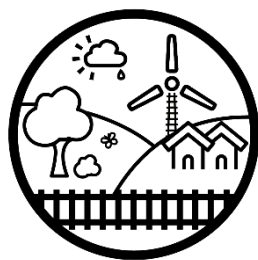


Being a Caring Neighbour Guidance Note

NR/GN/ESD13

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Network Rail's Commitments

- ✓ [Wellbeing: promote community integration and enhance people's physical and mental wellbeing](#)

Examples of how Network Rail, our contractors and our supply chains can be a caring neighbour

Get even better at managing or mitigating rail's negative impacts on people, which are typically caused by:

- Noise
- Vibration
- Poor air quality
- Disruption
- Physical harm on the network

Abide by specific requirements (e.g. noise levels, operating hours, logistics movements) imposed through any planning agreement.

Engage local communities before, during and after railway works.

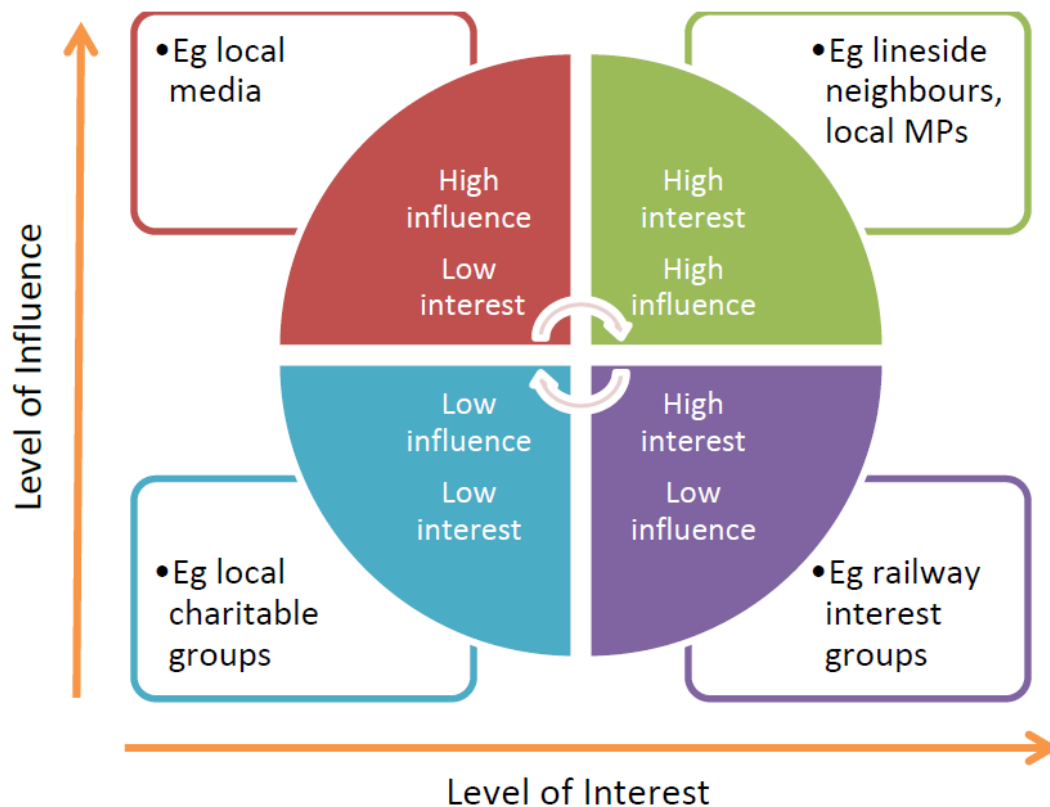
Identify and take forward opportunities to deliver social value benefits, particularly for stakeholders who are at risk of being negatively impacted through other aspects of works or maintenance activity.

Use paid volunteer leave to contribute to community safety or the work of community rail or any UK registered charity.

How to engage with local communities



Stakeholder mapping



Now identify and record specific people or organisations within each of these stakeholder groups who are 'local' to your activities, and so are at risk of being negatively impacted by them. That should include specific residential areas, businesses, community rail groups, schools, healthcare centres, local authority or authorities, parish council(s) etc.

