

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 Hereward Community Rail Partnership & Fenland Rail Development Strategy

The Fenland Rail Development Strategy 2011 – 2031

The Fenland Rail Development Strategy was adopted by FDC Cabinet in April 2012. It sets out a programme of improvements for our three railway stations, sets out local aspirations for improvements to the three train services operating in our area and considers the commitment to develop a Community Rail Partnership (CRP). This programme is also strongly linked to the Fenland Local Plan and the delivery of the Council's programme of housing and employment growth. Rail is seen as important mode of transport linked to enabling more people to travel.

What is a Community Rail Partnership?

Community Rail Partnerships are about bring together the local community, local organisations and interested parties to help develop the railway. These projects provide a community based approach and voice to help deliver improvements along a rail corridor. These improvements will be many and varied depending on each area but typically can include station adoption, improvements to railway stations such as decoration, car parking, improved connection times for services and increased patronage on rail lines that have low patronage. The objectives depend on local circumstances.

The Hereward CRP covering the line between Peterborough and Ely with a specific focus on the stations at Manea, March and Whittlesea was launched in October 2012.

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
Train Operating companies – Abellio Greater Anglia, Cross Country Trains and East Midlands Trains
Station adopters and other volunteers in the community.
PENRUG – Peterborough, Ely & Norwich Rail Users Group
Town and Parish Councils

Public Consultation

Feedback from the public to consultation such as the Place Survey, regularly provided feedback that local people place great importance on local train

services. They would however like to see improvements to the train services and also to the stations.

Rail Development Consultation 2011

In response to the above, during 2010 and 2011, FDC and the Transport and Access Group, in partnership with the rail industry developed a draft rail strategy taking account of a range of rail related issues that we were aware of. Public Consultation on the draft strategy including consultation events in March, Manea and Whittlesea were undertaken; the public provided verbal feedback and also questionnaire responses. Minor amendments were made to the strategy and the final version was adopted by FDC Cabinet. The Strategy has three priorities – More Community Involvement, Better Stations and Rail Service Improvements. Support for the delivery of the Rail Strategy and a commitment to work in partnership has been provided by March Town Council, Whittlesey Town Council and Manea Parish Council.

Station Masterplans

In order to deliver the Better Stations Priority of the Fenland Rail Development Strategy, a plan of improvements for each station is needed. Master Plans are in development which will show where new items will come forward. They will allow improvements to the stations over time. A draft Masterplan for Whittlesea was taken to Public Consultation during Summer 2013 with positive feedback. Manea Station Masterplan was taken to public consultation during 2014 also with positive feedback. A master plan for March was completed in January 2017.

Feasibility Study and Project Work is now ongoing to develop the projects in the masterplans. Key elements currently being developed are as follows:

- Manea and Whittlesea Stations Platform lengthening and Whittlesea Pedestrian Bridge – a contract was awarded to Network Rail in 2016 for a GRIP 1 -3a Study. GRIP is the Network Rail procurement process. This study work is developing options and will conclude in March 2018
- Quotes and outline designs for schemes have been obtained for lighting and a new footpath at Whittlesea Station
- Sites are being considered and reviewed along with high level designs for a car park scheme for Manea Station
- S106 funding from developments have been obtained for ticket machines, shelters and a car park at Whittlesea Station, a shelter at Manea and a contribution towards a car park for Manea Station
- Initial discussions are being held with project partners about additional car parking at March Station and the potential to redesign the building space on Platform 1.

Full Partnership Meetings

The CRP has established full partnership meetings, the first of which was held in early 2015. These are an opportunity for the public to meet members of the CRP Steering Group including representatives from the Train Operating Companies. Feedback can be given which allows us to constantly review the Rail Development Strategy. These meetings are typically held every 6 months.

Marketing and Tourism – CRP Identity, logo and branding

Work was undertaken to develop a marketing and tourism strategy for the CRP. This highlighted issues about the logo and branding of the CRP. There is confusion that the CRP is a heritage line or a heritage project. Based on feedback from a marketing consultant it was agreed that a new more modern image is needed for the CRP. A consultation to decide on a new logo was held in November 2018. The Hereward CRP will be relaunched with a new logo, branding and image in early 2019.

Connecting Communities with the railways: The Community Rail Development Strategy. Moving Britain Ahead (November 2018)

In November 2018 the Government produced its new Community Rail Strategy. Please see the link below to the new strategy. The 2018 strategy encourages community rail to move forward as it had previously done. It also now has a focus on diversity and inclusion to encourage everyone within a community to be involved. The key pillars of the new strategy are:

- Providing a voice for the community
- Promoting sustainable, healthy and accessible travel
- Bringing communities together and supporting diversity and inclusion
- Supporting social and economic development

During 2019 the Hereward CRP will be reviewing its action plan and work programme in light of the new strategy. This CIA will be updated to reflect those discussions depending on the outcome.

<https://www.gov.uk/government/publications/community-rail-development-strategy>

	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 Hereward Community Rail Partnership policy will have positive impacts. People who do not have a car or do not drive such as the elderly or disabled or young people will benefit from the Rail Strategy and the CRP. There is no evidence that the policy may result	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 checked="" type="checkbox"/>	<input 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"/>	in adverse impacts on equality or good community relations.	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 type="checkbox"/>	<input type="checkbox"/>	Delivery of the Fenland Rail Development Strategy and the Hereward CRP will have a positive impact as they encourage access, provide new opportunities to travel. There is also an opportunity to improve the local environment and create employment. People without work have improved access to employment opportunities	N	
Multiple/ Cross Cutting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Outcome(s) of customer analysis						
<p>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"/></p> <p>Improved services and facilities in respect of the Fenland Railway will ensure a better use for everyone.</p> <p>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"/></p>						
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"> • Fenland Transport and Access Group quarterly Meetings • Hereward Community Rail Partnership Steering Group quarterly meetings • Feedback from rail users, station adopters and the local community – these will be taken account of in the above meetings • The Office of Road and Rail (ORR) provides yearly figures for the use of each station. • Abellio Greater Anglia are providing data starting in May 2014 for the Ipswich to Peterborough Service on a quarterly basis • Reviews of the Fenland Rail Development Strategy including 6 monthly progress reports on Hereward CRP/FDC website 						
Details of any data/ Research used (both FDC & Partners):						

- Questionnaires and consultation responses to the Rail Strategy, CRP events and Station Masterplan events
- Feedback from the Station Adopters, volunteers and rail users including the CRP full partnership meetings
- Rail Development Strategy
- Stations Investment Plan
- Office of Road and Rail data about the use of stations
- Train Operating Company data

Completed by:

Name: Wendy Otter

Position: Transport Development Manager/Hereward CRP Officer

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:

