



**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 refurbish Rhyddings Park in Oswaldtwistle
- Who defines and manages it?  
Hyndburn BC manages the site in cooperation with the Friends of Rhyddings Park
- Who do you intend to benefit from it and how?  
All communities in Oswaldtwistle and the neighbouring Springhill Ward
- What could prevent people from getting the most out of the policy / service / function?  
Should the HLF funding be withdrawn
- How will you get your customers involved in the analysis and how will you tell people about it?  
The FO Rhyddings Park are the key consultative group for the park and have a direct link to the local community. They have been involved and have influenced the HLF bid throughout the process.

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?  
The park will have been refurbished and there will be an increase in visitors and users in the park
- How satisfied are your customers and how do you know?  
The FO Rhyddings Park are happy with progress to date as they are part of the steering group for the project
- What existing data do you have on the people that use the service and the wider population?  
Consultation has taken place with local schools, GP surgeries, Councillors and the FO Rhyddings Park
- What other information would it be useful to have? How could you get this? N/A
- 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)?  
We are aware of the breakdown of equality target groups for the catchment area for Rhyddings Park
- Are you using partners, stakeholders, and councillors to get information and feedback?  
Yes as above

### 3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?  
All communities of Oswaldtwistle and neighbouring Springhill ward should benefit equally

### 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? N/A
- Is it discriminatory in any way? N/A
- Is there a possible impact in relationships or perceptions between different parts of the community? In general no
- What measures can you put in place to reduce disadvantages? The FO Rhyddings Park has an open membership policy so all members of the community could access this group to influence what happens in the park

UNCLASSIFIED

- Do you need to consult further? Further consultation will continue via the FO Rhyddings Park
- Have you identified any potential improvements to customer service? The refurbished coach house will allow a community base within the park and a base for events/activities.
- Who should you tell about the outcomes of this analysis? N/A
- Have you built the actions into your Business Plan with a clear timescale? Yes
- When will this assessment need to be repeated?

**Name:** Craig Haraben

**Signed:**



**Service Area:** Parks & Cemeteries

**Dated:** 20 May 2016