



Hyndburn Borough Council

Customer First Analysis

What is it for?

Since 1 April 2011, we have a legal duty under the Equality Act 2010, which 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.

The Analysis should be **proportionate** to the policy decision being taken and included when a decision is being taken on the Policy. 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.

Customer First Analysis

1. Purpose

- **What are you trying to achieve with the policy / service / function?**
Cabinet to commit to £20,000 to support Coach Road Solar Meadow, a community renewable energy project in Oswaldtwistle being delivered by PROSPECTS Community Energy to tackle net zero
- **Who defines and manages it?**
- Prospect Community Energy
- **Who do you intend to benefit from it and how?**
Residents of Hyndburn. The community project will produce green renewable energy, reduce carbon emissions, and tackle net zero. The site will be managed for maximum bio-diversity benefit. Its proposed the Solar Meadow project will generate up to 2 megawatts of electricity, equivalent to the needs of about 550 houses, and will help to reduce carbon emissions by replacing fossil fuels with renewable energy.
- **What could prevent people from getting the most out of the policy / service / function?**
The immediate funding is required and without support the project risks compliance issues with post permission planning conditions. The project encountered increased legal costs, and unexpected charges from work received from Network Rail on the initial planning application and getting the project to the share offer point a larger budget is required.
- **How will you get your customers involved in the analysis and how will you tell people about it?**
Shareenergy works to help communities set up and own renewable energy societies. They will be working with PCE and, in early autumn 2025, work with PROSPECTS Community Energy to launch the community share offer for Coach Road Solar Meadow

2. Evidence

- **How will you know if the policy delivers its intended outcome / benefits?**
Its part of the journey to work towards Carbon Net Zero and collaboration between Prospects Community Energy working, Prospects Foundation and the Council all working to achieve the same goal of reducing carbon emissions.
- **How satisfied are your customers and how do you know?**
PCE working with Shareenergy will be working with the local community.
- **What existing data do you have on the people that use the service and the wider population?**
Government return on local energy usage by residents and local businesses
- **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)?**
No

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- **Are you using partners, stakeholders, and councillors to get information and feedback?**
No

3. Impact

- **Are some people benefiting more – or less - than others? If so, why might this be?**
Local businesses signed up to the scheme and able to access green renewable energy

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?**
No
- **Is it discriminatory in any way?**
No.
- **Is there a possible impact in relationships or perceptions between different parts of the community?**
No.
- **What measures can you put in place to reduce disadvantages?**
Not applicable.
- **Do you need to consult further?**
No.
- **Have you identified any potential improvements to customer service?**
No
- **Who should you tell about the outcomes of this analysis?**
Cabinet and Council.
- **Have you built the actions into your Business Plan with a clear timescale?**
Not applicable
- **When will this assessment need to be repeated?**
Not applicable

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Signed:
Dated: 02/06/2025

If applicable, please attach copy of – or website link to - the cabinet report for reference.