



**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 Shaheen Amaan in Human Resources. Shaheen 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?

The food service plan sets out what work will be completed by the food team in 2018/19 and how resources will meet the demand. Having a plan meets statutory requirements expected by the Food Standards Agency. The plan also sets measurable performance indicators for the service.

- Who defines and manages it?

Food and Safety Officers / Food and Safety Manager and Head of Service

- Who do you intend to benefit from it and how?

Food Safety Officers and the Service will benefit from having a work plan which sets out demands and resources and performance indicators will provide focus for work priorities.

Councillors, food business operators, consumers, employers and employees across the borough will benefit from a consistent approach with improved understanding of the demands on the service, what the service will deliver to the end of the financial year and priorities / objectives.

- What could prevent people from getting the most out of the policy / service / function?

Lack of awareness from the food business operators, consumers, employers and employees.  
Lack of consistency between officers.  
Lack of buy in / implementation across the team.

- How will you get your customers involved in the analysis and how will you tell people about it?

Cabinet support and approval, member bulletin, Food and Safety Officer cascade, training and monitoring.

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

The inspection programme is managed. Performance indicators are met and inspection frequencies are maintained. Improved consistency between officers. The number of non-compliant premises are reduced. The food service plan is monitored on a monthly, quarterly and annual frequency, reports maintained and communicated to the team / head of service.

- How satisfied are your customers and how do you know?

Statutory requirement to work to a food service plan and annual return to Food Standards Agency.

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- What existing data do you have on the people that use the service and the wider population?

Database maintained of all business premises, inspections / interventions / service requests, accident investigations etc.

- 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)?

N/A

- Are you using partners, stakeholders, and councillors to get information and feedback?

N/A

### 3. **Impact**

- Are some people benefiting more – or less - than others? If so, why might this be?

The procedure will be applied consistently and fairly across all groups within the Borough.

### 4. **Actions**

The food service plan has been agreed with Food and Safety Officers, Head of Service and Cabinet Support / approval.

The plan will be incorporated into the Services existing policies and procedures and service plan.

Review in light of a change in legislation or Council policy.

**Don't forget to return your written record to HR.**