

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 DC Engineering Services

Fenland District Council Engineering Services Team – covering the management and maintenance of Car Parks, Street Lighting, Street Furniture, Sewage Treatment Works, Wisbech and Whittlesey Bus Stations, including offering professional design and project management services for Public Realm, Highways, Street Lighting, Port and Maritime, Drainage and other technical requirements the Council requests. If the prerequisite is outside the technical or resources capability of the team, it will be outsourced, but project managed within the team.

All work is undertaken in accordance with relevant legislation and also technical process and design standards including good practice from a range of organisations both nationally and locally. Work is commissioned using Fenland District Council procurement process and procedures.

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

Please also refer to the section of this document below about research and data.

The Main Stakeholders

Members, Internal Clients within Fenland District Council, Parish and Town Councils within the Fenland District, town centre businesses, law enforcement agencies, Environment Agency, internal drainage boards, Wisbech Port Authority and members of the public. Contractors are also important stakeholders who deliver the construction work on site on behalf of the Council.

Consultation Information

Consultation is undertaken as part of the design process for major works schemes and incorporated with the PID Document where applicable. Stakeholders and the public are able to comment on draft designs & proposals and any feedback is then taken into account. Specific consultation is also undertaken with statutory bodies such as the Police and also the relevant Town or Parish Council at key stages throughout each project.

Statutory notices at location sites and in newspapers are also made available as part of legislation requirements for some schemes. Regular liaison meetings are also held with key organisations such as the County Council and the Police so that any issues brought to the

Council's attention can be addressed.

In addition to consultation the team also issues press and/or information notices to inform the public and stakeholders that works will be taking place and where necessary setting out alternative arrangements or approaches whilst work is being delivered on site. This information is also displayed on the site at least 7 days prior to commencing construction works.

Consultation is provided in writing but may also include plans and drawings to illustrate the text and provide a visual impression of what a scheme will look like when it has been completed. Plans show where different items will be located in a scheme. This information makes it easier for people to understand the proposed scheme and get an impression of a finished design. This enables people to be able to comment on the proposals where applicable.

Surveys, Questionnaires and Evaluation

Where applicable, pre-scheme consultation is undertaken as outlined above. Many of our schemes do not benefit from formal consultation, as the proposed works are undertaken in accordance with statutory design standards. However, where works have scope for stakeholder input, such as the Horsefair Taxi Rank re-location in Wisbech, and the Whittlesey Bus Station relocation, pre scheme consultation was undertaken and stakeholders had their input into the delivered scheme.

Post scheme consultation is carried out, although feedback is often limited. The return rate is however taken as a positive. It is expected that consultees would respond if there were specific problems or issues that needed to be addressed.

The following words are used within consultations covering the specific protected characteristics.

“We would like to learn about your experience in using our services. As a Council we have to avoid any form of discrimination. Legislation states that we have to ensure that you do not receive any lesser service from us on the grounds of your age, disability, gender reassignment, race, religion and belief, gender or sexual orientation. These traits are known as protected characteristics, if you have any concerns on any of these grounds, or have any other issues about equality in our service delivery, then please let us know what these are so that we can address them.”

FDC Website & 3Cs

The Council website includes pages for Car Parking, Street Furniture, Bus Shelters, Drainage, Street Lighting and Highways. These pages provide information on our work, the location of our car parks and they explain processes and procedures for reporting faults and problems. This enables the customer to provide feedback to FDC and/or the County Council depending on the nature of the problem.

The Council also has a 3Cs – Correspondence, Compliments and Complaints procedure which customers can also use to tell us about issues and problems as well as provide more general feedback. This is another way that customers can contact us and also that we can monitor feedback coming into us.

