

Customer First Analysis – NNDR Revaluation Relief Scheme Consultation

The Council's response to the public sector equality duty is a comprehensive Customer First Analysis.

Purpose

- **What are you trying to achieve with the policy / service / function?**

The Council wishes to consult on options for a National Non Domestic Rates Discretionary Revaluation Scheme.

- **Who defines and manages it?**

Any eventual scheme will be designed and implemented by Benefits, Revenues and Customer Contact management team.

- **Who do you intend to benefit from it and how?**

This is a consultation only at this stage.

- **What could prevent people from getting the most out of the scheme?**

Accessibility could be a barrier to being able to participate in the consultation; however all information provided will be available in several formats.

- **How will you get your customers involved in the analysis and how will you tell people about it?**

The consultation will be promoted to all businesses in the borough.

Evidence

- **How will you know if the policy delivers its intended outcome / benefits?**

The consultation will gather enough responses to enable a meaningful consideration of public opinion.

- **How satisfied are your customers and how do you know?**

N/A as this is a consultation only at this stage.

- **What existing data do you have on the people that use the service and the wider population?**

Data we will use for this consultation includes details of current business rate payers who may wish to take part in the consultation.

- **What other information would it be useful to have? How could you get this?**

N/A at this stage.

- **Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?**

Yes – equalities data will be collected throughout the consultation and will be used when analysing data.

- **Are you using partners, stakeholders, and councillors to get information and feedback?**

Yes – the consultation will be as inclusive as we can manage within our resources and we will consult with partners, groups and councillors.

Impact

- **Are some people benefiting more – or less - than others? If so, why might this be?**

No.

Actions

- **If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?**

This is consultation only at this stage.

- **Is it discriminatory in any way?**

No.

- **Is there a possible impact in relationships or perceptions between different parts of the community?**

N/A – consultation only

- **What measures can you put in place to reduce disadvantages?**

The consultation will be as accessible as we can make it in order to allow people to have their say.

- **Do you need to consult further?**

Not at this stage.

- **Have you identified any potential improvements to customer service?**

Not as part of this consultation proposal.

- **Who should you tell about the outcomes of this analysis?**

This analysis will form part of the wider Revaluation Relief Scheme project and will be included with all documents available to the public as part of our commitment to transparency.

- **Have you built the actions into your Business Plan with a clear timescale?**

N/A

- **When will this assessment need to be repeated?**

A new CFA will be completed for the eventual scheme.