

Communications Update

Lesia Kozlowsky

Community Liaison Advisers



Thaina Sa'id
Community Liaison
Adviser
2A/2B

Areas covered:

- Launton
- Stratton Audley
- Godington
- Poundon
- Marsh Gibbon
- Charndon
- Twyford
- Edgcott
- Calvert
- Steeple Claydon
- Middle Claydon
- Verney Junction

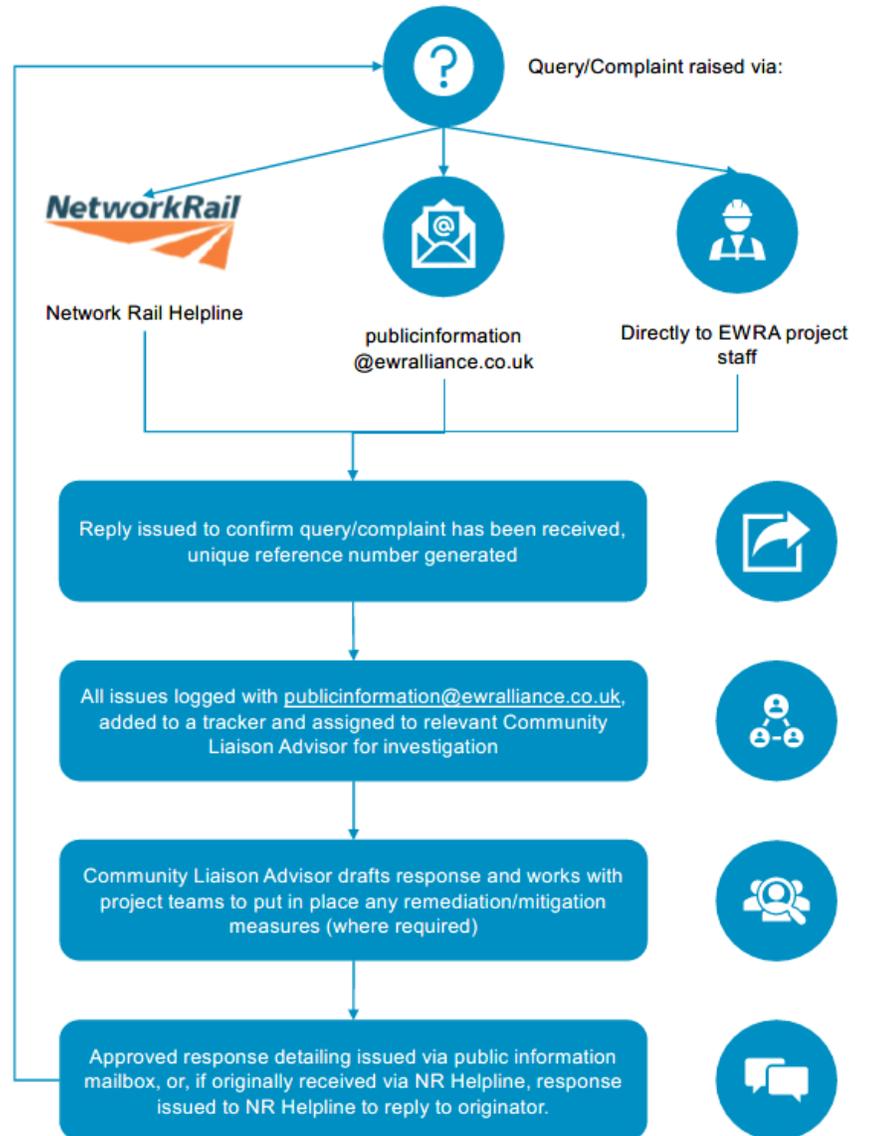


Vernon Loo
Community Liaison
Adviser
2B/2C

- Bletchley
- Newton Longville
- Swanbourne
- Winslow
- Mursley
- Little Horwood

Complaints and Queries Procedure

- All complaints/queries now reported into publicinformation@ewralliance.co.uk from NR Helpline, Community Liaison Advisors (CLAs)/project teams or directly into the public information inbox
- Communications Assistant, coordinating responses to all queries/complaints received into publicinformation@ewralliance.co.uk,
- Weekly meeting held with EWR Co, Owner and Sponsors on key escalated complaints to ensure that the responses are aligned, all responses are managed by the Alliance