Key Findings

Where applicable, consultation findings and feed back to key stakeholders and the public is usually by letter and verbal discussions. These will also be held with ward Councilors and the Portfolio Holder. Meetings are sometimes held to enable key stakeholders to meet and discuss key issues. In some cases additional consultation may be undertaken as appropriate due to specific issues with an individual scheme. Individual and specific comments are assessed and taken account of.

| | 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"/> | In designing and developing projects and schemes consideration is given to all the equality issues at that time. | Y / N | See the explanation section in the middle of this table. |
| Sex | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Gender reassignment | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Disability | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | In line with 2004 legislation every effort is made to ensure that accessible and disabled people' are considered. | Y / N | |
| Age | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Current Car Park management as per guidance and good practice ensures the Council provides the appropriate number of disabled parking spaces in our Car Parks. A full breakdown of disabled parking spaces is held. | Y / N | |
| Sexual orientation | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Religion or belief | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Pregnancy & maternity | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Marriage & civil partnership | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Human Rights | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |
| Socio Economic | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / N | |

| | | | | | | |
|--------------------------------|--------------------------|-------------------------------------|--------------------------|--|--------------|--|
| | | | | | | |
| Multiple/ Cross Cutting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Y / 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 neutral positive

No major change needed Adjust the policy Adverse impact but continue Stop and remove / reconsider policy

The likely impact of the projects and programmes delivered and implemented by the Engineering Team is positive. Providing town centre car parks, managing and maintaining street furniture such as lighting and bus shelters etc all benefit local residents and visitors. Most of the specific projects undertaken come as pro-active asset management, requests from Councilors and the local community as facilities that will benefit the public and local residents. Whilst this policy is not specifically targeted at any of the protected groups in the Equality Act there is the potential for positive outcomes for all of them in terms of where they live and places they may want and need to visit within Fenland District.

Arrangements for future monitoring:

Note when analysis will be reviewed; include any equality indicators and performance against those indicators

Schemes are designed in accordance with a range of guidance including National Government standards, health and safety requirements and technical guidance from relevant authorities. E.g. Cambridgeshire County Council in respect of Highways, the Environment Agency for Sewage Treatment Works. The Engineering Team Members ensure that they are up to date on all the standards as they can be subject to change.

Project evaluation questionnaires are completed for the large major work tendered projects undertaken. Feedback can then be given either in writing or verbally by phone. As stated above the feedback received is limited. Feedback is however taken account of and used for future projects. We will continue to use our current processes and procedures for monitoring projects.

Details of any data/ Research used (both FDC & Partners):

A Project Initiation Document (PID) is developed at the outset of projects. These provide clarity about the project including what is to be delivered and by when with key milestones and outcomes. These are referred to throughout the project to ensure that the project is being delivered to the requirements of the client.

FDC Overview and Scrutiny Car Parking Review (2008 & 2009) – This included the commissioning of 2008 survey work for each car park

and included a programme of improvements for some of the car parks.

Street Lighting Database – A street light inventory database has been developed and contains electrical and structural test information for the asset with updates being added for ongoing works to reflect current circumstances. This data is used to inform replacement programs and life cycle planning.

Market Town Transport Strategies (MTTS) – Each of the four Fenland Market Towns has an MTTS. These are twenty year strategies of transport projects and improvements that will address known and future improvements that will be needed for the highway and transport networks. Engineering Services design and help implement projects contained in these strategies through partnership working arrangements with Cambridgeshire County Council.

Sewage Treatment Works (STW) and Pumping Stations (PS) Strategy and Delivery Plan. The Councils STW & PS have been assessed across a range of criteria, scored and weighted accordingly and recorded within a decision assisting matrix, which then dictates future Capital Investment requirements.

Carparks, Bus Shelters and some street furniture receive 6 monthly visual inspections. Where defects are identified, remedial action is undertaken. However, Bus Shelters have a unique identification plate with contact information, asking users to report defects as they are found, thus reducing the amount of time the shelter is damaged.

Street Lights have Fenland DC branded Enplates with Council contact information for reporting of faults. The Public can report a street lighting defect via telephone/email, or via the FDC web portal. Repairs are then attended to by FDC approved service provider.

Completed by:

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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: