



## Hyndburn Borough Council

### Customer First Analysis

#### Energy Company Obligation Flexible Eligibility

#### What is it for?

Our corporate values include putting the customer first, providing opportunities for bright futures and narrowing inequality across the Borough.

From 1 April 2011, a new legal duty applies to all public authorities. It covers these protected characteristics:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race;
- religion or belief;
- gender;
- sexual orientation; and, for some aspects,
- marriage and civil partnerships.

The duty means that – as previously - we should analyse the effect of existing and new policies and practices on equality. It does not specify how we should do this. However, legal cases on the meaning of the previous general equality duties make it clear that we must carry out the analysis **before making the relevant policy decision**, and include consideration as to whether we can reduce any detrimental impact.

The framework overleaf – our Customer First Analysis - is suggested when making a written record of the analysis. This replaces Equality Impact Assessments.

The Analysis should be **proportionate** to the policy decision being taken. In some cases the written record will be a quick set of bullet points or notes under each heading, to deal with any questions which are relevant (or briefly explain why if they aren't). Others will need to be much more detailed. A meaningful Analysis will help the Council make the best decision or formulate a policy which best meets our customers' needs.

Please return completed Customer First Analyses to Human Resources. I can guide you through the process if this would be helpful.

If you have any suggestions for improving this process, please let me know.

Kirsten Burnett  
Head of HR

## Customer First Analysis Energy Company Obligation Flexible Eligibility

### 1. Purpose

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

*To improve the energy efficiency of domestic homes within the Borough of Hyndburn.*

- Who defines and manages it?

*Household eligibility is defined by the Council's Statement of Intent (SOI) for ECO Flexible Eligibility*

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

*Households who meet the eligibility criteria defined in the SOI:-*

- *Households living in fuel poverty and*
- *Households living on a low income and 'vulnerable' to the effects of living in a cold home*

- What could prevent people from getting the most out of the policy / service / function?

*Lack of publicity and/or signposting of households to the ECO scheme.*

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

*The Council will publicise the availability of help through the ECO scheme through its website and other publicity routes including via Homewise, our local Home Improvement Agency. Feedback from customers will be monitored to improve service delivery,*

### 2. Evidence

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

*Monitoring of assistance provided to households through the ECO scheme will be monitored to ensure help is going to households that meet the eligibility criteria.*

*Energy Performance Certificate rating improvement.*

*Feedback from customers will be monitored to improve service delivery.*

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

*Feedback from customers will be monitored to improve service delivery. In addition post install evidence and satisfaction will be gathered from the customer.*

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

*Latest fuel poverty figures available (2015) show that Hyndburn had 5,050 households in fuel poverty representing 14.4% of all households*

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

*There is a wealth of data and information available both nationally and locally on the detrimental effects that cold homes have on the health and wellbeing of the population. Health inequalities are exacerbated by living in cold and damp homes.*

- 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 most of this information will be gathered from the customer at the initial application stage*

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

*Feedback will be obtained from the service provider and other stakeholders involved in making referrals*

### **3. Impact**

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

*The eligibility criteria for the ECO scheme is set out in the published 'Hyndburn statement of intent' for households in fuel poverty, on a low income and vulnerable to the effects of living in a cold home as guided by Government guidance. The intention of Flexible Eligibility is to bring energy efficiency measures assistance to residents and households in the borough that have traditionally not qualified for help in the past because they were not on an appropriate benefit. However there may still be some households who may not benefit from this intervention.*

### **4. 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?

*Assistance to improve the energy efficiency of homes is being targeted by the Government to households most in need i.e. to help reduce the health inequalities being exacerbated by households living in cold and damp homes.*

- Is it discriminatory in any way?

*No this intervention will benefit the most vulnerable households in the community so any inequality gaps will be minimised and reduced.*

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

*None envisaged*

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

*None*

- Do you need to consult further?

*No*

- Have you identified any potential improvements to customer service?

*Not yet*

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

*This CFA is being attached to a Cabinet Report 'Energy Efficiency – Energy Company Obligations'*

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

*Not applicable*

- When will this assessment need to be repeated?

*Not applicable*

**Name: Fiona Goodfellow**

**Signed:**



**Service Area: Regeneration and Housing**

**Dated: 13<sup>th</sup> February 2018**

**If applicable, please attach copy of – or website link to - the Cabinet report for reference.**

**Don't forget to return your written record to HR.**