



## 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?
- To refurbish Memorial Park in Great Harwood
- Who defines and manages it?
- Hyndburn BC manages the site in consultation with the local community
- Who do you intend to benefit from it and how?
- All communities in Great Harwood
- What could prevent people from getting the most out of the policy / service / function?
- Should the NLHF funding be withdrawn
- How will you get your customers involved in the analysis and how will you tell people about it?
- A consultation has taken place to allow the local community to influence what work is to be undertaken in the park. The Council also has links to FO Memorial Park.

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
- The park will have been refurbished and there will be an increase in visitors and users of the park
- How satisfied are your customers and how do you know?
- The FO Memorial Park feed back to the Council about park issues. The FO Memorial Park are part of the steering group for the NLHF project.
- What existing data do you have on the people that use the service and the wider population?
- Consultation has taken place with the community, schools and Cllrs.
- 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)?
- No not at this time
- Are you using partners, stakeholders, and councillors to get information and feedback?
- Yes as above

### 3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?
- All communities in Great Harwood who access the park should benefit equally

### 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?
- There is no evidence of this
- Is it discriminatory in any way?
- There is no evidence of this
- Is there a possible impact in relationships or perceptions between different parts of the community? Not that the Council is aware of
- What measures can you put in place to reduce disadvantages? Anyone can contact the Council to discuss concerns about this project

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- Do you need to consult further? Not at this time.
- Have you identified any potential improvements to customer service? The refurbished park should provide a better overall visitor experience. Better access into the biological heritage site should provide local schools access into the BHS for study.
- Who should you tell about the outcomes of this analysis?
- Cabinet
- Have you built the actions into your Business Plan with a clear timescale? There is a timescale for the work agreed with the NLHF.
- When will this assessment need to be repeated?

**Name: Craig Haraben**

**Signed:**



**Service Area: Environmental Services**

**Dated: 7 December 2022**

**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.**