

## Customer First Analysis

### 1. Purpose

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

To support Lancashire County Council to build a new specialist accommodation unit for disabled adults in Great Harwood.

- Who defines and manages it?

This is an LCC scheme and they will be managing the building and running of the service. The contribution is from underspends from the Disabled Facilities Grant, which is allocated to us by LCC.

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

Local disabled adults and their carers and families.

### 2. Evidence

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

If the scheme is delivered and the new provision is available to local people.

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

Although the potential customers will include Hyndburn residents, for the purpose of this service they are service users of LCC services and LCC will be responsible for considering whether the service achieves its intended benefits.

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

LCC hold this data.

- 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)?

LCC will be responsible for analysing this.

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

### 3. Impact

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

The provision that our funding contribution would support is aimed at disabled adults and would support them and their families / carers. LCC have further plans for a similar specialist facility for disabled children on the same site.

**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?

The proposed provision is targeted at supporting people with a disability and disability is one of the protected characteristics within the Equality Act. The funding would come from a ring-fenced sum which is specifically provided to support disabled households and therefore this decision would be in line with that intention. The Council would retain a significant sum to support its disabled facilities grant programme so there should be no disadvantage to others. The proposed LCC provision will complement and enhance the support available to a disadvantaged group and is therefore in line with our equality objectives.

It is proposed that the Council asks LCC for its Equality and Diversity policy for this service before releasing the funding. LCC is subject to the same equality duties as HBC.

There are conditions proposed within the report to ensure that the funding is only used for the purpose for which it is provided.

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

**Service Area:** \_\_\_\_\_ **Dated:** \_\_\_\_\_