Making Rail a Great Experience Guidance Note
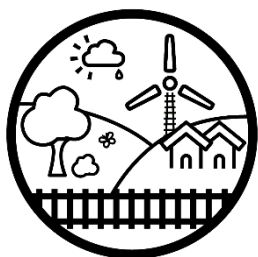
NR/GN/ESD19

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Contents

Network Rail's Commitments

- ✓ Wellbeing: community integration
- ✓ COVID-19 recovery: help get passengers back onto the railway and help local communities recover from the impact of COVID-19.

Examples of how Network Rail, our contractors and our supply chains can make rail a great experience

See "Making Travel Accessible" guidance for information about making rail travel inclusive for all, including use of Diversity Impact Assessments.

Apply Network Rail Design Advice Panel Project Guidance.

Take action to reduce risk of crime. For example: securing entry to site; securing equipment and ideally removing it from sight entirely when not in use; improving lighting; improving sight-lines.

Improve the appearance of railway land and buildings. For example:

- clear litter
- remove graffiti
- install a mural, public or community art
- clear – and, better still, replant - areas of overgrown and unsightly vegetation
- organise a community garden
- fix and paint fencing
- install public information boards, for example about local wildlife, heritage or history
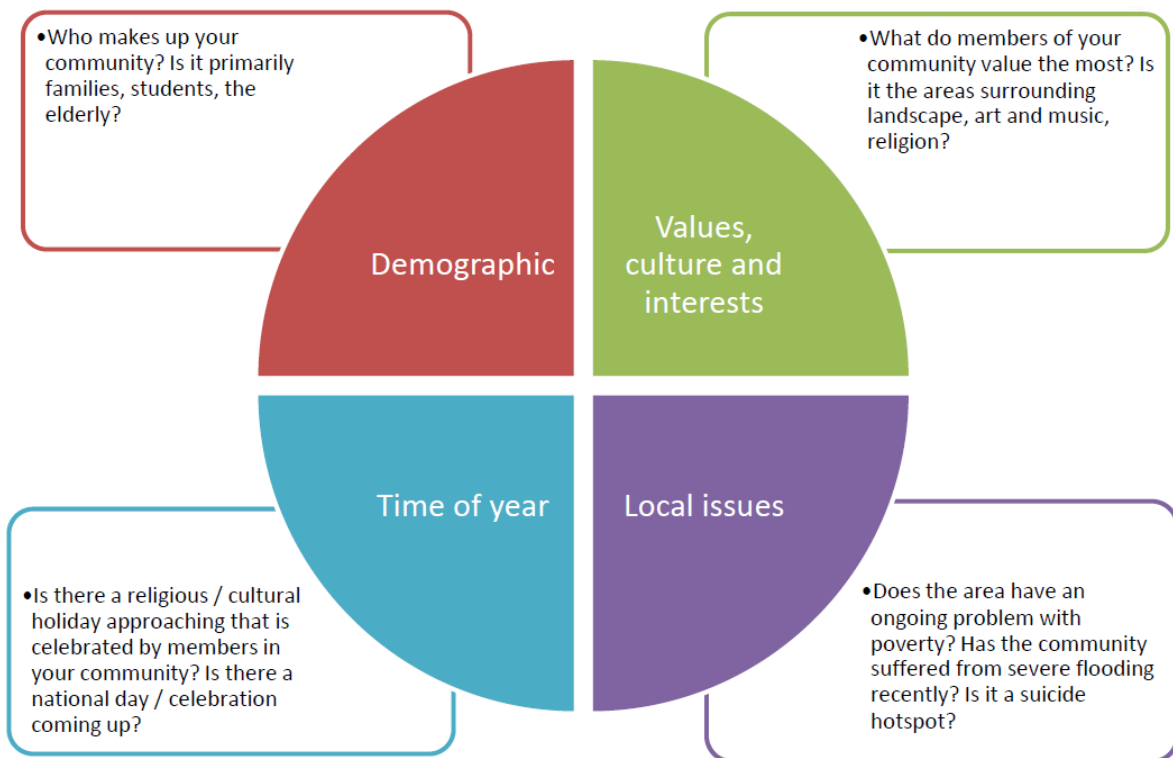- restore any heritage assets

Before and after graffiti clearance at Harlesden

Join organisations that have signed the Rough Sleeping on Rail Charter and take action to support people at risk of homelessness around our stations.

Support the activities of our community rail sector partners.

> See "Being a Caring Neighbour" guidance for additional information about delivering a positive impact by working with community and community rail groups.

Enable railway buildings to be used for temporary community events or exhibitions. If needing to decide between options, endeavour to be fair and transparent in choosing which options to pursue, by considering the following:

- Who makes up your community? Is it primarily families, students, the elderly?

Demographic

- What do members of your community value the most? Is it the areas surrounding landscape, art and music, religion?

Values, culture and interests

- Is there a religious / cultural holiday approaching that is celebrated by members in your community? Is there a national day / celebration coming up?

Time of year

Local issues

- Does the area have an ongoing problem with poverty? Has the community suffered from severe flooding recently? Is it a suicide hotspot?

NetworkRail

What can be measured using the Rail Social Value Tool

Impact	Sub-impact	Stakeholder Group / Unit of Measurement	
Community & Charity	Community use of space & facilities	Space/ facilities for community use	Number, size and type of space / facilities made available for community use.
		Value of space / facilities for community use	Change to the value £ of space / facilities made available for community use.
		Users (general)	Number of people using space and facilities, through community groups
		Users (youth groups)	Number of people that go to youth clubs (youth), through community use of station assets
	Charitable & community volunteering	Workforce volunteer hours	Number of workforce volunteer hours
	In-kind donations of goods and materials	In-kind donations	Value of in-kind donations of goods, materials and services (£ value) to heritage groups, local, national and/ or international charities, groups, initiatives or events
	Experience of crime, vandalism, litter & anti-social behaviour	Station or Route Crime	Change in the incidence of station and route crime as reported by British Transport Police attributed to reporting organisation

Indicators in green text (above) are monetised in the RSVT, using values that have been calculated in a way that applies OECD and UK Treasury Green Book principles.
Indicators in red text (above) are 'input' values

Additional links

Transport Focus National Rail Passenger Survey

Network Rail Putting Passengers First

Network Rail Contact Us