

The UIC International Sustainable Railway Awards (ISRA) recognise and honour key stakeholders in the railway sector who are leading innovation in social ('people'), environmental ('planet'), and economic ('prosperity') sustainability.

The awards showcase transformative work from stations to trains, from economic resilience to emergency pandemic response, from social outreach to supporting the local environment.

The gala ceremony for The UIC International Sustainable Railway Awards took place on 1 June 2022 at Radisson Collection Hotel, Berlin, Germany.



presents



THE UIC INTERNATIONAL
SUSTAINABLE RAILWAY
AWARDS 2022



This poster provides information about the ISRA 2022 winner in the category "Social" "Best diversity & inclusion initiative"

NETWORKRAIL - SHELTER

Between October 2020 and November 2021, Network Rail and Shelter delivered a 12-month pilot project which supported people who sleep rough in and around Manchester Piccadilly and Birmingham New Street stations in England to access and sustain accommodation and offered referrals to mental health and substance misuse support services, to help clients overcome complex barriers to securing and keeping a home.

Through the pilot, Network Rail funded Shelter to provide in each location:

- Local Stakeholder Manager
- Two Outreach Engagement Workers
- Volunteer and Training Coordinator
- Mental health worker (Manchester)
- Substance misuse services (Birmingham)

Several of the staff involved have themselves experienced homelessness, substance misuse and/or entered the criminal justice system, and so were truly able to understand the support required.

By making the right interventions on the station, Network Rail colleagues were able to support homeless people to get the help they need. The project took a user centred approach, tailoring the support given to the needs of the individual, such as:

- Register with a GP or dentist
- Obtain ID
- Set up a bank account.

Working with local stakeholders, including the British Transport Police and Train Operating Companies, the teams were better able to engage with vulnerable people and signpost them to support.

The outcomes of the project were:

- 289 people supported
- 132 secured temporary accommodation
- 155 accessed help for addiction or mental health treatment
- 12 moved into employment
- 13 secured permanent accommodation
- 68 staff trained



Keywords: Shelter, Accommodation, Mental Health, Training

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