

Customer Impact Review

Name and brief description of policy being analysed

Briefly summarise the policy including any key information such as aims, context etc; note timescales and milestones for new policies; use plain language – NO JARGON; refer to other documents if required

The policy being analysed - Fenland Strategic Partnership – Transport and access for Children and Young People

Fenland is a rural area and the lack of regular transport in the towns and villages making it difficult for people, especially young people, who do not have access to a car to get to places such as jobs, medical appointments and leisure activities in the evenings or at weekends. Transport issues for young people range from relying on lifts from family or friends, difficulty access work and further education and a limited ability to maintain a social life.

The projects that are being promoted under this policy area are young person's public transport discounts, the bus for us website www.busforus.co.uk which is aimed at young people and FACT group hire service for community groups. A pilot project known as the Fenland Youth Bus was also tried and tested as part of this programme.

Information used for customer analysis

Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible

The Main Stakeholders

Fenland District Council, Cambridgeshire County Council, Fenland Association for Community Transport, Parish and Town Councils, Community Groups, Youth District Council, Youth Clubs, Transport & Access Group

Consultation Information

In 2005, Cambridgeshire ACRE, in partnership with Fenland District Council carried out a study entitled "Moving People? Moving Services? Moving Stories? this explored the provision of transport in the rural areas and market towns. This provided an in depth understanding of the issues faced by people living in the area. The focus of this study was on transport for access to work, education and health.

Following on from this report accessibility action plans for Parson Drove, Wisbech St Mary and Manea were drawn up listing projects to be taken forward. Part of the work looked at trying to put something in place to overcome the transport problems that young people were experiencing. These places were chosen because they were considered the least accessible in Fenland. The Accessibility Action Plan included researching and interviewing young people in Murrow and Manea about transport and access issues.

During 2007, FDC produced a Transport Issues in Fenland Evidence Base report which looked at statistics and monitoring information that assessed the transport and infrastructure. The report considered key issues such as transport availability in Fenland, the infrastructure that under pins the transport network and accessibility issues including the availability of services and facilities and access to employment.

The Overview & Scrutiny Access to Services review took place in 2009 which concentrated on Fenland as a whole district but with specific references to the predominantly rural areas that are sparsely populated with services and facilities. These factors increase the need for travel and they place an important emphasis on the ability to access services and facilities that are not within walking distance.

Over the last few years FDC have been working with Fenland Association for Community Transport (FACT) to deliver a Group Hire service which can be used by non-profit making organisation such as the youth club or Parish/Town Council. This will enable young people to access services on an evening or weekend.

Town and Parish Councillors, especially those in the more rural wards regularly raise issues about access and transport for children and young people. There is particular concern about a lack of transport for getting to employment and further and higher education. Young people are being forced to move away from their families in order to access education and employment.

Key Findings

- Young people want to be able to decide when and where they can travel
- difficult to access any activities on evenings due to a lack of bus service
- difficult to access any job opportunities outside of their town/village
- limited weekend bus service
- taxis are too expensive
- those without a car missing out on after school activities
- reliance on family and friends for transport

Demonstration Project – Fenland Youth Bus Project

As part of this work strand the Transport and Access Group worked with the Youth Service to develop a Fenland Youth Bus Project. The idea was that groups of friends could get together and through a co-ordinator book a bus in the evenings and weekends for outings. An initial pilot was established and after 1 year there were only 3 outings booked all of which were developed with assistance from the Youth Club. Attempts to develop a second pilot were also unsuccessful due to a lack of volunteers. Significant work was undertaken within the community to try and make the pilot work including training for the young people but this was not successful. Work is no longer taking place with this project. This does not change the equality issues, had the pilots been successful we could have rolled them out across Fenland and this would have been a positive impact.

Promoting discounted travel tickets for young people and families 2013 and 2014

Promotion and publicity was undertaken around discounted travel tickets for young people particularly on Norfolk Green bus services but also for rail travel as well. Local young people's websites were targeted with information and also local schools and youth clubs. In the past there had been a lack of knowledge about such tickets.

Manea Two Hour Train Service – Commenced 28.12.2013

Please also see the Customer Impact Assessment for the Hereward Community Rail Partnership (CRP). Working with the CRP, Abellio Greater Anglia the Train Operating Company has introduced a new two hour train service to Manea from December 2013. Previously there were two trains in each direction per day but only at the ends of each day. This is an additional 20 trains per day Monday to Saturday stopping in the village. As highlighted above Manea was considered one of the least accessible places in Fenland. This new service offers significant opportunities for children and young people to travel; it will also help with travel for work. From the feedback of local people in Manea we are aware that people have now found employment. Young people are also travelling for leisure opportunities at weekends and holidays.

Progress since 2014

Limited funding and unsuccessful funding applications have prevented significant work taking place in respect of transport and young people. The Wisbech Travel choices project in 2015/2016 targeted people of all ages in Wisbech including younger people to help them better understand the transport that is available for them. This project also involved work with students at the College of West Anglia (COWA). Ongoing discussions with COWA remain in place. Funding applications to roll out the travel choices work are also ongoing. This will also include work with young people should funding be secured. As part of the Wisbech Bus Service Project a promotional trial was held whereby if you use the bus to go to the cinema you could get a free drink or popcorn.

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible Please note details of any actions to be placed in your Service Plan
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Officers have considered all of the equality strands. This Customer Impact Assessment does not raise any negative equality issues. Officers have concluded that the FSP Transport and Young People policy will have positive impacts. There is no evidence that the policy may result in adverse impacts on equality or good community relations.	N	
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		N	
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Human Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Socio Economic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Since December 2013 there has been a positive benefit for the village of Manea, where there is a higher level of children and young people. The new train services is	N	

				providing access to jobs and also opportunities to meet socially that were difficult before the service was introduced. This will only affect those in Manea and will be a neutral effect for the rest of Fenland.		
Multiple/ Cross Cutting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Outcome(s) of customer analysis						
a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative <input type="checkbox"/> neutral <input type="checkbox"/> positive <input checked="" type="checkbox"/>						
No major change needed <input checked="" type="checkbox"/> Adjust the policy <input type="checkbox"/> Adverse impact but continue <input type="checkbox"/> Stop and remove / reconsider policy <input type="checkbox"/>						
Arrangements for future monitoring:						
<i>Note when analysis will be reviewed; include any equality indicators and performance against those indicators</i>						
<ul style="list-style-type: none"> • The policy will be monitored annually in line with reviews from the Fenland Strategic Partnership. • There will also be quarterly reviews at the Transport and Access Group meetings. • Quarterly monitoring information on the use of the train service will be provided by the train operator • Yearly information on station use is provided by the Office of Road and Rail. 						
Details of any data/ Research used (both FDC & Partners):						
<ul style="list-style-type: none"> • Moving People? Moving Services? Moving Stories! Report 2005 • Accessibility Action Plan for Parson Drove/Wisbech St Mary and Manea 2005 • Murrow & Manea Young Persons Action Research 2006 • Parish Plans • Transport Issues in Fenland Evidence Base 2007 • FDC Overview & Scrutiny Access to Services Review 2009 • Community Consultation and questionnaire feedback from Manea residents as part of developing the Fenland Rail Development Strategy 2011 						
Completed by:						
Name: Wendy Otter						
Position: Transport Development Manager						

Approved by (manager signature):	Date published: This should be the date the analysis was published on the website
Details of any Committee approved by (if applicable):	Date endorsed by Members if applicable: