

**EAST COAST**

East Coast Main Line Company Limited  
East Coast House, 25 Skeldergate  
York YO1 6DH  
[eastcoast.co.uk](http://eastcoast.co.uk)

Caroline Dalton  
[request-235328-9457d811@whatdotheyknow.com](mailto:request-235328-9457d811@whatdotheyknow.com)

10 November 2014

Dear Ms. Dalton,

I am writing in response to your Freedom of Information request, dated 22 October 2014, for information on the major refurbishment work carried out by East Coast Main Line Company Limited ('East Coast') at Glasgow, Edinburgh, Newcastle and Leeds stations since 2011. This was limited to works costing in excess of £150,000.

I have listed below all construction schemes carried out under instruction from East Coast at these stations since 2011 with details of each. It should be noted that Glasgow (Central), Edinburgh (Waverley) and Leeds stations are owned and managed by Network Rail. While we have listed each of the major schemes carried out at these locations under instruction from East Coast, as per your request, Network Rail has completed a number of other large schemes at these locations.

**Glasgow Central**

East Coast has not carried out any major works at this station since 2011.

**Edinburgh Waverley**

- Refurbishment and enhancement of the premises used by the East Coast catering logistics supplier to facilitate delivery of the new first class on-board catering offer. This included the installation of industrial washing facilities of the catering equipment, cutlery and crockery used on-board each service. This scheme was completed in 2011 and the total project cost was £607,801.
- Refurbishment of the East Coast Travel Centre, in both the public and staff areas, including the replacement of the air conditioning system. This scheme was completed in 2012 at a total cost of £500,000.
- To replace the travel centre counters and speech transfer systems to ensure all counters are accessible to customers with disabilities. This scheme is almost complete and the final cost is estimated to be £250,184.
- Staff Accommodation project. This scheme involves refurbishing all non-public areas at this station, in addition to the Station Management Centre (customer information office). This scheme is ongoing and the final cost is estimated at £680,000.

**Newcastle**

- Refurbishment and enhancement of the premises used by the East Coast catering logistics supplier to facilitate delivery of the new first class on-

board catering offer. This included the installation of industrial washing facilities of the catering equipment, cutlery and crockery used on-board each service. This scheme was completed in 2011 and the total project cost was £487,418.

- Station Redevelopment. This was a £8,620,000 project jointly managed by Network Rail and East Coast, funded through the Department for Transport's Station Commercial Project Facility (SCPF). This redevelopment included pedestrianising the Porte-Cohere area at the station front, demolishing the old travel centre and moving it to a unit within the actual station building itself and to de-clutter the station concourse. It should be noted that a separate scheme is being progressed by Newcastle City Council at the front of the station and while that will compliment the rail scheme, it is separate. The Network Rail/East Coast project was completed in 2014.

#### **Leeds**

- Refurbishment and enhancement of the premises used by the East Coast catering logistics supplier to facilitate delivery of the new first class on-board catering offer. This included the installation of industrial washing facilities of the catering equipment, cutlery and crockery used on-board each service. This scheme was completed in 2011 and the total project cost was £473,249.

I hope this is helpful to you. If you are not satisfied with this response you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

The Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

Telephone: 08456 30 60 60 or 01625 54 57 45.

Website: [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely,



Matt Short  
East Coast Main Line Company Limited