

Assessing Equality – The Equality Act 2010 – Customer Impact Assessment Review: Full review January 2024 – Final Version

Engineering Team - Customer Impact Assessment

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, Awarded Watercourses, Civil Parking Enforcement, Wisbech and Whittlesey Bus Stations. The service also offers professional design and project management services for Public Realm, Highways, Street Lighting, Port and Maritime, Leisure Open Space schemes, Drainage and other technical requirements the Council requests. If the prerequisite is outside the technical or resource 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 Councils 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, Town and County Councils within the Fenland District, (neighboring Councils), Cambridge and Peterborough Combined Authority, town centre businesses, law enforcement agencies, Environment Agency, Internal Drainage Boards (IDBs), 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 where required as part of the design process for major works schemes and incorporated within the Project Management or PID Document where applicable. Stakeholders and the public are able to comment on draft designs & proposals and with feedback taken into account to inform the final design. Specific consultation is also undertaken with statutory bodies where required and also the relevant Town, Parish or County Council at key stages throughout the project.

Statutory notices at location sites and adverts in newspapers are also utilized as part of legislative requirements for some schemes. Regular liaison meetings are held with key organisations such as the County Council, the Police and IDB's where required so that any issues brought to the Council's attention can be addressed.

In addition to consultation the project team may also issue 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 made available on site or published on the website 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 items will be located in a scheme. This information makes it easier for people to comprehend the proposed scheme and gain a good impression of the finished design. This also 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, pre scheme consultation is undertaken and stakeholders are able to input into the scheme.

Where applicable post scheme consultation is carried out, although feedback is often limited. The poor 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, Highways, Sewage Treatment Works and Pumping Stations. These pages provide information on our assets, the location of assets such as car parks and the process 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 providing more general feedback. This is another way that customers can contact us and for us to monitor feedback.

Key Findings

Where applicable, consultation findings and feed back to key stakeholders and the public is usually made by email, video call or letter as well as verbal discussion. These will also be held with Ward Councilors and Portfolio Holders. Meetings are sometimes held to enable key stakeholders to meet and discuss key topics. 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.

Project Delivery

FDC have been working in partnership with a streetlight service provider to ensure that all street lighting remains in a good state of repair. The contract includes for the provision of streetlight maintenance, repairs and renewal works with these services also being offered to Clarion Housing Association and a number of Parish Councils within Fenland.

Replacement work has been ongoing since 2018 with most of the Councils streetlights now having been replaced with LED's. All streetlights have been rebranded with new ID plates fitted making it easier for residents to identify the asset owner and report faults via email or online using the QR code that links to the Councils website. We have also updated the website page to reflect the new street lighting arrangement contract which can be found at [Street lights - Fenland District Council](#). These vital improvements help to ensure that our communities have good lighting standards where they are needed whilst contributing to reduce the fear of crime and increase safety at night when out and about.

FDC is responsible for the operation and management of twenty Sewage Treatment Works and Pumping Station (STW) sites serving the rural communities whose properties do not benefit from having access to the mains public sewer network. FDC also maintains a surface water pumping station which serves part of the commercial port estate. Repairs and maintenance works are continually ongoing, and the Council has invested significantly in its STW capital programmed replacements over the last 15 years. Fen Road Guyhirn sewage treatment works is due to be replaced in summer of 2024. Lindens Close Thorney Toll plant is planned to be replaced in 2025/26.

FDC is currently working in partnership with Cambridgeshire County Council on the implementation of Civil Parking Enforcement (CPE) with the Fenland District. Currently all on street traffic regulation orders and parking restrictions are enforced by the Police with fixed penalty notices being issued for parking offences. Following many years of both public and local stakeholder complaints of illegal and inappropriate parking within the District the Councils elected members resolved to introduce CPE. Pending formal consultation with key partners and approval by the Department for Transport; It is envisaged that the implementation of Civil Parking Enforcement will take around two years and will apply to all Council Off-street public car parks in addition to On-street parking areas and areas covered by a Traffic Regulation Order. The implementation of CPE contributes to the Cambridgeshire wide Transport Strategy which will help to reduce both congestion and pollution in our Market Towns as well as improving public transport journey times. The CPE project is being managed by the Councils Engineering Services Team.

