

## **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 Rishton Canalside Supplementary Planning Document (SPD) does not provide policy, but it provides further guidance on the interpretation of planning policy in Rishton. It is intended to help facilitate positive change in the area through the provision of design guidance and the highlighting of constraints and opportunities on vacant and derelict sites in the area.
- Who defines and manages it?  
Hyndburn Borough Council, through the Planning Service, including both the Plans and Environment and Development Management functions.
- Who do you intend to benefit from it and how?  
Existing residents of Rishton and those looking to move into/relocate to the area
- What could prevent people from getting the most out of the policy / service / function?  
Provision of inappropriate development in the canalside area
- How will you get your customers involved in the analysis and how will you tell people about it?  
The Rishton Canalside SPD will be consulted in accordance with the relevant regulations and the Council's Statement of Community Involvement.

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?  
The granting of planning permission and delivery of schemes that follow the land use ambitions and design principles for the area as set out in the SPD.
- How satisfied are your customers and how do you know?  
The local community have been involved with the production of the draft SPD however a clearer picture will emerge following the statutory consultation period of the SPD.
- What existing data do you have on the people that use the service and the wider population?  
N/A
- 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)?  
This has been considered where it is relevant to issues of spatial planning and design guidance in the preparation of the SPD however no breakdown of those involved in the consultation so far is possible as relevant information has not been collected.
- Are you using partners, stakeholders, and councillors to get information and feedback?  
These groups have all been involved in the formulation of the SPD through the consultation processes that have already been undertaken.

### 3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?  
There is no evidence of this to date as the SPD is still at the draft stage. The statutory consultation phase of the SPD will be undertaken in line with the Council's 'Statement of Community Involvement' which includes measures are taken to ensure that hard to reach groups are engaged.

### 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?  
Not aware of this, every effort will be made to publicise relevant consultations on planning policy as it develops in line with the Council's Statement of Community Involvement at the appropriate time
- Is there a possible impact in relationships or perceptions between different parts of the community?  
No
- What measures can you put in place to reduce disadvantages?  
Ensure that the future consultations on planning policy and guidance are open to all. The Council's agreed Statement of Community Involvement will be followed wherever practical to ensure this objective is achieved
- Do you need to consult further?  
Yes, as set out in the accompanying Cabinet report, statutory consultation is proposed for a period of 4 weeks subsequent to the SPD being finalised for adoption.
- Have you identified any potential improvements to customer service?  
No
- Who should you tell about the outcomes of this analysis?  
Members and the general public
- Have you built the actions into your Business Plan with a clear timescale?  
N/A
- When will this assessment need to be repeated?  
Next report to Cabinet

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