



## 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 protect the Borough environment from fly tipping and improve recycling rates
- Who defines and manages it?
- Hyndburn BC as waste collection authority has jurisdiction in this matter
- Who do you intend to benefit from it and how?
- Residents of the Borough to help keep their local environment clean
- What could prevent people from getting the most out of the policy / service / function?
- If fly tipping is allowed with no consequences as this causes serious damage to peoples local environment and quality of life
- How will you get your customers involved in the analysis and how will you tell people about it?
- Officers deal directly with residents when dealing with issues of fly tipping

**2. Evidence**

- How will you know if the policy delivers its intended outcome / benefits?
- The number of recorded instances of fly tipping and side waste will have reduced
- How satisfied are your customers and how do you know?
- Residents are generally concerned about their environment and bout how others treat it
- What existing data do you have on the people that use the service and the wider population?
- There is good data about the number of fly tipping incidents and their locations
- What other information would it be useful to have? How could you get this?
- Getting CCTV footage is always helpful when dealing with fly tipping and officers work with the community to assess the footage when available
- 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?
- Councillors are proactive in providing feedback for fly tipping and litter in general

**3. Impact**

- Are some people benefiting more – or less - than others? If so, why might this be?
- This will only effect people who break the law

**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?
- This is not anticipated
- What measures can you put in place to reduce disadvantages?
- Officers apply this policy equally across the Borough

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- Do you need to consult further?
- Not at this time
- Have you identified any potential improvements to customer service?
- It is hoped this will make waste services more efficient as the team will have less fly tipping incidents to deal with
- Who should you tell about the outcomes of this analysis?
- Cabinet
- Have you built the actions into your Business Plan with a clear timescale?
- This activity is already undertaken, this potential change increases FPN values
- When will this assessment need to be repeated?
- Should Cabinet wish to review FPN charges again



**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.**