

## Assessing Equality – The Equality Act 2010

### 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

#### **FEES RECONCILIATION – Reviewed January 2023**

**The process checks the planning fees have been received and recorded accurately in the development services back office system and that it corresponds with the fees received by finance.**

#### Objective:

**To check the correct fee has been received and recorded and that there are no discrepancies between finance and development service back office system.**

#### Stakeholders:

**Applicants and agents  
Tech support team  
Planning officers  
Head of service  
CMT**

#### Intended outcome:

**To ensure correct recording and capturing of fees**

**The relevant legislation is the fee regulations 2012 and amendments**

#### 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

#### Analysis:

**Fees are set nationally**

**The process is regularly audited**

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**Monitoring:**

**Monitored monthly**

**Any fee challenges are dealt with by the shared support manager, Development manager and head of service.**

	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"/>	<b>No known impact.</b>  <b>Fees are set nationally as per the fee regulations 2012 and amendments</b>  <b>Challenges are reviewed by the Shared support manager and if required the Development manager and Head of service.</b>  <b>The fees process is audited</b>  <b>Fee exemptions for certain applications relating to disability</b>  <b>There is provision for a ‘free go’ or reduced rate for certain</b>	N	
Sex	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Gender reassignment	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Disability	✓	<input type="checkbox"/>	<input type="checkbox"/>		N	
Age	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Sexual orientation	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Religion or belief	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Pregnancy & maternity	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Marriage & civil partnership	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	

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				<b>applications as per the fee regulations</b>		
<b>Human Rights</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>No known impact</b>	N	
<b>Socio Economic</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>No known impact.</b>	N	
<b>Multiple/ Cross Cutting</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>No known impact</b>	N	

**Outcome(s) of customer analysis**

**Monitored monthly**

**Audited regularly**

**Fees set nationally**

**All challenges dealt with on a case by case basis**

**Some exceptions apply for disability related applications.**

**Some concessions are available as per the fee regulations**

**No apparent discrimination against a protected group**

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

**Arrangements for future monitoring:**

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

**Review January 2024**

**Monthly monitoring**

**Monthly reporting to CMT**

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

**FDC audit**

**Legislation**

**Comments and correspondence**

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**Completed by:**

**Name:** Emma Nasta

**Position:** Support Manager

**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):**

N/a

**Date endorsed by Members if applicable:**

N/a