

## 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

#### **DC Validation – Reviewed January 2023**

**Validation of new planning applications in accordance with legislation in the Town and County Planning Act and secondary legislation such as the Development Management Procedure Order 2015.**

**The process Involves checking the application prior to determination:**

- **checking constraints/history of a site,**
- **national and local list requirements,**
- **Plans, forms and documents for accuracy (not quality)**
- **Correct fees have been received (separate impact assessment)**
- **Correspondence with agents and applicants**
- **Registering onto the back office system (Idox uniform)**
- **Indexing onto the Document management system (DMS) which acts as the application file, with some information being published onto ‘Public access’, a web site for viewing planning applications and the on-line planning register.**
- **The procedure is subject to local performance monitoring**

#### **Objective:**

**To ensure a valid application that can be accurately described, with all requirements met so that it can be determined by a planning officer**

#### **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 Environmental Health**

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### **Intended outcome:**

To ensure that the National and Local requirements in line with legislation are met, statutory and non-statutory consultees and neighbours are consulted and that the planning officer is able to determine the application..

The relevant legislation is the Town and Country planning Act, Advert regulations etc. and secondary legislation 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:**

Requirements are mainly governed by legislation and local requirements.

Agents and applicants can corresponded with the team by a variety of channels – email, letter, planning portal, telephone or in person

Applications can be received in paper or electronic format

Applicants can use the services of an agent if unfamiliar with the process.

Advice and guidance will be offered to those that require it.

Information is available in paper or electronic format

Consultees and neighbours are identified and consulted on new applications, as per legislation and the statement of community involvement. Site notices are erected for those that cannot be identified to consult.

Personal sensitive data received with applications or received by way of a consultee/neighbour comment is redacted and not published.

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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.	N		
Sex	<input type="checkbox"/>	✓	<input type="checkbox"/>		The process is governed by legislation		N
Gender reassignment	<input type="checkbox"/>	✓	<input type="checkbox"/>	The team can be contacted by various channels			N
Disability	<input type="checkbox"/>	✓	<input type="checkbox"/>				Applications can be submitted in paper or electronic format
Age	<input type="checkbox"/>	✓	<input type="checkbox"/>		Information is available in electronic or paper format and is accessible to everyone.		
Sexual orientation	<input type="checkbox"/>	✓	<input type="checkbox"/>				Personal sensitive data is not
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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				<p>published</p> <p>Help and guidance is offered to those that require it. Planning agents can also be used</p> <p>Consultation on applications is carried out as per legislation and statement of community involvement</p> <p>Workloads are monitored and reported on</p> <p>Options such as language line are available for those that require it</p> <p>No protected group appear to be discriminated against in this procedure.</p>		
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. All have same access to service through multiple channels	N	
Outcome(s) of customer analysis						

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Legislation dictates most processes  
Customers can access service via variety of channels  
Information can be submitted in paper or electronic format  
Information is available in different formats  
Advice and guidance are available if required  
Sensitive personal information is not published  
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

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

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

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<b>Details of any Committee approved by (if applicable):</b> N/a	<b>Date endorsed by Members if applicable:</b> N/a