



Hyndburn Borough Council

Customer First Analysis

Individual Insolvency / Bankruptcy Policy and Council Tax / Non-Domestic rates Recovery Policy

1. Purpose

- What are you trying to achieve with the policy / service / function?
- Who defines and manages it?
- Who do you intend to benefit from it and how?
- What could prevent people from getting the most out of the policy / service / function?
- How will you get your customers involved in the analysis and how will you tell people about it?

The introduction of two policies is intended to increase the methods of recovery of outstanding Council Tax and Non Domestic Rates, each matter will be considered on a case by case basis. Both policies include vulnerability criterion and the steps to be taken when considering the different methods of enforcement .

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
- How satisfied are your customers and how do you know?
- What existing data do you have on the people that use the service and the wider population?
- What other information would it be useful to have? How could you get this?
- 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)?
- Are you using partners, stakeholders, and councillors to get information and feedback?

The Recovery Section does not have any evidence as such, the intention behind the introduction of the policies is to ensure that Council Tax and Non Domestic Rates are recovered fairly and from all those responsible wherever possible. As indicated there are vulnerability criterion which will be considered as will each case on its own individual merits

3. Impact

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

N/A

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

UNCLASSIFIED

- What measures can you put in place to reduce disadvantages?
- Do you need to consult further?
- Have you identified any potential improvements to customer service?
- Who should you tell about the outcomes of this analysis?
- Have you built the actions into your Business Plan with a clear timescale
- When will this assessment need to be repeated?

N/A

Name: _____ Signed: _____

Service Area: _____ Dated: _____

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

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