

Customer Impact Screen



Topic	Designation of Conservation Areas in Cliftonville
For decision by (name and date)	Cabinet 29 th July 2016
Date of screening assessment	6 July 2016
Author	Iain Livingstone

protected characteristics	Negative Impact				Benefits				Evidence
	High	Med	low	None	None	low	Med	High	
									<ul style="list-style-type: none"> Briefly describe initial thoughts on who will be affected and how (positively & negatively) What evidence/data have you used to inform your judgement? Highlight which protected characteristics will require full analysis based on the screening process, including details of issues you need to explore further – if full analysis is not required please explain why.
Age				x	x				Provision would need to be made for accessibility adaptations which may arise from age. The designation of the proposed new Conservation Areas may impose additional planning requirements for those seeking to make alterations to their properties, which may have an impact on disabled people and the age groups.
Gender (Sex)				x	x				No clear relevance to the topic. However, should information to the contrary become available in time, we will address issues on an ongoing basis.
Disability				x	x				Provision would need to be made for accessibility adaptations. The designation of the proposed new Conservation Areas may impose additional planning requirements for those seeking to make alterations to their properties, which may have an impact on disabled people and the age groups.
Race				x	x				Cliftonville has a significant population of residents who do not speak English as their first language.
Sexual Orientation				x	x				No clear relevance to the topic. However, should information to the contrary become available in time, we will address issues on an ongoing basis.
Gender Reassignment				x	x				No clear relevance to the topic. However, should information to the contrary become available in time, we will address issues on an ongoing basis.
Pregnancy & Maternity				x	x				No clear relevance to the topic. However, should information to the contrary become available in time, we will address issues on an ongoing basis.
Religion & Belief				x	x				No clear relevance to the topic. However, should information to the contrary become available in time, we will address issues on an ongoing basis.
Marriage & Civil Partnership				x	x				No clear relevance to the topic. However, should information to the contrary become available in time, we will address issues on an ongoing basis.
Socio-economic/ social inclusion				x	x				Cliftonville West is a ward with significant levels of deprivation and social exclusion. Private rented accommodation is a significant proportion of the tenure of the ward.

Customer Impact Assessment

Topic	Cliftonville Conservation Areas
For decision by (name and date)	Cabinet 29 th July 2016
Date of screening assessment	6 July 2016
Date of this assessment	6 July 2016 but as the duty is continuous this impact assessment will be updated should any equality issues arise over time.
Author	Iain Livingstone
Assessment Team	Iain Livingstone, Claire Grant and Jacob Amuli

Detailed analysis	
Issue 1	Disability adaptations
Stakeholders/interested parties	Applicants for disability adaptations.
Consultation & Engagement	The council conducted a full public consultation on the proposals to introduce another five conservation areas in Cliftonville West between 11 January and 7 March 2016. There have also been discussions with cabinet in the lead up to the public consultation. Following the designation of the Conservation Areas, letters will be sent out to all property occupiers within the area informing them of the designation. A press release will be issued and ward councillors notified.
Data sources and evidence	The Cliftonville West ward has 1880 people over the age of 60 (18.8% of total population of the ward) and 1135 people who disability benefit claimants (11% of total ward population), not mutually exclusive (Kent County Council Census 2014 estimates). Although the private rented sector is a significant tenure in the area there is a significant proportion of owner/occupiers who may wish to make adaptations to their properties for age or disability related reasons due to limited mobility etc. Some landlords may also wish to make adaptations for their tenants who have mobility issues.
Protected Characteristic(s) affected	Age and disability
Impacts Identified	How to balance the needs of residents with mobility issues with the need to maintain the character and appearance of the areas.

