

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 – January 2019

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

Reported to CMT

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

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"/>	No known impact. Fees are set nationally as per the fee regulations 2012 and amendments Challenges are reviewed by the Shared support manager and if required the Development manager and head of service. The fees process is audited Fee exemptions for certain applications relating to disability	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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				There is provision for a ‘free go’ or reduced rate for certain applications as per the fee regulations		
Human Rights	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known impact	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

Monitored monthly
Audited regularly
Fees set nationally
Nothing raised by PAS review relating to this specific process
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 2020
Monthly monitoring
Monthly reporting to CMT

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

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FDC audit
PAS review
Legislation
Comments and correspondence

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