



## Hyndburn Borough Council

### Customer First Analysis

#### 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

### 1. Purpose

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

Enter into a new 25 year lease with Hyndburn Voluntary & Community Resource Centre, Cannon Street, Accrington

Who defines and manages it?

The Hyndburn Voluntary & Community Resource Centre currently have a 10 year legal agreement with the Council to occupy and manage the former St James' School, Cannon Street Accrington for a range of activities, services and social groups. In order to qualify for £165,708 of Big Lottery Funding the HVCRC require a 25 year lease. The HVCRC intend to use the funding to carry out a programme of alterations and upgrades throughout the building including new toilets, kitchens, decorations and improve the main by way of installing an automated door system.

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

Indirect financial savings – please see main report.

All users of the facility and services

The lease will secure the BLF funding which in turn will improve the facility that in addition to carrying out physical improvements to the Council's building will help keep the services delivered from here sustainable.

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

N/A

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

N/A

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
- How satisfied are your customers and how do you know?
- What existing data do you have on the people that use the service and the wider population?
- What other information would it be useful to have? How could you get this?
- 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)?
- Are you using partners, stakeholders, and councillors to get information and feedback?

The centre is already open to a wide variety of groups offering services to the elderly, those with behavioural issues and substance misuse in addition to exercise and other recreational

activities held at the centre. The new lease will facilitate external funding that will improve the environment for those delivering and receiving vital services to the community. The new automated entrance door in particular will mean access to the building for those with mobility issues is made much easier than present.

We are not aware of any group reporting discrimination or exclusion from the range of activities, clubs and services that have been running from the centre since 2004

### 3. Impact

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

The current groups using the centre are benefitting. To provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals, with a preference to young persons under the age of 25 years of age.” The stated list of who the Charity helps (from [Charity Commission website](#)) is: children/young people; elderly/old people; people with disabilities; other charities or voluntary bodies; and the general public/mankind.

### 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?
- Is it discriminatory in any way?
- Is there a possible impact in relationships or perceptions between different parts of the community?
- What measures can you put in place to reduce disadvantages?
- Do you need to consult further?
- Have you identified any potential improvements to customer service?
- Who should you tell about the outcomes of this analysis?
- Have you built the actions into your Business Plan with a clear timescale?
- When will this assessment need to be repeated?

This decision would be in line with the Government’s Community Asset Transfer policy. We will no longer have responsibility for the building or the activities that take place but we believe that this will provide greater benefit to the community.

**Name: Helen McCue-Melling**

**Signed: \_\_\_\_\_**

**Service Area: Regeneration & Property**

**Dated:16/10/19**

**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.**