



Hyndburn Borough Council

Customer First Analysis

Safe Houses

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

PROTECT

Customer First Analysis Safe Houses

1. Purpose

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

The development of safe supported accommodation for victims of domestic abuse

- Who defines and manages it?

Hyndburn BC Strategic Housing service, a specialist registered housing provider and a specialist domestic violence service along with consultation with customers have helped define the nature of the service provision.

The safe houses will be managed by a specialist registered housing provider with experience of providing supported accommodation to vulnerable households

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

Victims of domestic abuse by providing safe and secure short term supported accommodation

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

Access to the safe houses may be restricted if the accommodation is full or the support needs of the household are too high.

The service is only for women and children. If a male victim approached for help HARV would undertake a safety plan and offer telephone support/advice, court support, access to counselling etc. Each case would be looked at on its own merits although no specific accommodation is available in the borough.

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

The specialist support provider for the safe houses will involve potential, actual and ex customers in consultation about the nature and delivery of the service.

2. Evidence

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

Regular monitoring of the service will take place details of which will be outlined in the service level agreement for the service. In addition regular monitoring meetings will take place to oversee the service provision.

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

Regular customer surveys and consultation will take place with all service users

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

PROTECT

The Lancashire Supporting People Partnership has data on people that use similar supported accommodation services for victims of domestic abuse. HARV (Hyndburn & Ribble Valley Domestic Abuse Service) has data and information on victims of domestic abuse generally.

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

Feedback from service users once the scheme is in use. This will be obtained through regular service user consultation etc.

- 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 is information that will be gathered by the housing provider and support provider once the scheme is in operation.

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

Feedback and examples of good practice will be gathered from partners and stakeholders as appropriate.

3. Impact

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

This is a specialist service only for women and children who are victims of domestic abuse, male victims would be unable to access this service. Details of help available to male victims are detailed under section 1. Purpose.

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?

In order to protect this vulnerable group the service will be for women and children only

- Is it discriminatory in any way?

No as the nature of the service is specific in terms of accommodation and support for this particular vulnerable group.

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

The service will be available to women and children from all sections of the community

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

Policies and procedures will be developed by both the housing and support provider to reduce as many disadvantages as possible.

- Do you need to consult further?

PROTECT

Ongoing consultation with service users will continue throughout the lifetime of the scheme

- Have you identified any potential improvements to customer service?

This will be ongoing

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

The housing provider and support provider

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

The actions will be taken into account during the development of the scheme.

- When will this assessment need to be repeated?

When and if the nature of the scheme changes significantly.

Name: **Fiona Goodfellow**

Signed:



Service Area:- **Regeneration & Housing**

Dated:

5th September 2012

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.