

## Customer First Analysis

### 1. Purpose

- What are you trying to achieve with the policy / service / function?

*The report going to Cabinet 14/9/2011 (and original version to CMT 24/8 mtg) **advises on the outline timetable or cycle of significant events/ phases, including proposed consultations, for preparations and setting of Budget for year 2012/13 & council tax.***

- Who defines and manages it?

*At Cabinet Member level, the Resources Portfolio Holder and/or the Leader of the Council; at Officer level, the Head of Accountancy Services reporting to Executive Director (Resources)/S151 Officer.*

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

*Hyndburn BC not least in meeting statutory obligations as given within the report; and, indirectly, all residents and other stakeholders in the local community.*

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

*As far as the purpose of the report is concerned, any lack of adherence to key dates and intended consultations.*

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

*The consultation current proposals are in section 9 of the report. This includes the cessation of The Beacon annual council newspaper; but the survey form, updated, is to continue on the council's website.*

### 2. Evidence

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

*From any future responses.*

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

*So far (in recent years) very little feedback - ie thereby can be indicating a general satisfaction among the Hyndburn communities on HBC budgets and council tax.*

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

*Not applicable for this report.*

- What other information would it be useful to have? How could you get this?

*Not applicable for this report.*

- 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)?

*Not applicable for present purpose of this report.*

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

*Yes via (eg) Resources O&S Committee public meeting (21/2/2012), and intended distribution of draft budget information to the Hyndburn Public Service Board after HBC Cabinet 1/2/2012 mtg.*

**3. Impact**

- Are some people benefiting more – or less - than others? If so, why might this be?  
*Not applicable for this report.*

**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?  
*Not applicable for present purpose of this report.*

- Is it discriminatory in any way?  
*Not applicable for this report.*
- Is there a possible impact in relationships or perceptions between different parts of the community?  
*Not applicable for this report.*
- What measures can you put in place to reduce disadvantages?  
*Not applicable at this time - see earlier answers.*
- Do you need to consult further?  
*Section 9 of the report refers.*
- Have you identified any potential improvements to customer service?  
*Not applicable for this report.*
- Who should you tell about the outcomes of this analysis?  
*Any feedback from consultations would be reported via the Executive Director (Resources) to the Resources Portfolio Holder and/or Leader of the Council and Cabinet via budget report, and to Full Council.*
- Have you built the actions into your Business Plan with a clear timescale?  
*Preparation of the Budget, both revenue and capital, is a service objective of Accountancy function. Detailed planning is / will be consistent with the key dates in the Outline Timetable (per Appendix with the report).*
- When will this assessment need to be repeated?  
*By next year / budget cycle*

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