



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

The UK Shared Prosperity Fund is intended to benefit the whole community. Our investment plan will support community pride and business growth in particular. All events, policy and proposals will be developed to be accessible to all members of the community.

2. Evidence

Monitoring and evaluation will be undertaken throughout the period to ensure that the desired outcomes are achieved.

3. Impact

The impact will be assessed as part of the monitoring and evaluation referred to above.

4. Actions

There is no evidence that our approach will disadvantage any section of the community.

Name: David Welsby Signed: 

Service Area: Chief Executive Dated: 20th June 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.