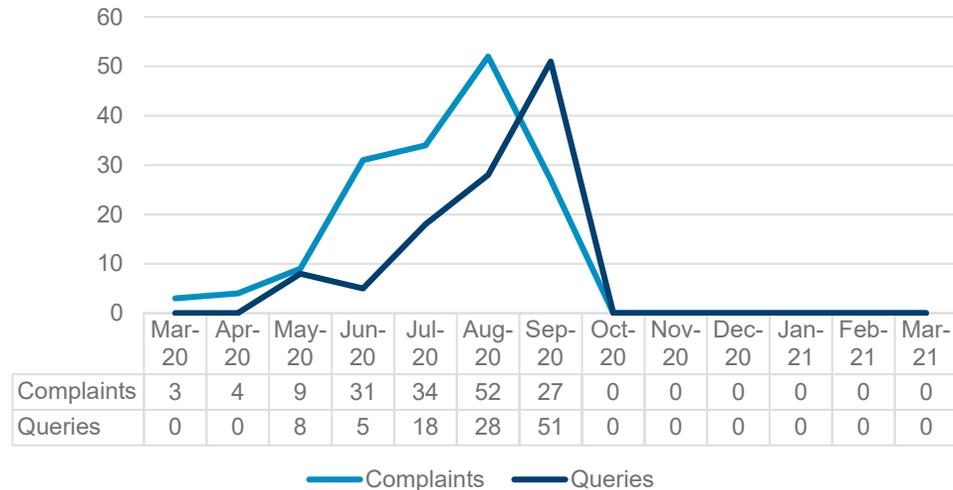
Helpline

- 24/7 Network Rail Helpline – 03457 11 41 41
- Online portal and live chat – www.networkrail.co.uk/contactus
- Helpline takes call and logs all queries/complaints
- Helpline will respond immediately if they can
- If they cannot respond will send request to Alliance External Comms Manager/Community Liaison Exec for action/response
- Relevant Manager from project leader or support function team may be involved to resolve issue

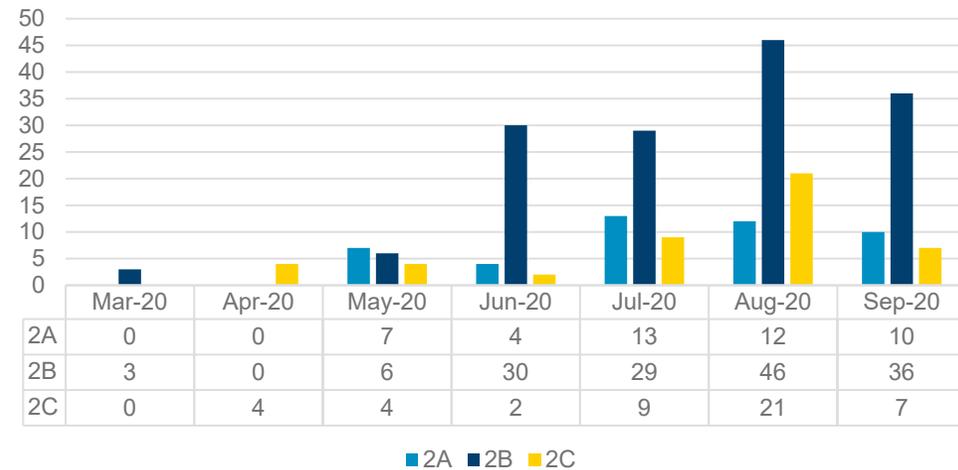
EWRA Complaints and queries summary w.e. 25.09.20

2020/2021	Rolling total	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Total Number of complaints/queries	271	3	4	17	36	52	81	78
Total Complaints	160	3	4	9	31	34	52	27
Total Queries	110	0	0	8	5	18	28	51
Closed	254	3	4	17	36	52	78	64
Ongoing	16	0	0	0	0	0	3	13
Overdue	1	0	0	0	0	0	0	1

