

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

APPEALS ADMINISTRATION – January 2019

The process allows a right of appeal for applicants dissatisfied with the planning process or outcome of their application or enforcement notice.

An applicant can appeal an application for ‘non validation’ or ‘non-determination’. Also, once an applicant has had a decision, depending on the application type, as prescribed by legislation, they have the right to appeal the decision or a condition placed on the decision. Enforcement notices can also be appealed.

Objective:

Appeals administration is the admin support for logging appeals from the planning inspectorate, and dealing with subsequent correspondence, generating relevant information, documentation and letters. All correspondence is via the planning inspectorate.

Stakeholders:

**The planning officers
Planning inspectorate (PINS)
General public
Elected Members
External consultees (i.e. highways)
Appellants and agents indirectly**

Intended outcome:

To ensure correct recording of appeals and to meet timescales set by PINS. To ensure correct consultation, if relevant.

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

Assessing Equality – The Equality Act 2010

Analysis:

This policy is dictated by planning legislation and PINS.

Customers are notified of the option to appeal by way of the decision notice and information on the web pages.

As per legislation, the general public and consultees are notified of the appeal

Personal sensitive data is redacted before being sent to the agent/applicant/PINS

The planning inspectorate make the final decision.

Monitoring:

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

Customer feedback is via correspondence

Performance stats are reported to CMT and Members

A recent Planning advisory service (PAS review) captured comments and feedback from all stakeholders

	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.	N	
Sex	<input type="checkbox"/>	✓	<input type="checkbox"/>	The customer is made aware of the right to appeal.	N	
Gender reassignment	<input type="checkbox"/>	✓	<input type="checkbox"/>		N	
Disability	<input type="checkbox"/>	✓	<input type="checkbox"/>	The customer would liaise with	N	

Assessing Equality – The Equality Act 2010

Age	<input type="checkbox"/>	✓	<input type="checkbox"/>	and submit appeals through PINS FDC respond within Government set timescales. The general public and consultees are notified of the appeal as per legislation Personal sensitive data is not forwarded to the agent/applicant or PINS No protected group appear to be discriminated against in this procedure.	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	
Human Rights	<input type="checkbox"/>	✓	<input type="checkbox"/>	Considered as part of the planning process	N	
Socio Economic	<input type="checkbox"/>	✓	<input type="checkbox"/>	All have the right to appeal, whatever their financial or social status	N	
Multiple/ Cross Cutting	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known impact. All have the same right to appeal	N	

Outcome(s) of customer analysis

PINS targets are met

No comments received by way of forums or correspondence

Nothing raised by the PAS review relating to this specific process

Personal sensitive data is not forwarded to agent/applicant/PINS

Process is not targeted towards any specific protected groups and is heavily governed by legislation and all have equal rights to appeal.

No apparent discrimination against a protected group

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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 2020

Comments from Agents forum or correspondence

Monthly monitoring of performance

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

Legislation

PAS review

General comments and correspondence

Agents forum

Tech team consultation

Completed by:

Name: Emma Nasta

Position: Shared 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