

Ref:	NR/L3/MTC/PL0215
Issue:	1
Date:	06 March 2010
Compliance date:	05 June 2010

Level 3

Communicating with the public

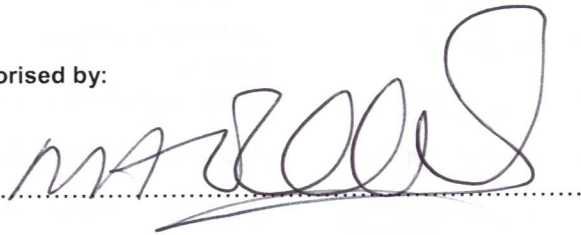
Endorsement and Authorisation

Endorsed by:



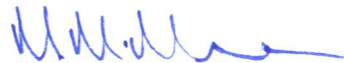
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Issue record

Issue	Date	Comments
1	6 th March 2010	First issue

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 5th June 2010.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 4 to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Stage 4 was reached and not to comply with requirements contained herein, unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

Reference documentation

NR/L2/TRK/5201	Management of vegetation
NR/SP/ENV/003	Noise and vibration complaints
March 2009 V1	Communicating with the public best practice procedure and flowchart
NR/L3/MTC/SMF348	Community Relations Pre-Notification Advisory Note
NR/L3/MTC/SMF349	Notification Letter - Noise
NR/L3/MTC/SMF350	Notification Letter – Vegetation
NR/L3/MTC/SMF351	Community Impact Assessment Form
NR/L3/MTC/SMF352	Vegetation Clearance Community Impact Assessment Form
NR/PRC/MTC/ENO103	Noise and Vibration management from Maintenance Activities

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1 Purpose

This document details the process and requirements for public communication associated with infrastructure work that may cause public enquiries or complaints. Work that can cause a nuisance to the public in the immediate vicinity of the work or access points include:

- High Visual Impact e.g. fencing erection, structure erection, depot alterations, vegetation removal
- High Nuisance e.g. noise, light, heavy plant movement
- High Environmental Impact e.g. vegetation removal, permanent lighting

2 Scope

This procedure mandates requirements on Maintenance and their associated contractors when planning or performing work that may cause public enquiries or complaints.

Public communication includes lineside neighbours and both local and national authorities refer to section 4 - Definitions.

The standard defines when we communicate with the public.

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3 Roles and responsibilities

RACI DETAILS	KEY CONTROL ACTIVITY	Resources				
		Section Manager	Infrastructure Maintenance Protection Co-ordinator Community Relations	National Helpline		
Process Task						
5.1		A/R				
5.2				R		
5.3				R		
5.4				R		
5.5.1.1		R				
5.5.1.2		R				
5.5.2.1		R				
5.5.2.2		R		I		
5.5.2.3			I	R		
5.5.2.4			R		I	
5.5.2.5				R		
5.5.2.6				R		
5.5.2.7			I	R		
5.5.3.1		R				
5.5.3.2		R		I		
5.5.3.3			I	R		
5.5.3.4			R		I	
5.5.4.1		R				
5.5.4.2		R	I	I		
5.5.4.3			R			
5.5.4.4			R			
5.5.4.5			R	I		
5.5.4.6				R		
5.5.4.7				R		
5.5.4.8			I	R		
End RACI						

R A C I : is a means of linking process steps to roles as follows:-

- **R** – Responsible: the individual(s) who perform an activity – responsible for action/implementation – although usually only one, Rs can be shared
- **A** – Accountable: the individual who is ultimately accountable including yes/no decision and power of veto – only one 'A' can be assigned
- **C** – Consulted: the individual(s) to be consulted prior to a final decision being made or action taken – two-way communication.
- **I** – Informed: the individual(s) who need to be informed after a decision is made or action is taken – one-way communication.