

Service being assessed	Development Control, Conservation and Land Charges
Who will be involved in completing this assessment?	Dean Minns, Service Manager – Development Control, Conservation & Land Charges
Date of Review	27 June 2011
Date of Next Review	27 June 2012
What is the purpose of the service?	<p>Delivery of both statutory and non-statutory services including both regulatory and non-regulatory functions covering the following service areas: Development Control; Land Charges and Conservation.</p> <p>A mapping service and street naming and numbering are also part of the team's portfolio.</p>
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy.
<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> 1. Eliminate discrimination 2. Advance equality of opportunity 	<p>The Development Control team provide information via the telephone, website, face-to-face or by personal visit to an applicant if they are unable to visit the Town Hall offices.</p> <p>Officers are allocated planning applications based on areas and work on an application with the applicant from beginning to end, including all of the consultation involved. Applicants will either be agents/architects who work with the team on a regularly basis or domestic householders carrying out projects on their own properties.</p>

<p>3. Foster good relations between different parts of the community</p> <p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>Alternative formats and translations can be provided upon request but there has not been a great demand in the past few years. The application forms for planning and listed building consents are created nationally under the 1-APP system and the Council is not allowed to adapt or change the language or format used.</p> <p>Members of the public querying whether they require planning permission are required to fill in a “blue form” outlining what they wish to do. Assistance is available to help either over the telephone, face-to-face or information published on the web. This assistance is available throughout the planning process.</p> <p>Consultation letters, to inform potentially affected properties near a site being applied for, are sent out as a matter of courtesy rather than being a legal requirement to try and ensure that as many people as possible have the opportunity to comment or object to any development happening near to them.</p> <p>The service is largely determined by national legislation, including enforcement action required. The enforcement team treat each case individually taking into account all circumstances before deciding whether to prosecute or other action.</p>
<p>How will you know that service is working as it should?</p>	<ul style="list-style-type: none"> • Comments, compliments and complaints – made verbally to officers or via the corporate complaints system • Progress against national indicators / targets / in-house measures • Feedback from statutory and non-statutory consultees (such as parish councillors, agencies such as the Environment Agency, etc) • Compliance with legislation
<p>What data have you used to help you make this assessment?</p>	<ul style="list-style-type: none"> • Indicators, targets, statistics • Number of applications made / reports / information from IT and paper systems

	<ul style="list-style-type: none"> • Legislation • Verbal feedback from customers • Verbal feedback from partner agencies such as the Fire Service, Police, Environment Agency, etc
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>The team use the feedback they receive from customers to help shape their service. However, national legislation and corporate constraints (such as budget and staff time) restrict the speed at which some changes can be made. A customer satisfaction survey / consultation may be carried out within the next 12 months.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p>Who benefits? The residents of and visitors to the Borough by having a planned environment to live in, work in and visit.</p> <p>Who should be expected to benefit but don't – Why not? Not applicable.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> • No major changes • Adjust the policy • Continue the policy • Stop and remove the policy <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>
<p>Signed off by</p>	<p>Dean Minns, Service Manager Development Control, Conservation and Land Charges</p>