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 food waste collection service
- Who defines and manages it?
- Hyndburn BC manages it as waste collection authority
- Who do you intend to benefit from it and how?
- All residents of the Borough, as all households will produce food waste even small amounts
- What could prevent people from getting the most out of the policy / service / function?
- Not providing food waste caddies or food waste bags, and not providing a weekly collection service.
- How will you get your customers involved in the analysis and how will you tell people about it? A presentation has been given to Councillors in both the controlling group and main opposition. A leaflet has been sent to all households in the Borough informing residents about food waste collections. A calendar will be given to each household when food waste caddies are delivered. Social media information will be put out in the run up to food waste collections starting and afterwards.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
- Food waste will be left pout for collection by waste services staff
- How satisfied are your customers and how do you know?
- The percentage of residents taking part in food waste recycling will inform the Council, along with direct feedback from residents
- What existing data do you have on the people that use the service and the wider population?
- It is a brand new service to residents – so currently no local data
- What other information would it be useful to have? How could you get this?
- There is national data available in relation to Councils already providing a food waste service. Once the service is up and running officers will liaise with residents not participating to find out why
- 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
- Are you using partners, stakeholders, and councillors to get information and feedback?
- Staff will look to Councillors to provide information and feedback about the service when introduced

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?
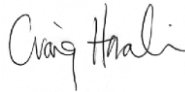- The new service will be available to every household

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?
- There is no evidence of this

- Is it discriminatory in any way?
- There is no evidence of this
- Is there a possible impact in relationships or perceptions between different parts of the community?
- There is nothing to suggest this
- What measures can you put in place to reduce disadvantages?
- The service is being offered to every household in the Borough
- Do you need to consult further?
- Not at this time
- Have you identified any potential improvements to customer service?
- Providing food waste collections should reduce the amount of waste going into the grey bin and reduce the amount of waste going to landfill or incineration
- Who should you tell about the outcomes of this analysis?
- Cabinet
- Have you built the actions into your Business Plan with a clear timescale?
- Food waste collections will start on 1 April 2026. Food waste caddies and bags will be delivered to residents in January and February 2026 and new vehicles will be delivered in March 2026.
- When will this assessment need to be repeated?
- Once the service is started it forms part of the standard waste collection service so the assessment should not need to be repeated.

Name: Craig Haraben   **Signed:**

Service Area: Environmental Services   **Dated: 5 January 2026**

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.