

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 – Property & Facilities Management

Fenland District Council Property & Facilities Management – includes the management, design, specification, and procurement of both capital and revenue funded works and services.

Works are generally identified in the Council's Corporate Asset Management Plan, and the highest priorities are funded through the Council's 3 year capital programme as specific projects, although some Health & Safety related works which may be identified throughout a financial year may still be funded from the capital programme e.g. addressing recommendations from a fire risk assessment. These works will be agreed in conjunction with the council's Health & Safety Advisor, the Health & Safety member's panel, and/or the Senior Management team, and shall be in accordance with health & safety policies available on the Council's intranet.

Property repair and maintenance comprises planned work e.g. Statutory (the law) compliances such as fixed wire testing every 5 years, or reactive works, such as dealing with blocked drains, or replacement of building components which have reached the end of their life and the cost is below the deminimis of £10,000. These works are generally funded from revenue.

Caretaking and cleaning of the property portfolio is currently managed by, or through the Property & Facilities team. A 3rd party cleaning contract is in place at some locations, and is currently in negotiations for the remaining sites such as Fenland Hall, and the 'At your service' shops' to be included.

. Work is also undertaken by the Property & Facilities team on behalf of other organisations such as the facilities management of the Kings Edward Centre at Chatteris, or works at the traveller sites which are owned by Cambridgeshire County Council..

All work is undertaken in accordance with relevant legislation (Acts of Parliament), technical process and design standards including good practice from a range of organisations both nationally and locally. Works or services are commissioned in accordance with the Council's procurement policy and procedures to demonstrate Best Value.

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

- Elected Member's (Councilors), FDC Senior Management team, partner, and other local government organisations are key stakeholders.
- Internal stakeholders are generally the staff who use the Council's buildings (Fenland Hall, The Base, Leisure Centres, 'At your service' shops, business units, and industrial units to provide a service to the citizens and visitors to Fenland – Fenland Hall, The Base, Leisure Centres, 'At your service' shops, commercial and industrial units.
- External stakeholders include the general public, visitors to Fenland, and representatives of partner organisations occupying or using FDC facilities such as renting office accommodation (commercial and industrial units and offices), or using meeting space including the civic rooms at Fenland Hall.
- We have suppliers of Goods, Works, and Services who are contracted to undertake service, testing and inspection, small to large projects and building works e.g. repairs to closed cemetery walls, or to provide professional services e.g. advice, or to carry out surveys etc.;
- Periodically our work will require us to liaise with frontline services customers e.g. the traveller community, tenants of dwellings and industrial units. This may involve getting work undertaken, agreeing alterations to our properties, or overseeing matters associated with leases in conjunction with our estates colleagues.

Consultation Information

Regular consultation is undertaken with service clients to determine their requirements for project or maintenance works.

If a capital project is to be progressed on behalf of a service client, a brief is agreed and the scheme is designed and specified in accordance with the agreed brief. The works are competitively tendered in accordance with procurement procedures, and in consultation with the procurement team. The service client is part of the tender sign off, tender evaluation process, and appointment of consultants or a contractor.

If low to medium value maintenance works are undertaken, the client or their delegates may request works, or the Property & Facilities team may respond to a call-out where a problem has arisen with building fabric, structure or services installations e.g. a light that is not working. Quotations for work are obtained and the service client as the budget holder acknowledges the work and cost by approving the purchase order. The nature of the work can be reactive and urgent, which means that prior consultation is not always possible.

'What's Breaking' is a council wide electronic message service (e-mail) and is used to inform internal stakeholders of works or projects including updates where work is being undertaken e.g. temporary closure of a toilet facility whilst work to taps is in progress. This is sometimes supplemented by all staff emails where appropriate e.g. the heating system is not working.

In addition to consultation, for larger schemes the Property & Facilities Team in conjunction with service clients may issue press and 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 e.g. public WC's are temporarily out of order and what alternative provision is available..

The Property and Facilities team may be part of a larger team working on economic regeneration work, which is consulted widely through cross section of representatives at Project Board meetings, through press releases, events, and project signage erected on the site of the proposed development which may include some history, photo graphs and a visual impression of the scheme design e.g. The Gap project at 24 High Street, Wisbech.

