

# Case study: Network Rail



Enabling critical services to the UK infrastructure during COVID-19 pandemic



## The Client

Network Rail owns, operates and develops Britain's railway infrastructure. That's 20,000 miles of track, 30,000 bridges, tunnels and viaducts and the thousands of signals, level crossings and stations. The organisation manages 20 of the UK's largest stations and exists to get people and goods to where they need to be to support the country's economic prosperity.

Deemed a critical service provider to the UK's infrastructure during the COVID-19 pandemic, Network Rail needed to ensure that they had adequate advice, support and data to allow them to continue delivering their services effectively.

## The Challenge

Line managers needed to get the right advice and guidance on the unprecedented number of COVID-19 concerns arising, while the wider organisation required up-to-date, real-time visibility of the impact COVID-19 was having on its people across the organisation, providing insight on the needs of their staff and ensuring that they had in place the right resources to continue providing their services. Due to the continually updating government policy and guidelines relating to COVID-19, Network Rail's requirements needed to be continually reviewed, modified and adapted and, crucially, they needed to be able to upwardly report to the Department of Transport.

## The Solution

On-going discussions between Network Rail and AdviserPlus about the need for more robust support and guidance for managers and for in-depth people data for dealing with COVID-19 started in January 2020. By March 2020, AdviserPlus had delivered a bespoke real-time reporting dashboard and a dedicated advice line with access to Network Rail's FAQ resource, which was managed and updated daily in-house in line with changing government policy. Ensuring that the document was supplied to AdviserPlus' Technical Management Team by 8am each morning allowed the advisory team to understand the changes and implications for their COVID-19 case management and advice.

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The AdviserPlus solution provided:

- **A credible manager support function** to deal efficiently with the unprecedented level of advice calls the pandemic created;
- **A ‘single source of the truth’** to ensure consistency of messaging and approach for line managers across the organisation using constantly updated FAQs on how to deal with COVID-19 concerns;
- **Real-time visibility of large amounts of people data**, allowing Network Rail to constantly adjust resources, report to the Department of Transport, and manage not only absences but also staff that were unable to work due to positive test results, self-isolation, shielding, or being classed as vulnerable;

- **The ability to bulk upload tailored case notes** to specific COVID cases using AdviserPlus software, where all cases and information are contained within a single solution.

Our COVID-19 response in numbers:

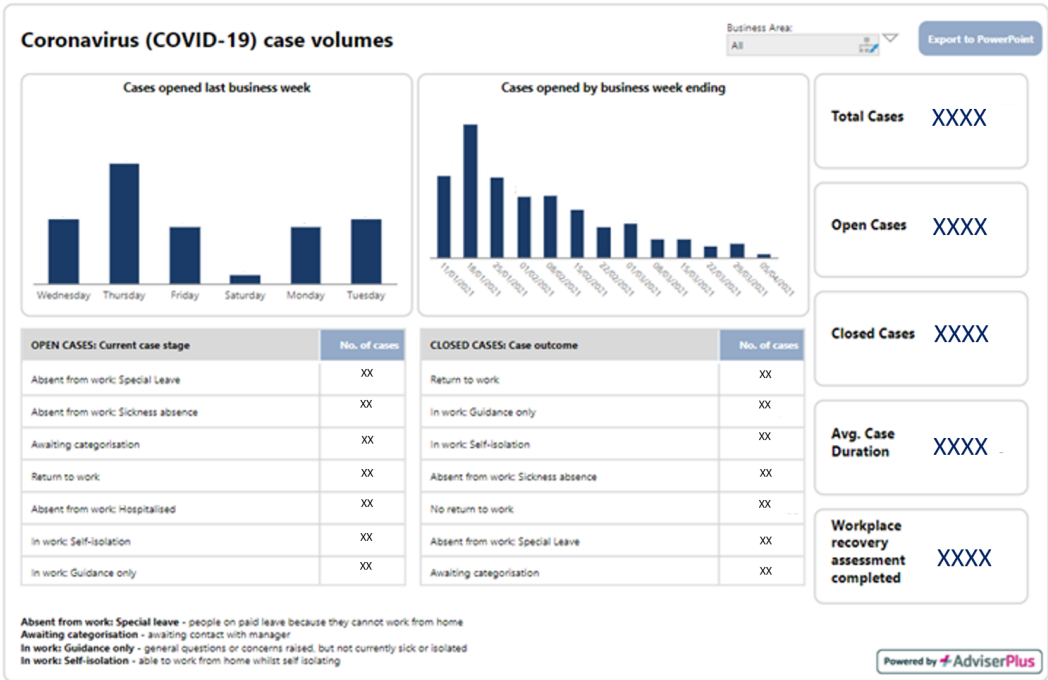
FAQs kept up-to-date  
**130**

**13,825**  
Cases opened

Pages of documentation  
**65**

**c.3,000**  
Managers supported

Versions of the FAQ resource  
**200+**







### The Benefits:

- ✓ Peace of mind in a trusted partner to the responses
- ✓ Robust reporting for the Department of Transport
- ✓ Ability to support high volume activity with little notice
- ✓ Assurance that managers were getting best-in-class, compliant advice and information
- ✓ Bespoke service aligned with the context of Network Rail's business and culture
- ✓ 24/7 gateway access to channel their COVID-19 related enquiries



I guess if anyone told us about the year ahead, we would have been incredulous and maybe even overwhelmed. However, we weren't, we have taken it one day at a time, working together and being more flexible and more open to change than at any time in our employee relations experience I am sure. Our people have stayed safe, in part, because of our clarity of advice and guidance to managers."

Employee Relations Services Manager,  
Network Rail