'Locally' typically means within 200 metres of works or 500m for noisier or more disruptive works as defined in the Noise and Vibration Risk Assessment. Where planning permission has been granted, the planning authority might have defined what should be considered 'local'.

Understanding risk of negative impact

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

Proximity of works to local residents	<ul style="list-style-type: none"> •The closer works occur to residents, the more mitigation is required (eg 50m as opposed to 500m away).
Duration	<ul style="list-style-type: none"> •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	<ul style="list-style-type: none"> •Works undertaken at night require more mitigation and justification than works during the day (8am to 6pm).
Engineering practicability and safety	<ul style="list-style-type: none"> •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	<ul style="list-style-type: none"> •Tolerance levels will vary depending on what is 'normal' for a particular community. Neighbours may be more tolerant of noise in London than in a rural hamlet because they are used to noise pollution.

Co-designing or Consulting

Local communities will respond better to disruptive railway works if they have been involved in the process from the beginning. Conduct public consultation where appropriate, and include end users in these discussions to influence design decisions and construction activities.

Planning

Identify how plans could be amended to manage or mitigate risk of negative impacts on one or more stakeholder groups. Amend plans accordingly. For example:

- 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.

If requiring access to third party land, contact the Network Rail Property Services team at least 6 weeks ahead, to confirm that either:

- rights of access already exist to allow legal access to or occupation of third party land; and/or
- arrange for negotiations to take place with the landowner for access/occupation requirements.

Don't enter into any financial agreements or compensation without first agreeing these arrangements with Network Rail Community Relations.

Notifying

Identify a person with responsibility for community relations on site, including delivery of notification letters.

Contact the local Network Rail community relations team. Agree a works notification process with them. Keep them provided with any information they require.

Host public information events to create transparency between railway priorities and local communities.

Make lineside neighbours aware of our [Living by the Railway](#) webpage.

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.

Once on site

Brief all staff about acceptable conduct. Deliver training to support that. For example, the three day training course 'Being a Good Neighbour' is available on Oracle for all Network Rail employees.

Comply with NR/L3/MTC/MG0194 - Management of Third Party complaints. Resolve enquiries and complaints from the general public on site where possible. Direct all other enquiries and complaints to Network Rail's 24-hour helpline service (03457 11 41 41).

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.

Planning and Delivering Positive Impact



Lewington Gardens, South London and the Bermondsey Dive Under team that created them

Ensure that any job and apprenticeship vacancies, opportunities for skills development and opportunities to sub-contract or supply into the project (i.e. potential socio-economic benefits) are communicated to local people and organisations, and they have a fair opportunity to compete for them.

Having identified your stakeholders and understood the level of impact, you are well positioned to engage your community and look for opportunities to provide benefits during the railway works.

Seek to work in partnership with your community, rather than on behalf of them.

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.

Speak to local community rail groups, schools, Parish Councils and other community groups. Offer to support them with community projects using paid volunteer leave.

Suggest activities you can feasibly deliver (examples below). Conduct a community vote, so that local residents are involved in the final decision.

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

What can be measured using the [Rail Social Value Tool](#)

Impact	Sub-impact	Stakeholder Group / Unit of Measurement	
Stakeholder engagement & customers	Stakeholder engagement & consultation	Stakeholder engagement	Number of stakeholders engaged
		Co-design/ co-creation	Number of people involved in co-design or co-creation - regular (1 to 2 month) interactions for around 1 year
Employment, training & skills	In-work training	General (workforce training hours)	Number of workforce training hours completed
Community & charity	Charitable & community volunteering	Workforce volunteer hours	Number of workforce volunteer hours

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.

Note: Failure to adequately consult and engage may result in complaints and delays whilst those complaints are resolved.

Additional links

[Notifying our Neighbours](#)

[Supply Chain Sustainability School](#) and, in particular, its [Community Engagement materials](#), [Social Value and Design of the Built Environment](#) guidance and [Community Liaison – Managing Conflict – Sustainability Short](#).

[Community Rail Network Map of Members](#)