



EQUALITY
FRAMEWORK
FOR LOCAL
GOVERNMENT
ACHIEVING

Hyndburn Borough Council

Customer First Analysis

LOCAL PLAN SCOPING CONSULTATION

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?
The Scoping Consultation is a mandatory part of the local plan process to help the Council set the vision, objectives and create an engagement strategy for the local plan.
- Who defines and manages it?
It is defined by the Government and is part of the regulations covering local plan-making. The management of the Scoping Consultation is in the Planning Department.
- Who do you intend to benefit from it and how?
Those who wish to engage with the local plan process, residents, business and other agencies.
- What could prevent people from getting the most out of the policy / service / function?
Those who wish to engage with the local plan process will, there is nothing preventing them from doing so.
- How will you get your customers involved in the analysis and how will you tell people about it?
The Scoping consultation document will be available on the Council's website, as a hard copy in the offices and libraries, it will be advertised on the Councils social media. Relevant emails will be sent out to those persons already on the Council's local plan consultation database and who fall into those parties under the regulations that the Council has to consult.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
The Council will pass through Gateway 1 of the local plan making process.
- How satisfied are your customers and how do you know?
Everyone is the local plan customer, we do not know how satisfied they are – it depends on who they are, developers who have their land allocated will be very satisfied, the neighbours it affects will not be satisfied.
- What existing data do you have on the people that use the service and the wider population?
The Council has a consultation database for the local plan which is presently being updated so it complies with GDPR.
- What other information would it be useful to have? How could you get this?
None
- 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)?
The regulations state that the Council has to consult General Consultation Bodies which includes those bodies who fall into the equality groups. It is part of the local plan process that this is done and the local plan has to produce an equality impact assessment.
- Are you using partners, stakeholders, and councillors to get information and feedback?
Yes that's why we are carrying out a scoping consultation for the local plan.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?
No

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?

The process of the local plan has not progressed that far yet to make any judgements about who benefits.

- Is it discriminatory in any way?

No

- Is there a possible impact in relationships or perceptions between different parts of the community?

The process of the local plan has not progressed that far yet to make any judgements about who benefits.

- What measures can you put in place to reduce disadvantages?

The process of the local plan has not progressed that far yet to make any judgements about who benefits.

- Do you need to consult further?

There are statutory consultation stages in the creation of the local plan, these are governed by regulations.

- Have you identified any potential improvements to customer service?

No

- Who should you tell about the outcomes of this analysis?

There is a statutory requirement to publish the results of the Scoping Consultation

- Have you built the actions into your Business Plan with a clear timescale?

There is a requirement to set a budget and timetable for the local plan – this has yet to be done.

- When will this assessment need to be repeated?

This consultation is only carried out once at the start of the local plan-making process – it is only repeated when the Council review the plan – 5 years after adoption.

Anne Shorland

Name: _____ **Signed:** _____

Service Area: Planning and Transportation

Dated: 8 July 2026

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