



**Hyndburn Borough Council**  
**Customer First Analysis**

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**1. Purpose**

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

Clear guidance on the use and misuse of the council's communications equipment and also use of personal equipment connected with work. It sets out how the council will monitor use of communications equipment.

- Who defines and manages it?

The proposed updated policy will be developed jointly by the Heads of ICT, Audit and Assurance, and HR.

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

The Council, its staff and service users, by having a robust policy in place.

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

Lack of awareness of the rules in place.

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

Staff briefing through Newsround.

**2. Evidence**

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

Reduced cases of misuse. Avoiding cases where employees' use of social networking cause difficulties at work.

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

We have data relating to employees and know who has access to particular equipment or applications. We have data regarding disciplinary cases relating to misuse.

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

n/a

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- 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)?

Yes

**3. Impact**

The policy applies to all staff and will be communicated across all teams. Data on disciplinary cases does not suggest that a particular group / characteristic is experiencing a different impact.

**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?

n/a

- Is it discriminatory in any way?

No

- Do you need to consult further?

Yes, with Management Team, Trade Unions, management Review Committee.

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September 2013