## 1   Purpose

This document provides recommendations how to engage local communities before, during and after railway works. It includes ways of being a caring neighbour that add value to the communities living and working around the railway. Specific advice on noise and air quality can be found in the *Guidance Note NR/GN/ESD10*.

"Social value" is the term used to describe the benefits to society from a project or piece of work. This guidance note shows how to go above minimum requirements and deliver social value across the railway. Relevant volunteer opportunities can be found at the end of this guidance note.

2   Identifying stakeholders

Before deciding how to engage with your local stakeholders, you should conduct a stakeholder mapping exercise to identify *who* your stakeholders are. You can do this by creating a table like the one below, to understand the level of interest and influence of your stakeholder groups.
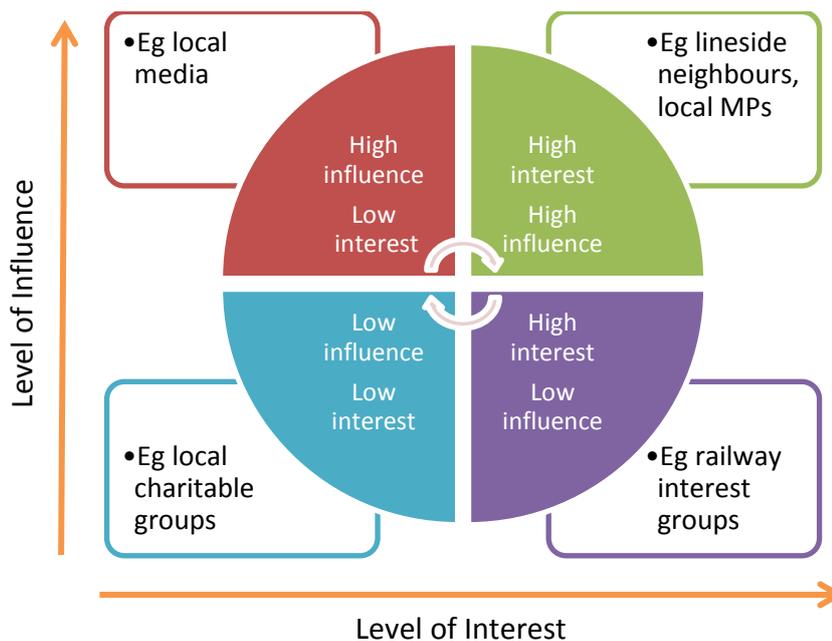
Once you have identified your stakeholders, you should define what "local" means in relation to your project or works. Within Greater London, "local" is often within the London Borough; outside of Greater

Being a caring neighbour

London "local" is often set at a 20 mile radius. However, you should define your local boundaries considering the impact of the work and the level of potential disruption.

To understand the level of potential disruption to lineside neighbours and local communities, you should consider:

Proximity of works to local residents	• The closer works occur to residents, the more mitigation is required (eg 50m as opposed to 500m away).
Duration	• If an activity is required to be undertaken for several weeks or more, then it may require significantly more mitigation than if it was to be undertaken for a few days.
Time of day	• Works undertaken at night require more mitigation and justification than works during the day (8am to 6pm).
Engineering practicability and safety	• If there is no alternative but to undertake night time works, then this would constitute BPM, as long as justification was given and local residents were informed prior to works.
Community norms	• Tollerance levels will vary depending on what is 'normal' for a particular community. Neighbours may be more tollerant of noise in London than in a rural hamlet because they are used to noise pollution.

Having identified your stakeholders and understood the level of impact, you should now consider how to engage your community and look for opportunities to provide additional benefits during the railway works. This process demonstrates how to work in partnership with your community, rather than on behalf of them. It is essential to recognise that demographics and community priorities vary across the country, so what adds value to a community in Oxford may not be of value to a community in Leeds.

3   Design stage

It is important to identify key stakeholders early as local communities will respond better to disruptive railway works if they have been involved in the process from the beginning. During the design stage:

