alastair Nicholson who paid the pupils multiple visits to help them and put together their work. He then got all of the art printed onto di-bond boards so we could install them.

