

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

Plotting process – Reviewed January 2023

The process involves ‘acknowledging the application’ to the agent/applicant, plotting new applications onto a GIS system, capturing history, consulting statutory, non-statutory consultees and neighbours, and generating site notices and indexing documents onto a Document Management system (DMS) which forms the planning file.

Objective:

To capture the application site on a GIS system and consult relevant bodies on the applications

Stakeholders:

The planning officers

Planning compliance, Conservation and Tree officers

General public

Elected Members

Internal consultees

External consultees (i.e. highways)

Applicants and agents

Other internal services such as Environmental Health

Intended outcome:

To ensure the application is captured and relevant bodies consulted.

The relevant legislation is the Town and Country planning Act and secondary legislation relating to that such as the Development Management procedure order (2015).

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:

Procedures are mainly governed by legislation.

Assessing Equality – The Equality Act 2010

Customers are notified of new applications as per legislation and the statement of community involvement (which was consulted on)

Customers are advised how they can view applications.

Correspondence states how long we will retain neighbours comments for

Information is available in paper or electronic format

Language line, AA global are available for those that require it.

Monitoring:

There are regular agents forums where agents can feedback on any process.

Customer feedback is via correspondence

Local performance stats are reported to CMT

	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"/>	No known impact. Procedure is mainly governed by legislation Consultation on applications is	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	

Assessing Equality – The Equality Act 2010

Age	<input type="checkbox"/>	✓	<input type="checkbox"/>	carried out as per legislation and statement of community involvement	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"/>	Information is available in electronic or paper format.	N	
				Options such as language line are available for those that require it		
				Workloads are monitored and reported on	N	
				No protected group appear to be discriminated against in this procedure.		
Human Rights	<input type="checkbox"/>	✓	<input type="checkbox"/>	Considered as part of the planning process	N	
Socio Economic	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known impact.	N	
Multiple/ Cross Cutting	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known Impact.	N	

Outcome(s) of customer analysis

Legislation dictates most of the process
 Consultations are carried out to inform of application
 Information is available in different formats
 Options are available such as language line
 Feedback from correspondence is considered
 Process is not targeted towards any specific protected groups.
 No apparent discrimination against a protected group

Assessing Equality – The Equality Act 2010

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

Comments from Agents forum or correspondence

Monthly monitoring of performance

Tech team comments

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

Legislation

PAS review

General comments and correspondence

Agents forum

Tech team input

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