

## Customer First Analysis: Excess Mileage Policy

### 1. Purpose

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

A policy which covers payment for extra travel distance / time incurred when someone's place of work is moved to a place outside the borough of Hyndburn. Typically, this would be because of a shared service arrangement and that is what has prompted the development of the policy.

- Who defines and manages it?

HR, including payroll.

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

Staff who are made to move their place of work to outside Hyndburn and as a result incur additional travel distance / time.

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

The policy has been negotiated and agreed with the recognised trade unions.

### 2. Evidence

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

The policy will be reviewed after 12 months to look at who has / has not benefitted and whether any changes should be put forward.

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

n/a

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

We know which staff we expect to be covered by this and the numbers are very small at present.

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

None at present, but the policy will be reviewed after 12 months.

- 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)?

No, but the review will consider this data.

### 3. Impact

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

Only a few staff will benefit from the provisions of the policy but this will be to compensate them for additional travel time / costs.

**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?

Yes, the policy will only apply in specific circumstances.

- Is it discriminatory in any way?

No.

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

Unlikely. Some staff will receive an additional payment but only if they are being moved to a new office base because of a council decision.

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

Communicate the policy.

- Do you need to consult further?

No – although management Review Committee will need to approve the policy.

- Have you identified any potential improvements to customer service?

N/a for this policy although it is closely linked to shared working which will usually be in place to improve or maintain services.

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

All staff, particularly in the affected areas.

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

Yes.

- When will this assessment need to be repeated?

March 2015.

**Name: Kirsten Burnett Signed:**

**Service Area: HR Dated: 14 February 2014**