Surveys, Questionnaires and Evaluation

Pre-scheme consultation is undertaken as outlined above, on larger value schemes this is ongoing with the client as plans and designs are developed. As outlined above, many of our schemes are low value and do not benefit from wider formal consultation, as the proposed works are undertaken in accordance with statutory requirements e.g. compliance with health and safety legislation, and also compliance with design standards to comply with Equality Act 2010.

Post scheme consultation and evaluation is carried out at the end of a project, where we ask our clients and building users for feedback. On larger value projects e.g. a capital funded project, the project team may undertake a 'lessons learned' meeting at which parties to the project discuss what went well, less well, and how they might do things differently in the future. The outcomes are recorded for future reference and implementation. Feedback from end users can also be fed into this meeting.

Assets and Projects Helpdesk

The Assets and Projects Helpdesk supports the Property and Facilities Management work. Internal and external customers can register queries or problems including general feedback to the Helpdesk. Once a query is registered it is then directed to the most appropriate member of staff to be actioned. The Helpdesk automatically request feedback from customers.

3 C's Procedure – Compliments, Complaints, & Correspondence

The Council has a 3Cs procedure in place which invites customers to tell us about issues and problems as well as providing 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 may 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 equality issues at that time.	Y / N	See the explanation section in the middle of this table. Where reasonably practicable adjustments will be made to accommodate persons with access issues. These may not always require building adaptations.
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 the Equality Act 2010 every effort is made to ensure that persons with accessibility issues are considered e.g. lifts, ramps, signage, hearing loops etc..	Y / N	
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	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 <input checked="" type="checkbox"/> neutral <input checked="" type="checkbox"/> positive <input checked="" type="checkbox"/>						

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 Property & Facilities team is positive.

Specific projects undertaken are in response to pro-active asset management, or as a result of 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 as defined in the Equality Act 2010 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 which includes and is not limited to national and government standards, health and safety requirements, building regulations, and technical guidance from relevant authorities.. The Property and Facilities Officers are encouraged to keep their knowledge current through training courses and seminars, on-line learning, and publications. Working together with other professionals also provides a learning platform.

As outline above, project evaluations are completed after all projects. Feedback can then be given either in writing or verbally by phone. Feedback is taken account of and used to inform and improve future projects.. We will continue to use our current processes and procedures for monitoring projects taking into account proportionality in relation to the size and value of the project..

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

In respect to new projects as part of the capital programme, where the Property and Facilities team are commissioned to design, specify, procure and manage the works, any evidence based research determining the need for the project will generally be instigated by the service client, as part of their business planning and budgeting process. The service client, in the spirit of 'one team' will often engage with the property and facilities team for their contribution. Some works require the Property and Facilities team to lead on a project e.g. Capital project to upgrade the passenger lift at Fenland Hall (2018-19). In this instance, our 'client' will be the Corporate Director who delegates responsibility to the Head of Assets & Projects. Project budgets, programmes, compliance with any health & safety or other legislation will form part of the planning from the start of the project through to completion. Feedback is escalated to the Head of Service in terms of project progress, budget, quality, and any issues that may have a negative impact on the completion or cost.

Construction Line – Where the Property and Facilities Team requires the use of external consultants and contractors for large projects the procurement policy requires that Construction Line to find suitable suppliers. Construction Line is a pre-qualified contractors and consultants database. This ensures that any organisation listed is 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 low value, the procurement policy encourages the use of local suppliers where appropriate.

The uses 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 many of these contracts, and benefits from competitive rates, expertise, and quality service provision. Generally, the contracts are let for a 3 year period with options to extend for a further 1-2 years. Examples of the ESPO frameworks in use include energy supplies (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.

Contractor requirements - all contractors are required to confirm in writing that they have read the council 'management of contractor's code of practice.

Building inspections and site audits or similar, – inspections are undertaken for a variety of reasons eg. Building inspectors will inspect foundations and drainage. Dates of inspections and the type of inspection for each site may be formally registered on a Corporate Buildings Inspections log and/or noted in project site records. The nature of the inspection determining how and where it is recorded.

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Details of any Committee approved by (if applicable):	Date endorsed by Members if applicable: