



**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 introduce a weekend burial service for Borough residents as the current service does not fully meet the needs of all residents
- Who defines and manages it?
- Hyndburn BC manages it as burial authority
- Who do you intend to benefit from it and how?
- All communities in Hyndburn, in particular those who require weekend burials for religious reasons
- What could prevent people from getting the most out of the policy / service / function?
- Having no weekend burial service will prevent residents from having a burial at weekend should they wish to or because this is a requirement of their religious beliefs
- How will you get your customers involved in the analysis and how will you tell people about it?
- The Council has spoken to members of the Hyndburn Muslim funeral committee about this issue along with Councillors. In addition the Council has spoken to some funeral directors about the proposed service. Should this proposal be enacted all funeral providers will be informed.

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
- Burials will take place at weekends as requested
- How satisfied are your customers and how do you know?
- This proposed service is something customers have been requesting the Council provide
- What existing data do you have on the people that use the service and the wider population?
- The cemetery service has significant data relating to service users and contact details for all funeral providers
- 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 as the service will be available for all residents
- Are you using partners, stakeholders, and councillors to get information and feedback?
- Yes the network of funeral providers for Hyndburn

### 3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?  
Currently residents from the Muslim community cannot routinely have a burial at weekend should a bereavement occur due to no formal weekend burial service being available.

### 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 service can be accessed by all residents of Hyndburn. The current working arrangements can exclude those who require weekend burials due to their religious beliefs, in particular Hyndburn's significant Muslim community.

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- Is it discriminatory in any way?
- See above, the current service does not fully meet the needs of all residents on religious grounds.
- Is there a possible impact in relationships or perceptions between different parts of the community? Yes, as the lack of a weekend service means the service is not always accessible.
- What measures can you put in place to reduce disadvantages? Any funeral provider can access the proposed weekend burial service
- Do you need to consult further? Not at this time.
- Have you identified any potential improvements to customer service? The proposed service will be more reactive to customer needs
- Who should you tell about the outcomes of this analysis?
- Cabinet
- Have you built the actions into your Business Plan with a clear timescale? Yes there is an implementation date and review proposal for the service in the Cabinet report
- When will this assessment need to be repeated? No

**Name: Craig Haraben**

**Signed:**



**Service Area: Environmental Services      Dated: 7 June 2023**

**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.**