

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

General support function – January 2019

The process captures the general support function that the team provide.

This entails;

- **Dealing with the generic email accounts and various enquiries from internal and external customers**
- **Validating pre-application enquiries**
- **Logging various general enquiries**
- **Production of committee letters**
- **General support functions for the planning officers (logging and indexing: consultation responses, withdrawn applications, re-consultations on applications. Generating adverts for press)**
- **Issuing of decisions**
- **Plotting applications (captured under separate assessment)**
- **Administering appeals (captured under separate assessment)**

Objective:

The general support function administers the everyday processes and procedures supporting stakeholders accordingly.

Stakeholders:

The planning officers

Planning compliance officers

Conservation and Tree officers

General public

Elected Members

Internal consultees

External consultees (i.e. highways)

Applicants and agents

Other internal services such as the contact centre

Intended outcome:

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To ensure the support function is administered as fairly, efficiently and effectively as possible whilst meeting the requirements of legislation.

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:

Some procedures are governed by legislation.

Customers can contact the team by a variety of channels – email, letter, contact centre, telephone. Generic responses and legislation are adhered to, to ensure all are treated equally.

Personal sensitive data is not published

Information is available in paper or electronic format

Enquiries and decisions are responded to within target.

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

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

	Could particularly	Neutral	May adversely	Explanations	Is action possible or	Details of actions or explanations if actions are not possible
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	benefit		impact		required?	Please note details of any actions to be placed in your Service Plan
Race	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known impact. Some procedures are governed by legislation The team can be contacted by various channels Personal sensitive data is not published Information is available in electronic or paper format.	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"/>	Targets are met Options such as language line are available for those that require it Workloads are monitored and reported on No protected group appear to be discriminated against in this procedure.	N	
Human Rights	<input type="checkbox"/>	✓	<input type="checkbox"/>	Considered as part of the planning process	N	

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Socio Economic	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known impact.	N	
Multiple/ Cross Cutting	<input type="checkbox"/>	✓	<input type="checkbox"/>	No known Impact. All have same access to service through multiple channels	N	

Outcome(s) of customer analysis

Legislation dictates most processes
Personal sensitive data is not published
Customers can access service via variety of channels
Information is available in different formats
Targets are met
Options are available such as language line
Feedback from correspondence is considered
No concerns raised through PAS review
Process is not targeted towards any specific protected groups.
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

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

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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