<p>Mitigation options, reasonable adjustments and potential solutions</p>	<p>Within a Conservation Area, the desire to preserve or enhance the character and appearance of that area is a duty placed upon the Local Planning Authority. This is reinforced through planning policy within the National Planning Policy Framework, that where a development proposal will lead to less than substantial harm, this harm should be weighed against the public benefits of the proposal, including securing its optimum viable use. Adaptations to properties to increase accessibility to people with a protected characteristic must be weighed against any adverse impacts to the character and appearance of the Conservation Area as a material planning consideration within the determination of planning application. New development should incorporate provision for disabled access in accordance with Thanet Local Plan Policy D1.</p> <p>No article 4 direction are currently planned for the Conservation Area which would remove permitted development rights for houses which may include external disabled adaptations. Any development requiring planning permission for improving accessibility for someone with a registered disability does not incur a planning fee.</p> <p>Therefore the issues created by any planning constraints on adaptations are already covered by both Thanet Local Plan Policies and national guidance when considering the benefits of any changed perceived to be detrimental to the character and appearance of the area.</p>
<p>Final recommendation for this issue</p>	<p>Progress with the designation and consider applications for disability adaptations in accordance with Local Planning Policies and national guidance. Should any issues arise over time, we will consult with the council's equality officer in order to explore options for mitigation.</p>
<p>Aims of the Duty furthered by this recommendation</p>	<p>1. Eliminate Unlawful discrimination – harassment, victimisation & any other conduct prohibited by the Act.</p> <p>This proposal is relevant to this aim of the duty. It is important that those with impaired mobility or disabilities are able to live and enjoy the benefits of a conservation area. By applying the relevant policy framework in determining planning applications. the council is able to permit disability adaptations to properties within a conservation area balancing against any harm to the character and appearance of the area..</p> <p>2. Advance Equality of Opportunity by:</p> <ul style="list-style-type: none"> • Removing or minimising disadvantages suffered by people due to their protected characteristics • Meeting the needs of people with protected characteristics <p>The council, by using decision making powers will make it possible for residents with mobility issues or disability to make their homes accessible despite being in a conservation area.</p>

Issue 2	Property owners/developers who speak English as a second language.
Stakeholders/interested parties	Residents, developers, property owners and agents.
Consultation & Engagement	The council conducted a full public consultation on the proposals to introduce another five conservation areas in Cliftonville West between 11 January and 7 March 2016. There have also been discussions with cabinet in the lead up to the public consultation. Following the designation of the Conservation Areas, letters will be sent out to all property occupiers within the area informing them of the designation. A press release will be issued and ward councillors notified
Data sources and evidence	Within Cliftonville West ward, 21% of the population's main language is not English (Kent County Council Census 2014 estimates). Available data suggests that half of this population cannot speak English well or at all. Although the private rented sector is a significant tenure in the area there is a significant proportion of owner/occupiers who may wish to make adaptations to their properties, or may not be aware of the implications of the designation of an area as a Conservation Area on planning applications.
Protected Characteristic(s) affected	Race/ethnicity
Impacts Identified	Property owners and residents who speak English as a second language may have issues in understanding the new planning requirements arising from the designation.
Mitigation options, reasonable adjustments and potential solutions	Information is available from Thanet District Council in a variety of languages, and the plain English Guide to the Planning System is available from the Council's planning department. Free general advice is available via the Thanet Gateway Plus, via the customer contact centre over the phone or through contacting the planning department of the Council directly.
Final recommendation for this issue	Progress with the designation and ensure that guidance materials and correspondence are accessible and use plain English guidance.
Aims of the Duty furthered by this recommendation	<p>1. Eliminate Unlawful discrimination – harassment, victimisation & any other conduct prohibited by the Act.</p> <p>This proposal is relevant to this aim of the duty. It is proposed to use the plain English in planning guidance to inform the design of web pages and guidance materials to assist those who speak English as a second language; the approach will also help the wider community.</p>

	<p>2. Advance Equality of Opportunity by:</p> <ul style="list-style-type: none">• Removing or minimising disadvantages suffered by people due to their protected characteristics• Meeting the needs of people with protected characteristics <p>This proposal is relevant to this aim of the duty. It is proposed to use the plain English in planning guidance to inform the design of web pages and guidance materials to assist those who speak English as a second language; the approach will also help the wider community.</p>
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