- Network Rail employees should refer to { HYPERLINK "https://safety.networkrail.co.uk/home-2/environment-and-sustainable-development/social-performance/caring-neighbour/notification/" }, which provides information on the process for ordering Network Rail notification leaflets;
- Identify key stakeholders including lineside neighbours, Local Authorities, Parish Councils, nearby businesses, schools etc. and host multiple public information events to create transparency between railway priorities and local communities;
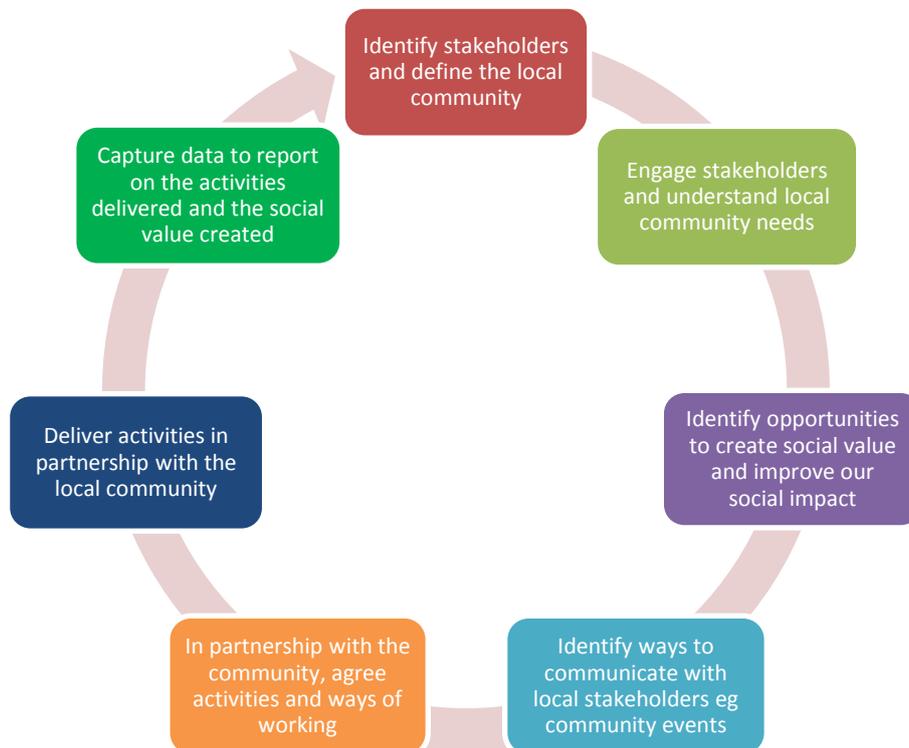
- Consider how you will inform vulnerable communities of railway works e.g. those who cannot attend public information events, who are hard of hearing etc.;
- Conduct public consultation where appropriate, and include end users in these discussions to influence the option design stage;
- Consider the design of the infrastructure and ways you can minimise negative impacts, such as:
  - The aesthetics of lineside fences, electrification equipment and other assets that are visible from the homes of lineside neighbours
  - The 'visual screen' that may be affected when vegetation is removed, and how this can be replaced
  - The way a structure or asset impacts the 'normal' aesthetics of the local environment.
- Read the practical guide for designers '{ HYPERLINK "https://www.supplychainschool.co.uk/documents/social%20value%20and%20design%20of%20the%20built%20environment%20v%2002%20oct%202017.pdf" }' from the Supply Chain Sustainability School to see how social value can be built in to design plans;
- Complete the Introduction to Social Value e-learning on Oracle (also available on the Supply Chain Sustainability School { HYPERLINK "https://www.supplychainschool.co.uk/uk/default-home-main.aspx" }).

4 Construction stage

Once you are on site, there are many things you can do to improve your social impact and ensure Network Rail and its suppliers are caring, valued members of the community. During the construction stage:

- Network Rail employees should refer to { HYPERLINK "https://safety.networkrail.co.uk/home-2/environment-and-sustainable-development/social-performance/caring-neighbour/notification/" }, which provides information on the process for ordering NR notification leaflets;
- Ensure your team are adequately trained on appropriate worker behaviour – the three day training course 'Being a Good Neighbour' is available on Oracle for all Network Rail employees;
- Clear all equipment and rubbish from the site at the end of works ensuring nothing is left behind;
- Wash or clean vehicles used on site effectively before leaving to reduce dirt and dust on the roads of our local communities;
- Avoid rush hour when arriving to and leaving sites to reduce traffic impacts for locals. If this is unavoidable, take alternative routes (e.g. take side roads instead of main roads). This includes scheduling site deliveries outside times of peak traffic volumes;
- Avoid parking directly outside residential homes and be considerate to surroundings;

- Do not drop tools deliberately, in an effort to keep noise to a minimum;
- Remain considerate of neighbours when communicating with other members of staff, particularly in relation to language and volume (avoid raising voice over machinery);
- Carry out refuelling in designated areas away from the public;
- Cover loads entering and leaving the site to reduce excessive dust and dirt;
- Use water as a dust suppressant where applicable;
- Speak to local schools, Parish Councils and community groups and offer to support them with community projects using your volunteer leave;
- Provide a choice of activities you would be willing to deliver (see section 4 below) and conduct a community vote – this allows local residents to be involved in the final decision;
- Make links with local Community Rail Partnerships and Adopt-a-Station groups to provide a strategic approach to adding social value for the duration of your work. ({ HYPERLINK "https://acorp.uk.com/" } for more information on this.)

5   Example activities and volunteering

Volunteering in your local community is another way to be a caring neighbour, and some suggested opportunities are listed below. Case studies providing real examples of these activities are available on the { HYPERLINK "https://safety.networkrail.co.uk/home-2/environment-and-sustainable-development/social-performance/caring-neighbour/notification/" }.

Plant a community garden in an area of underutilised Network Rail land	Arrange a team volunteer day to improve a community building or piece of vandalised infrastructure	Work with the local school to run railway themed competitions/events
Support vulnerable members of the community to ensure they can access community events	Deliver community art schemes in partnership with local artists to bring the community together and celebrate its identity	Support local charities such as nearby foodbanks, or homeless shelters which invest in the local community

Network Rail employees:

You are entitled to up to 5 days of volunteer leave. This can be taken to support any UK registered charity, or it can be used to support any of the following community engagement activities:
(i) Community Safety (ii) Early Engagement or (iii) Community Rail
For more details, visit { HYPERLINK "http://connect/volunteering" }.

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To view all environment and social KPIs and how they are to be reported, please refer to the *KPI Guidance Note NR/GN/ESD23*.