

Customer First Analysis

1. Purpose

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

The report going to Cabinet 14/9/2011 (and original version to CMT 24/8 mtg) advises on the outline timetable or cycle of significant events/ phases, including proposed consultations, for preparations and setting of Budget for year 2012/13 & council tax.

- Who defines and manages it?

At Cabinet Member level, the Resources Portfolio Holder and/or the Leader of the Council; at Officer level, the Head of Accountancy Services reporting to Executive Director (Resources)/S151 Officer.

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

Hyndburn BC not least in meeting statutory obligations as given within the report; and, indirectly, all residents and other stakeholders in the local community.

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

As far as the purpose of the report is concerned, any lack of adherence to key dates and intended consultations.

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

The consultation current proposals are in section 9 of the report. This includes the cessation of The Beacon annual council newspaper; but the survey form, updated, is to continue on the council's website.

2. Evidence

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

From any future responses.

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

So far (in recent years) very little feedback - ie thereby can be indicating a general satisfaction among the Hyndburn communities on HBC budgets and council tax.

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

Not applicable for this report.

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

Not applicable for this report.

- 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)?

Not applicable for present purpose of this report.

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

Yes via (eg) Resources O&S Committee public meeting (21/2/2012), and intended distribution of draft budget information to the Hyndburn Public Service Board after HBC Cabinet 1/2/2012 mtg.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?
Not applicable for this report.

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?
Not applicable for present purpose of this report.

- Is it discriminatory in any way?
Not applicable for this report.
- Is there a possible impact in relationships or perceptions between different parts of the community?
Not applicable for this report.
- What measures can you put in place to reduce disadvantages?
Not applicable at this time - see earlier answers.
- Do you need to consult further?
Section 9 of the report refers.
- Have you identified any potential improvements to customer service?
Not applicable for this report.
- Who should you tell about the outcomes of this analysis?
Any feedback from consultations would be reported via the Executive Director (Resources) to the Resources Portfolio Holder and/or Leader of the Council and Cabinet via budget report, and to Full Council.
- Have you built the actions into your Business Plan with a clear timescale?
Preparation of the Budget, both revenue and capital, is a service objective of Accountancy function. Detailed planning is / will be consistent with the key dates in the Outline Timetable (per Appendix with the report).
- When will this assessment need to be repeated?
By next year / budget cycle

Don't forget to return your written record to HR.