

## Minor Works, Major Improvements

June 2015



Before (top) and after (bottom)

In 2014/15 Structures Operations took on board a greater delivery of minor capital interventions, working with LoHAC's supply chain: CBS Ltd, Rhinoceros and Connectel Ltd to design and implement. This involved simplistic, mainly aesthetic works to enhance the look and feel of structures which would have otherwise fallen under the radar.

As part of these works LoHAC engaged with users to canvas opinion on not only what was needed, but what they wanted; typically working on structural sound but aesthetically unpleasing subways and footbridges with known high footfall. Although design was nominal – work could often be something as simple as painting and adding protective anti-graffiti coatings.

User surveys were undertaken before and after which revealed 100% of respondents commenting that the condition of the subways had improved. Interestingly, 75% of users expressed feeling a lot safer using the subways - in some scenarios only a fresh coat of paint had been executed. Specific positive comments received included: *'All the locals are talking about it and are really happy'* and *'Good to see TfL spending money on something worthwhile'*.

Matt Sercombe, Head of Tunnel and Structures commented, *'Just goes to show what we sometimes perceive as minor works can have such a major impact on our users. The look and feel of our structural assets is something we need to better understand and react to more readily in the future'*.



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