

Hyndburn Armed Forces Community Covenant Customer First Analysis

1. Purpose

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

The purpose of the Community Covenant is to encourage support, engagement and understanding between the Armed Forces Community working and residing in Hyndburn and the civilian community.

- Who defines and manages it?

The community covenant is defined and managed by Hyndburn Council based on national guidelines and good practice advice.

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

The Community Covenant is intended to help serving, transiting and veteran members of the armed forces, and their families, by raising awareness of their particular circumstances and needs among service providers and the civilian community, and taking action to improve services where appropriate. It is also intended to strengthen relations between Hyndburn's Armed Forces Community and its civilian community.

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

A lack of awareness of and engagement with the covenant. A lack of understanding of the make-up and needs of the armed forces community in Hyndburn.

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

Feedback from covenant partners. The covenant will be promoted via press releases, on the Council's website and through covenant partners.

2. Evidence

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

A report will be prepared annually reviewing the outcomes and benefits arising from the covenant.

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

As this is the first covenant produced for the borough customer satisfaction information doesn't exist.

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

High level data is available that indicates the likely size of the armed forces community in Hyndburn. Data from partners provides an indication of specific issues in relation to that community. Service areas are being encouraged to identify, where appropriate, if their customers are from the armed forces community.

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

Details of the numbers and needs of the local armed forces community are limited. Ensuring the service areas collect and encouraging other covenant partners to collect information on the members of the armed forces community accessing services would improve the information available.

- 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)?

Where appropriate.

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

Yes – see responses to other questions

3. Impact

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

The Community Covenant may have a positive differential impact on older service veterans and on young families of serving forces personnel.

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?

There are instances where as a result of service in the armed forces serving personnel, veterans and their families suffer disadvantage. One of the main aims of the community covenant is to remove this disadvantage. In addition the covenant will be of benefit to the wider community by strengthening the links between them and the armed forces community. The covenant is not intended to benefit or disadvantage any specific equality target group.

- Is it discriminatory in any way?

The covenant is not intended to be discriminatory in any way.

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

The purpose of the Community Covenant is to encourage support, engagement and understanding between the Armed Forces Community working and residing in Hyndburn and the civilian community.

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

In part the purpose of the Community Covenant is to help remove disadvantage that can arise as a result of service in the Armed Forces.

- Do you need to consult further?

No further consultation is necessary.

- Have you identified any potential improvements to customer service?

The Community Covenant is intended to help serving, transiting and veteran members of the armed forces, and their families, by raising awareness of their particular circumstances and needs among service providers and the civilian community, and taking action to improve services where appropriate.

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

The analysis will be reported to Cabinet.

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

No but actions will be built in to the covenant action plan with clear timescales.

- When will this assessment need to be repeated?

It isn't anticipated that this assessment will be repeated but as the covenant action plan involves it may be necessary to undertake separate assessments on the proposed actions.

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.