

## TOWN WIDE CONSULTATION

### AGENDA ITEM No. 18

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**MEETING: POLICY & RESOURCES COMMITTEE**

**DATE: 23 OCTOBER 2019**

**REPORT BY: MANAGEMENT TEAM**

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#### **1.0 Purpose of the Report**

1.1 The purpose of the report is to provide Members with the Draft town wide 'Your Town, Your Choice, Your Voice' Satisfaction Survey consultation booklet and request any feedback.

#### **2.0 Background**

2.1 The last Town Wide Consultation was undertaken in 2009.

2.2 A section on the Town Council and its services was included in the Great Aycliffe Neighbourhood Plan Consultation which took place in October 2014.

2.3 The format of the draft satisfaction survey questionnaire is very similar to the original 2009 consultation but now includes a separate section on Finance.

#### **3.0 Current Situation**

3.1 The Draft Your Town, Your Choice, Your Voice Satisfaction Survey has been appended for Members information and comments. There may still be setting out issues and photos to add but it is anticipated that the consultation will go live on Monday 18 November 2019 and will end on Friday 4 January 2020.

3.2 It is proposed to hold a prize draw to encourage as many responses as possible. Officers request that Members consider the amounts for the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> prizes. The money will be taken from the Council Newsletter and Consultation Budget. The prizes offered as part of the Great Aycliffe Neighbourhood Plan consultation were 1<sup>st</sup> = £100; 2<sup>nd</sup> = £50 and 3<sup>rd</sup> = £25.

3.3 Some general information on what the Council does and does not do has been included. Currently the only area not to be covered is the Civic provision as this is not classed as a public service. Members may wish to consider adding questions on this area.

3.4 The survey form will be available electronically on Survey Monkey, published on various social media sites and the Town Council website. In addition, paper copies will be distributed to the community centres; the Youth Centre; the Library; the OakLeaf Sports Complex; the OakLeaf Golf Complex and the Council Offices.

3.5 Previously the forms were printed at the Newton News and circulated to every household with a pre-paid reply envelope. Time constraints and a pre-paid reply envelope is no longer an option and as more and more people are moving to electronic formats the forms required will be much less and will therefore be printed in house.

3.6 It is proposed to hold two open days with key staff and Members in attendance to answer any questions on:-

- Tuesday 19 November or Thursday 21 November at the Youth Centre (depending on availability) from 3.00pm to 6.00pm and
- Saturday 23 November in the Town Centre from 10.00am until 2.00pm.

#### **4.0 Impact on Great Aycliffe Town Council.**

4.1 Having up to date information from the residents of the Parish will help the Town Council prioritise its services and target areas for investment and/or disinvestment.

#### **5.0 Policy Implications**

5.1 Conforms to assisting the delivery of the following council aims.

Aim 1 "To provide good quality governance and management of the Council".

Aim 7 "To encourage the residents of Great Aycliffe to become involved in local democracy".

Aim 8 "To research information and make the case for Great Aycliffe".

#### **6.0 Staffing Implications**

6.1 The preparation of the questionnaire, inputting onto Survey Monkey then analysis of the results will be required. In addition, key staff will be required to attend the open events.

#### **7.0 Financial Implications**

7.1 A limited number of paper copies of the consultation will be printed in house.

7.2 The prize draw amounts will be taken from the Newsletters and Best Value budget.

#### **8.0 Crime and Disorder Implications**

8.1 None.

#### **9.0 Equal Opportunities Implications**

9.1 None.

#### **10.0 Environmental Implications**

10.1 None.

## **11.0 Risk Assessment**

- 11.1 It is not considered that the matters contained in this report pose a risk to health and safety of staff or to the financial or public standing of the Council to a degree that a risk assessment should be appended to this report.

## **12.0 General Data Protection Regulations (GDPR)**

- 12.1 Is any personal or sensitive data required for this proposal which may have any implications for GDPR? **YES**
- 12.2 A Privacy Impact Assessment has been appended to this report which has considered the relevant impact on privacy matters and how these will be dealt with.

## **13.0 Recommendation**

It is recommended that Members:-

- 13.1 receive the report;
- 13.2 approve the draft Town Wide Consultation pending any further amendments
- 13.3 agree the prize amounts for 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place and
- 13.4 approve the suggested consultation dates and locations.

