



Being a caring neighbour

Why does it matter?

There are 22 million people living and working within 500m of Britain's railway, and 7 million living on the lineside itself. It is essential that we develop, maintain and promote positive relationships with our lineside neighbours and local communities. You should identify ways to engage with the local community and create a positive, lasting social impact. This can be done through volunteering opportunities, community engagement plan, and utilising innovative opportunities to reduce noise, nuisance and disturbance.

Highly recommended activities

If you work for Network Rail, you have 5 days of paid volunteer leave per year. You can use your leave to support lineside neighbours and the local community in one of these three areas.

1. Community safety activities
2. Community rail activities
3. Careers advice and early engagement activities

If you're unsure of who to contact or which volunteer opportunities to focus on please email: CharitableGiving@networkrail.co.uk. Alternatively, please contact your Maintenance Protection Coordinator for opportunities to support community engagement activity.

Suggested activities

Below are some suggested activities you could deliver to improve relationships with your lineside neighbours.

- Plant a community garden in an area of under-utilised land.
- Improve a community building or piece of vandalised infrastructure by painting or offering basic maintenance.
- Attend a speed-networking event at the local school to promote careers in the rail sector and, where possible, offer entry-level job opportunities.
- Volunteer for a nearby foodbank, homeless shelter or other local charity that is working directly to support the local community.
- Ensure your team are adequately trained on appropriate behaviour in the workplace, resulting in a clear understanding of the behaviours required when working for or with Network Rail.
- Management and monitoring should take place on key nuisance issues including; dust and air quality, noise and vibration, contamination/pollution, visual disruption and traffic/public access issues.



How do you measure success?

Implement and monitor the communication and engagement activity that results in an increased number of compliments, or monitor the complaints data that indicates a sustained reduction in dissatisfaction compared to benchmarks.

Key performance indicators

- Number of complaints received for project works
- Number of volunteering days invested focused on 'being a caring neighbour'
- Lineside neighbour satisfaction indicators
- Number of jobs or skills development opportunities offered locally
- Considerate Constructors Scheme award score.