

Edenbridge Embankment Project

[Being a caring neighbour] – a social performance case study

The project

During the Edenbridge embankment works, Network Rail and principal contractor BAM Nuttall delivered resident drop-in sessions to ensure transparency and constant communication with our lineside neighbours of Sunnyside. The poor condition of the embankment, adjacent to Edenbridge Station, could have potentially resulted in a serious incident, making removal of vegetation essential.



However, before work had even begun, our Sunnyside residents were not satisfied with this as a solution. To combat this, we hosted residents meetings, posted letters and maintained personal contact to reach the final solution of implementing a replanting scheme.

During the works, consistent communication was maintained between site workers and residents to minimise all negative impacts of the project.

The key benefits delivered

Benefit to society: Constant communication with lineside neighbours gave them the opportunity to have their say in the works we were doing, giving them a sense of control and inclusion in construction projects in their community. The ecological survey also prevented the loss of protected species or nesting birds.

Benefit to the business: Creating strong relationships with lineside neighbours through community engagement projects builds a positive perception of Network Rail to the public. Additionally, it helps us to improve our strategies of best practice outputs to maintain lineside neighbour satisfaction in the future.

Lessons learned

- We learnt the significance that stakeholder engagement has as a way of minimising the negative impact of our work. Without this, our project would not have been such a success and would have left our lineside neighbours dissatisfied, which is never within our intentions.
- Finding solutions to better our work, such as the replanting scheme, help in reducing our environmental impact with regards to habitat loss, in addition to our social impact from a noise pollution and aesthetic perspective. Therefore, it is worth allowing extra time to remediate solutions to minimise our impacts to ensure a successful project outcome.

Who to contact for more information

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