	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 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 type="checkbox"/>		Y / N	
Gender reassignment	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Disability	✓	<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 type="checkbox"/>	Current Car Park management, guidance and good practice informs the appropriate number of disabled parking spaces provided in our Car Parks. A breakdown of number of parking spaces and disabled parking provision in car parks is available on our website.	Y / N	
Sexual orientation	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Religion or belief	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Pregnancy & maternity	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Marriage & civil partnership	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Human Rights	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Socio Economic	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Multiple/ Cross Cutting	<input 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 impact of the projects and programmes delivered and implemented by the Engineering Team is generally positive. Providing town centre car parks, managing and maintaining street furniture such as streetlighting and bus shelters etc which all benefit local residents and visitors. Most of the specific projects undertaken come as the result of pro-active asset management, requests from Councilors and the local community and are facilities that benefit the public, local residents and visitors.

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 the 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, codes of practice, health and safety requirements and technical guidance from relevant organizations and authorities. E.g. Cambridgeshire County Council and Department for Transport in respect of Highways, the Environment Agency & British Water for Sewage Treatment Work discharges etc.

The Engineering Team Members ensure they are up to date on the relevant standards applicable to scheme delivery which can be subject to change.

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

For tendered works Contractors are required to be Construction Line registered to level two (silver) status and demonstrate that they have their own equality and equal opportunities policy; alternatively they can sign up to a policy that we will provide. This approach will be the minimum required and where possible we would like contactors to meet a higher standard. We expect such policies to be equal to those of the Council or more comprehensive.

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

Where required a Project Initiation Document (PID) or project brief is developed at the outset of the project. This provides 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.

Construction Line – Where the Engineering Services Team requires the use of external consultants and contractors for large projects the Councils procurement policy requires that suitable consultants/contractors are selected from Construction Line or sourced from Council approved agents. Selecting contractors from the Construction Line database provides easy access to competent contractors that have gone through a certified pre-qualification process. This ensures that any organisations listed are suitable to undertake the work and that they have met certain standards and procedures, which would otherwise cost clients considerable time and money to undertake each time a new contractor is needed. Construction Line annually inspects contractors and consultant's policies including their procedures for compliance with Equality and other legislation. Where the works are of a low value, the procurement policy encourages the use of local suppliers where appropriate with works being allocated following receipt of works quotations in line with the Councils code of procurement requirements. Contractors are expected to be registered with Construction Line to level 2 (Silver). We also prefer our suppliers to be Contractors Health and Safety Assessment (CHAS) registered.

The use of framework contracts are being used more frequently. These have been competitively procured at National level by Government procurement organisations, or similar e.g. Eastern Shires Purchasing Organisation (ESPO) which is a public sector owned professional buying organisation. The Council is able to utilize these contracts which benefits from competitive rates, expertise and quality service provision. Generally, the contracts are let for a 3 year period with some options to extend for a further 1-2 years. Examples of the ESPO frameworks in use include energy suppliers (gas and electricity); Display Energy Certification, Energy Performance Certificates, Statutory Testing and Inspection (e.g. fixed wire and portable appliance testing). Frameworks procured by other local authorities may also be used if they are 'open' for use by others e.g. Cambridgeshire County Council asbestos contractor framework. The use of frameworks reduces procurement costs, helps to ensure consistency of approach, and compliance with national and European procurement procedures and vetting procedures including Equality, diversity and inclusion.

Legislative works undertaken as part of planned works, repairs and maintenance are usually procured using framework contracts. These are typically either through ESPO or other local authority works frameworks which are open for others to use.

The majority of programmed and reactive Engineering repairs and maintenance works contracts for highway related and sewage treatment works assets are procured via a tendered works process. Contract packages are compiled by the Engineering Team tailored to FDC requirements and specifications. Some tendered works contracts are open for other local authorities within Cambridgeshire to use. In 2018 the Engineering Team tendered a 3 year (+2 year extension) street light repairs, maintenance and replacement works contract. This was made available for other District Councils within Cambridgeshire to join and South Cambridgeshire DC signed up.

Contractor requirements - all contractors working with or for FDC on FDC property are required to confirm in writing that they have read the Councils 'management of contractor's code of practice.

FDC Overview and Scrutiny Car Parking Review (2008 & 2009) – This included the commissioning of survey work in 2008 for each car park and included a programme of recommended improvements for some of the car parks, the majority of which were implemented.

Street Lighting Database – A street lighting inventory database has been developed containing all asset data to include electrical and structural test information for streetlight assets. Updates are added regularly for ongoing routine maintenance works to reflect the current asset status. The inventory data is also used to inform replacement and upgrade 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 the Combined Authority and 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 and plant replacement requirements.

Carparks, Bus Shelters and specific street furniture assets receive 6 monthly visual inspections. Where defects are identified, remedial action is undertaken. 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.

Streetlights have Fenland DC branded Enplates with Council contact information for customer reporting of faults. The Public can report a street lighting defect via telephone/email, or the FDC web portal via a QR code. 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:

