



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?
An enforcement plan enables members of the public to understand how their complaint will be managed and assists the Local Government Ombudsman (LGO) in understanding the Council's approach to enforcement should a complaint be made.
- Who defines and manages it?
The Planning and Transportation Department.
- Who do you intend to benefit from it and how?
The Planning Enforcement Plan would benefit both customers and officers by setting clear goals and expectations for the service.
- What could prevent people from getting the most out of the policy / service / function?
The service will continue to operate in the same way as previously.
- How will you get your customers involved in the analysis and how will you tell people about it?
Quarterly updates on Planning Enforcement are reported to Planning Committee.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
Performance against the timescales for acknowledging complaints and undertaking site visits contained in the Plan will be monitored.
- How satisfied are your customers and how do you know?
The number of complaints received in relation to the service will be monitored.
- What existing data do you have on the people that use the service and the wider population?
Planning enforcement is principally a reactive service.
- What other information would it be useful to have? How could you get this?
Not applicable.
- 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 – Planning Enforcement is a reactive service. Data on users of the service is not broken down by equality groups
- Are you using partners, stakeholders, and councillors to get information and feedback?
These groups are engaged at the relevant stages of investigations.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?
Not applicable.

4. Actions

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- 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 to suggest that a particular group would benefit. Enforcement complaints can be lodged electronically or in writing to ensure accessibility for all groups.
- 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?
The service will aim to acknowledge enforcement complaints within 5 working days. The Plan sets out clear timescales for completion of an initial site visit and seeks to manage customer expectations.
- Who should you tell about the outcomes of this analysis?
Not applicable.
- Have you built the actions into your Business Plan with a clear timescale?
The Planning Enforcement Plan will come into effect from 1 January 2026.
- When will this assessment need to be repeated?
The Plan will be reviewed intermittently to ensure it aligned with Council priorities and service capacity.

Name: Adam Birkett Signed: *Adam Birkett*

Service Area: Planning and Transportation

Dated: 14 November 2025