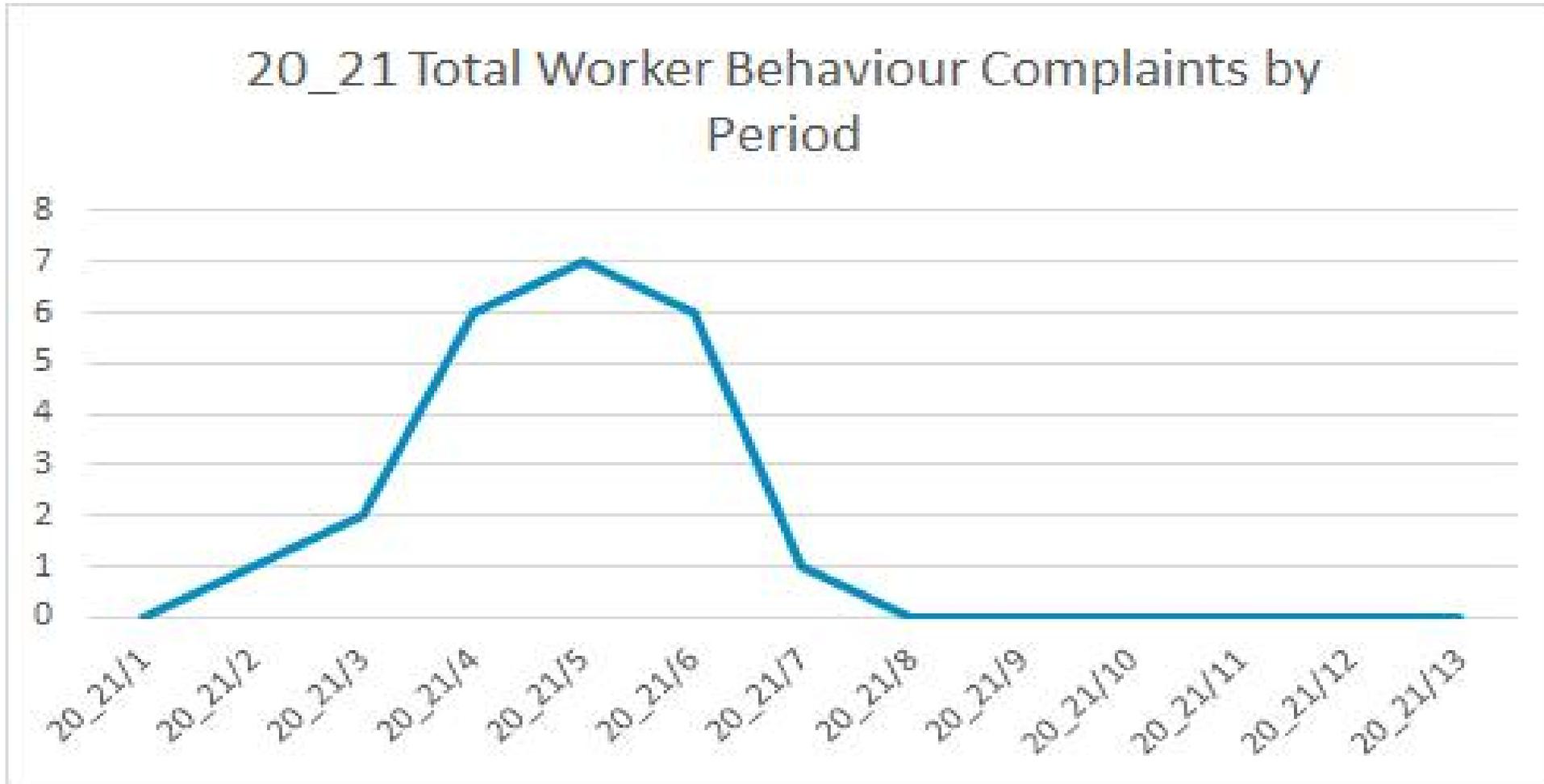
Complaints Vs Queries 2020/2021



2A/2B/2C issues 2020/2021 Rolling



Worker Behaviour Complaints



Stakeholder Communications

- Community Liaison Officers now appointed as individual point of contact
- Notifications to parish councils on weekly basis to update on road closures
- Attendance at Parish council meetings as requested
- Notification of advance work to parish councils to update their social media sites
- Alliance queries and complaints tracker established to monitor and track response times, types of query/complaint, where it was initiated (ie EWR co/NR/direct)

Newsletter reach

- Our project newsletters are issued electronically to key stakeholders.
- In issue 2, we provided much more localised information about upcoming works across the geography of the project.
- Printable PDF versions for each area were also produced for issue two, including QR codes for people to access the full, online version.
- The analytics for each version show a higher level of engagement with issue two:

	EWR2 Project Newsletter	942 Total views	3 min Avg time spent	40% Avg completion	510 glanced 224 read quickly 208 read in depth
	26/07/2020 EWR2 Project Newsletter - July	3037 Total views	4 min Avg time spent	49% Avg completion	1153 glanced 1339 read quickly 0545 read in depth

2C Engagement event

EWR Alliance
Connecting People

Work with us

Our construction work will provide opportunities for local businesses of all sizes to get involved. Covering a multitude of trades, services and support and delivering directly to the project or indirectly for larger contractors.

To find out more email: procurement@ewralliance.co.uk or visit: www.competefor.com/ewr

Constructing and restoring structures

We will build a new station at Winkley and new high level platforms and entrance at Winkley.

To find out more email: publicinformation@ewralliance.co.uk

ATKINS
Mott MacDonald
VolkerRail