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
Statement of Community Involvement (SCI)
Local Development Scheme (LDS)

1.   Purpose

- What are you trying to achieve with the policy / service / function?
  The SCI is seeking to ensure community engagement in the plan making and development management functions of the Council. The last SCI was adopted in 2018 and needs updating. The LDS is setting out a timetable for the production of the statutory development plan documents that will make up the Hyndburn Local Plan
- Who defines and manages it?
  Both duties are defined in statute and regulations and are managed by Hyndburn BC in exercise of its plan making and development management functions undertaken primarily through the Planning Service.
- Who do you intend to benefit from it and how?
  SCI: it is intended that all users of the plan making and development management functions will benefit by knowing clearly who, when and how they can be engaged in various stages of both process. These include: all with an interest in planning in Hyndburn as defined as consultees (statutory and general as per the relevant regulations). This includes: residents, general public, hard to reach groups, businesses, community groups, interest groups, local organisations, statutory bodies, utility providers, local partnerships, developers, landowners, agents, elected members, County and Parish councillors etc.
  LDS: All users of the plan making function by setting out clearly what documents will be produced that will make up the Hyndburn Local Plan and the timescales for doing so.
- What could prevent people from getting the most out of the policy / service / function?
  - Lack of awareness of the plan making and development plan roles and functions
  - barriers to engagement e.g. language or physical barriers, access to internet

- How will you get your customers involved in the analysis and how will you tell people about it?
  The SCI will be used to engage the community in the plan making function.

2.   Evidence

- How will you know if the policy delivers its intended outcome / benefits?
  The SCI and LDS seek to meet statutory and regulatory requirements. They are procedural documents and part of the test of soundness at examination of development plan documents will be to assess whether preparation of the plan is in accordance with them.
  The progress of the plan will be measured against the timescale set out in the LDS and this will be reported in the Authority's Monitoring Report published annually.
- How satisfied are your customers and how do you know?
  Customers make their response at the relevant stages in the plan making and development management processes as set out in the SCI. However the responses usually relate to the content of plan/planning applications than the process documents (SCI/LDS).
- What existing data do you have on the people that use the service and the wider population?
  Contact details of those who engage in the plan making process are kept for future notifications. Representations made on planning applications are kept as part of the Development Management system.
  There is a good understanding of the socio/economic/demographic characteristics of the population as a whole through the evidence base work which supports the Local Plan and

UNCLASSIFIED

other relevant information e.g. Census data, Lancashire Profile, although this is not normally attributable to individuals.

- What other information would it be useful to have? How could you get this?
  N/A
- 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)?
  Data on users of the planning functions is not broken down by equality groups
- Are you using partners, stakeholders, and councillors to get information and feedback?
  These groups are engaged at the relevant stages in the plan making and development management functions

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?
  These documents in themselves are not intended to give more or less benefit to different groups. Hard to reach groups, by their nature, are less likely to engage in the planning functions

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?
  Hard to reach groups, by their nature, are less likely to engage in the planning functions
- Is it discriminatory in any way?
  Reasonable efforts will be made to make contact with hard to reach groups or their representatives within the scope of the measures set out in the SCI
- Is there a possible impact in relationships or perceptions between different parts of the community?
  The SCI and LDS seek to apply equally to all parts of the community.
- What measures can you put in place to reduce disadvantages?
  SCI
  - Use appropriate range of techniques as set out in SCI and within resources to encourage engagement opportunities for all as appropriate to type of plan and relevant stage in plan making;
  - Make documents available in alternative formats on request as is reasonably practicable;
  - work with representatives of hard to reach groups to encourage engagement
- Do you need to consult further?
  There is no formal requirement to undertake consultation on the actual SCI and LDS documents
- Have you identified any potential improvements to customer service?
  The need to utilise contemporary forms of communication to seek engagement in the plan making process is recognised e.g. the use of social media – this is included in the SCI
- Who should you tell about the outcomes of this analysis?
  The analysis will be made available alongside the Cabinet Report
- Have you built the actions into your Business Plan with a clear timescale?
  The SCI and LDS will be referred to at the appropriate stages in plan making and in exercising the Development Management functions.
- When will this assessment need to be repeated?
  At the point when the SCI and LDS need to be updated – a minimum of 5 years in relation to the SCI as required by regulations.

Name:_____Christine Whittle_____ Signed: _____

Service Area:__Planning Policy_____Dated:___TBC_____

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.