



## Hyndburn Borough Council

### Customer First Analysis

#### 1. Purpose

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

To agree the formal establishment of a Culture & Heritage Investment Board.

- Who defines and manages it?

The group who have drawn up draft Terms of Reference was brought together with the involvement of Hyndburn Borough Council's CEO and includes people from the arts and heritage sphere who have been part of the borough's proposals around a TCIP and Levelling Up Fund bid.

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

This Board will place culture and heritage at the heart of Hyndburn Borough Council's plan to facilitate step change across Hyndburn's towns and to reimagine and regenerate places.

The Board's aim will be to produce an ambitious, inclusive and sustainable cultural programme that seeks to enhance the wellbeing of all people in Hyndburn.

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

Insufficient consultation and engagement, lack of funding.

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

Agree Terms of Reference with HBC Cabinet.

#### 2. Evidence

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

Amongst the proposed functions of the CHIB are:

- Receiving reports from and overseeing, evaluating and monitoring the performance of, identified officers, consultants and other relevant agents and organisations
- Establishing criteria for and overseeing, monitoring and evaluating culture related investments and activities
- Assisting the Council in commissioning reports, surveys and investigations to support and inform developments

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

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- 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?

Recent census data will be used to help inform proposed activity, along with evaluation information and feedback. At present, this proposal is simply to formally establish the CHIB and agree Terms of Reference.

The ToR has equality and diversity built into it and the group recognises the need to ensure it reflects and represents the diversity of Hyndburn residents and potential visitors to the Borough. It includes:

- Proactively respond to the investment principles outlined in the Let's Create 10 year Strategy relating to Inclusivity & Relevance, and the related Creative Case for Diversity to include representation drawn from across the cultural ecology of the area and programmes.
- Promote equality, diversity and inclusion, maintaining an awareness of the Equality and Diversity Strategy and working to create and maintain a safe supportive and welcoming environment where all people are treated with dignity and their identity and culture is valued and respected.

### 3. Impact

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

Not applicable at this stage.

### 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?

N/a

- Is it discriminatory in any way?

N/a – at this stage the proposal is simply for the establishment of the group.

- 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?

See above, this will be a key consideration and is built into the ToR.

- Do you need to consult further?

Establishment of CHIB and ToR to be agreed by Cabinet.

- When will this assessment need to be repeated?

The ToR will be reviewed on an annual basis or as required.