

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

Development Service

The Development Service has responsibility for the Council's statutory duties in respect of Town and Country Planning and Conservation plus Planning Enforcement. This involves the processing of planning applications from receipt to determination, offering pre-application advice, responding to appeals against decisions and also investigating and resolving breaches of planning control.

All aspects of the service are carried out in accordance with the requirements set by national legislation and guidance as well as local planning policies.

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

Main Stakeholders

Agents and applicants
Elected Members
Members of the Public
Internal partner services (consultees/applicants)
External partner organisations (consultees/ applicants/other Council's)

Consultations

Statutory duty to consult partners and members of public on planning applications

Formal Challenge

Planning decisions are subject to challenge through applicant's right of appeal, legal challenge in high court and referral to Local Government Ombudsman

Developer Forum

Quarterly forum with regular professional users of the Service to receive feedback on operation of Service.

Assessing Equality – The Equality Act 2010

3 C's

Feedback received via Council's corporate Correspondence, Compliments and Complaints procedure.

	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"/>	All aspects of service controlled by national legislation and guidance, local policy which has been equality checked.	Y / N	
Sex	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Gender reassignment	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Disability	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Age	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Sexual orientation	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Religion or belief	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	
Pregnancy & maternity	<input type="checkbox"/>	✓	<input type="checkbox"/>		Y / N	

Assessing Equality – The Equality Act 2010

Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / N	
Human Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / N	
Socio Economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / N	
Multiple/ Cross Cutting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y / N	

Outcome(s) of customer analysis

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

On-going monitoring of feedback received from various sources.

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

Feedback received from sources cited above

Completed by: Development Manager

Name: David Rowen

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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):	Date endorsed by Members if applicable: