

Customer First Analysis – Woodnook Investment Plan

1. Purpose

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

Develop an investment plan for Woodnook in partnership with PlaceFirst and Twin Valley Homes.

- Who defines and manages it?

The investment plan was scoped by PlaceFirst in consultation with Hyndburn Borough Council. The plan will be managed by PlaceFirst in consultation with the Council and Twin Valley Homes.

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

The Woodnook Community via investment and regeneration activity.

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

Lack of investment and resources for regeneration activity.

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

Customers are already involved via consultation that has taken place within the neighbourhood. The plan includes the provision of a local shop and a Neighbourhood Manager who will ensure customers are kept informed and involved in the analysis.

2. Evidence

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

The investment plan will include a number of outputs and outcomes which will form the basis of monitoring success and benefits of future regeneration activity.

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

Consultation events indicate significant support for the regeneration of Woodnook. Customer satisfaction will continue to be monitored via the neighbourhood service during the period of regeneration activity.

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

Housing market data, census data, Council Tax records and index of multiple deprivation.

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

We have already carried out a range of consultation exercises linked to a masterplan and supplementary planning document. The investment plan will help to identify those stakeholders interested in investing in Woodnook.

- 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 do not have data by equality groups, other than data that will be provided by the 2011 census. We will look to collect equality information for people using the neighbourhood office and from the beneficiaries of the regeneration activity when it takes place.

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

Yes, our key partners are PlaceFirst and Twin Valley Homes. Feedback will come via other stakeholders including local residents associations and local councillors.

3. Impact

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

The aim is that all residents and stakeholders will benefit from our regeneration plans.

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?

No – but impacts will be closely monitored.

- Is it discriminatory in any way?

No – but close monitoring will take place to ensure discrimination does not occur.

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

This is too early to judge, but impacts on the wider community will be closely monitored especially as part of ongoing community consultation.

- What measures can you put in place to reduce disadvantages?

It is expected that the whole community will benefit via regeneration activity.

- Do you need to consult further?

Consultation will continue as part of the regeneration process via resident groups, community newsletter, the local office and community events.

- Have you identified any potential improvements to customer service?

The opening of a local office will have an immediate impact by providing a neighbourhood service.

- Who should you tell about the outcomes of this analysis?

Report to Cabinet and our key partners.

- Have you built the actions into your Business Plan with a clear timescale?

Actions and timescales will be built into the investment plan. The regeneration of Woodnook is a key action within Regeneration and Housing's Business Plan.

- When will this assessment need to be repeated?

The assessment will be monitored and updated as we bring forward further reports on the regeneration of Woodnook to Cabinet.

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.