

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 – Estates Management

Fenland District Council is an owner of land and property. Fenland District Council has a policy/programme for managing our estates and assets. There is also a programme for disposing and acquiring land and property.

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

Fenland District Council - a number of internal teams and corporate
Parish and Town Councils
Land Agents/Surveyors/ Solicitors
Councilor's
Landowners/Developers/House builders
Community groups
General public
People wanting to purchase land, new & existing tenants.

Consultation Information

Consultation and engagement is undertaken on an ongoing and continuous basis. It is heavily influenced by external factors such as other land owners. It will however vary at all times depending on the nature of what needs to be discussed and in terms of the specific land or property that is being discussed. Examples of this type of consultation and engagement are as follows:

- Attend meetings and engage with stakeholders where the Council has a land holding interest. This allows us to understand the views and needs of these stakeholders and for them to understand our requirements and perspective
- Liaise with a community group for them to obtain a lease on our land or property for a peppercorn rent. This will include negotiations and discussion to try and reach agreement concerning such a proposal.
- Where land is to be disposed of, an agent will represent the Council's interests. They will promote the land or property and the market will then consider its response. This will include enquires, discussions and negotiation to ensure that the council gets value for money.
- The Council holds quarterly meetings with local developers where any planning and infrastructure issues of interest to local developers are discussed. These meetings are chaired by a well-respected local independent chartered surveyor with administrative support to the forum provided by the Council.
- When the Council disposes of land via auction it contacts those in the immediate neighbourhood and Local Ward Councilors to advise of the action being taken and to allow local people the chance to bid at auction along with any other interested parties.

Key Findings

The consultation and engagement processes above are mostly led by external factors. The ongoing discussions and negotiation show however that we keep up to date with the market and what is happening locally. We/The Council does sometimes take more of a proactive role in developing its own plans, when its land holdings and assets form part of a wider strategy for the Councils' work.

	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"/>	x	<input type="checkbox"/>	Consideration has been given to all of the equality strands. This Customer Impact Assessment does not raise any negative equality issues. The policy is concerned with ensuring that the Council's land and assets are acquired, managed and disposed of in a way which benefits the local community. This is an overall benefit in socio-economic terms.	Y / N	See the explanation section in the middle of this table.
Sex	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Gender reassignment	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Disability	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Age	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Sexual orientation	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Religion or belief	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	

Pregnancy & maternity	<input type="checkbox"/>	x	<input type="checkbox"/>	There is no evidence that the policy may result in adverse impacts on equality or good community relations.	Y / N	
Marriage & civil partnership	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Human Rights	<input type="checkbox"/>	x	<input type="checkbox"/>		Y / N	
Socio Economic	x	<input type="checkbox"/>	<input type="checkbox"/>	See above.	Y / N	
Multiple/ Cross Cutting	<input type="checkbox"/>	x	<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

x

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

The likely impact of Fenland District Council Estates Management is positive. Ongoing discussion and engagement ensure that the Council is proactive in its response to this policy.

Arrangements for future monitoring:

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

The Council Asset Management Plan 2017-20, which is updated every 3 years and is to be reviewed again following a delay due to the pandemic and change in staff make up.

There is a need to ensure that within all the estates management work, including as part of ongoing and continuous engagement, that any related policies and procedures regarding the Asset Management Plan are followed.

Notes of meetings and of discussions are important as they show that we are keeping up to date with relevant issues.

<p>Following a change in staff within the department and change in emphasis a rolling program of site visits and tenant meetings has resulted in an a more inclusive and improved working relationship between tenants and the Council</p>	
<p>Details of any data/ Research used (both FDC & Partners):</p> <p>Fenland District Council Asset Management Plan 2017-20 (To be reviewed) – This includes the Council’s policies and procedures for the acquisition and disposal of land and the management and letting of properties.</p> <p>Fenland Economic Growth Refresh Strategy 2022-25 – This includes our proposals around workforce development, business retention and growth and inward investment.</p> <p>The Fenland Local Plan (May 2014) – This document sets out the Council policies and proposals for housing and employment growth. Some of the land allocated in the plan is owned and managed by the Council.</p>	
<p>Completed by:</p> <p>Name/Position: Mark Greenwood – Head of Property, Assets and Major Projects</p>	
<p>Approved by (manager signature):</p>	<p>Date published: This should be the date the analysis was published on the website</p>
<p>Details of any Committee approved by (if applicable):</p>	<p>Date endorsed by Members if applicable:</p>