## Privacy impact assessment (PIA) screening questions

### **Satisfaction Survey Responses**

Guidance provided by the Information Commissioner and taken from their website.

**Will the project involve the collection of new information about individuals?**

Yes

**Will the project compel individuals to provide information about themselves?**

No

**Will information about individuals be disclosed to organisations or people who have not previously had routine access to the information?**

No

**Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?**

Yes

**Does the project involve you using new technology that might be perceived as being privacy intrusive? For example, the use of biometrics or facial recognition.**

No

**Will the project result in you making decisions or taking action against individuals in ways that can have a significant impact on them?**

No

**Is the information about individuals of a kind particularly likely to raise privacy concerns or expectations? For example, health records, criminal records or other information that people would consider to be private.**

No

**Will the project require you to contact individuals in ways that they may find intrusive?**

No.

## **Privacy impact assessment Comments & Complaints Policy**

### **Step one: Identify the need for a PIA**

The purpose of the project is to undertake a satisfaction survey for the residents of the Parish of Great Aycliffe.

The public do not need to complete any personal details unless they wish to take part in the prize draw. No unnecessary data will be collected.

Personal data that is collected from the public will only be used in the prize draw. This information is required in order to contact the winning people.

The form also includes an 'about you' section but this is optional. The Town Council include this section so it can undertake additional analysis of the information provided.

### **Step two: Describe the information flows**

A GDPR statement why we collect the data has been included on the form.

Personal information will only be retained until the prize draw has taken place.

### **Consultation Requirements**

No consultation required.

Staff are aware of the need to protect privacy of individuals and training has been provided.

### Step three: Identify the privacy and related risks

*Identify the key privacy risks and the associated compliance and corporate risks. Larger-scale PIAs might record this information on a more formal risk register.*

*Annex three can be used to help you identify the GDPR related compliance risks.*

Privacy issue	Risk to individuals	Compliance risk	Associated organisation / corporate risk
Loss of personal/sensitive data	Sensitive information potentially available to public	Entry form placed in secure file with restricted access.	Loss of reputation
Unauthorised person accessing personal/sensitive data	Sensitive information potentially available to public	Managers are aware of GDPR and the need to maintain secure records and confidentiality.	Loss of reputation <ul style="list-style-type: none"> <li>• complaint to ICO,</li> <li>• hefty fine if found to be in breach of GDPR</li> </ul>
Unauthorised sharing of personal/sensitive data	Sensitive information potentially available to public	Form destroyed after the draw has taken place	

### Step four: Identify privacy solutions

Describe the actions you could take to reduce the risks, and any future steps which would be necessary (eg the production of new guidance or future security testing for systems).

<b>Risk</b>	<b>Solution(s)</b>	<b>Result:</b> is the risk eliminated, reduced, or accepted?	<b>Evaluation:</b> is the final impact on individuals after implementing each solution a justified, compliant and proportionate response to the aims of the project?
No secure storage.  Not understanding the importance of confidentiality.  Not understanding GDPR.  Information shared accidentally.  Information shared on purpose.	Forms to be retained in a secure location  All Managers and key staff have undertaken GDPR training  Investigate what went wrong.  Disciplinary action taken.	Eliminated  Reduced  Reduced and accepted  Eliminated	

### Step five: Sign off and record the PIA outcomes

*Who has approved the privacy risks involved in the project? What solutions need to be implemented?*

Risk	Approved solution	Approved by
LOW	As set out above	P&R Committee and ratified by Full Council on 30 October 2019.

### Step six: Integrate the PIA outcomes back into the project plan

*Who is responsible for integrating the PIA outcomes back into the project plan and updating any project management paperwork? Who is responsible for implementing the solutions that have been approved? Who is the contact for any privacy concerns that may arise in the future?*

Action to be taken	Date for completion of actions	Responsibility for action
Statement included on the satisfaction survey form	complete	Corporate & Policy Officer

### Contact point for future privacy concerns

Mr. Andrew Bailey, Town Clerk	01325 300700
Mr Dan Austin, Finance Manager	01325 300700
Mrs Chrissy Walton, Corporate & Policy Officer	01325 300700