



Finance and Performance Sub Committee 28th October 2019 Historical Land and Property Data

Purpose of report

This report explains the current quality and timeliness issues in the council's Local Land Charges service, and seeks approval to invest £75,203 in additional temporary staff capacity to correct historical data, thereby improving service quality and reducing corporate risk.

Attachment

Appendix 1: Initial Equality Impact Assessment.

Appendix 2: Initial Privacy Impact Assessment.

1.0 Background

1.1 A project to transform the management of land and property data is approaching closure, having successfully met its aims to make the Local Land Charges service:

- 1) More trusted and timely
- 2) Fit for the future
- 3) Provide greater value for money

for new address linking data (from 15th July) and for new plotting data (from 1st September). All of this is supported by documented roles and responsibilities and a formal quality assurance process, both of which are under development at present.

1.2 At its meeting on 25th September 2019 the Transformation Programme Board (TPB) resolved that it also wants to achieve the same aims for ENC's historical data, and this paper sets out the detail and cost plan for its delivery.

1.3 This project is important for a number of reasons, most importantly because the current information accessible to the public is inaccurate, which impacts on them and our reputation. In addition, we are aware of the higher standard that the Borough Council of Wellingborough (BCW) operate to and the efficiencies this leads to within their systems and the subsequent better and cheaper service that they are able to offer their customers. We would like to go into the North Northamptonshire unitary ensuring the data our residents can access is up to date and accurate.

2.0 Project description

2.1 This paper seeks approval to an investment of £75,203 to employ two staff on fixed term contracts for 18 months in the Local Land Charges team and to offer a modest honorarium to the team manager for the same period. This investment will create capacity in the team to review and correct approximately 70,000 records on the council's land and property database, Uniform.

2.2 The additional staffing will allow a doubling of officer capacity to review and correct the plotting of polygons for each record (the red line around the boundary) and the linking of addresses' planning history. Each of these will improve the data quality of the record, reducing the amount of time taken to manually correct cases that are the subject of Local Land Charge enquiries. BCW undertook this exercise a few years ago and their Local Land Charges service is now performing to a much higher standard and at a lower cost than at ENC.

3.0 Equality and Diversity Implications

3.1 An initial Equality Impact Assessment has been carried out and only neutral or positive impacts have been identified for customers, and all neutral impacts for staff. The positive impacts will be for customers:

- with physical or sensory impairment
- with a mental health condition
- who are rurally isolated.

Broadly, the reason for this assessment is that as the speed and accuracy of the online service improves, customers will be less likely to visit EN House in person to conduct a personal search.

3.2 The groups listed above will most benefit from the reduced need to make a personal visit.

3.3 The initial Equality Impact Assessment is attached at Appendix 1.

4.0 Privacy Impact Implications (PIAs)

4.1 An initial PIA has been completed and approved by the Data Protection Officer, and is attached at Appendix 2. There are no significant implications because we are not planning to review or correct any personal data.

5.0 Legal Implications

5.1 There are no significant legal implications arising from the proposals at this stage. There is a minor reputational / litigation risk, as explained in 6.2 below.

5.2 Should potential implications arise during the project, these will be explored appropriately.

6.0 Risk Management

6.1 The main project risks are highlighted below.

Risk	Detail and Impact
Reputational damage as we transfer our data to North Northamptonshire	After Vesting Day, if our data is found to be of poor quality by NNC, it will reflect badly on ENC's legacy reputation
Reputational damage as we transfer our data to the Land Registry in future	When we eventually transfer our data to the Land Registry, if our data is found to be of poor quality, it will reflect badly on ENC's and NNC's reputations

Reputational damage with customers and/or litigation	Currently our service level is slower than BCW and our charges are the highest in North Northamptonshire. Also, due to our low data quality, the risk of litigation from customers who made purchase decisions based on it, which turned out to be flawed, is higher
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6.3 For each risk shown above, the mitigation is to proceed as recommended in this report, by improving the quality of our plotting and address linking.

7.0 Resource and Financial Implications

7.1 The table below shows the breakdown of the total investment sought.

Item	Total (18 months)
Team Leader honorarium to bottom of next grade	£1,500
Ni and pension costs	£375
Two additional staff at grade 2	£58,662
NI and Pension	£14,666
Total core team	£75,203

7.3 Further costs may arise for additional software licences for specialist plotting software, for consultancy to reconfigure Uniform and for specialist staff training. These costs will be met from existing service budgets.

7.4 The project team will work with BCW subject matter experts under the auspices of the joint working programme, for advice and guidance as required.

8.0 Constitutional Implications

8.1 There are no constitutional implications from this proposal.

9.0 Implications for our Customers

9.1 The implications for our customers are only positive. There will be no reduction of staff resource for day to day service delivery (which might have caused service slow-down) and as the project moves through its workload, the amount of data that is of higher quality will increase, speeding up service levels for customers and reducing the risk of incorrect data being reported to customers.

10.0 Corporate Outcomes

10.1 This proposal will meet the following Corporate Outcomes:

The Corporate Outcomes are:

- Good Value for Money – Improving data quality will allow speedier service delivery and will reduce the cost per transaction for the service.
- Effective Partnership Working – The project will maintain contact with subject matter experts at BCW for advice and guidance during the delivery stage.
- Effective Management – The additional resources will be managed by the council's subject matter expert for Local Land Charges, ensuring they are used most effectively.

- High Quality Service Delivery – Improving data quality will allow speedier service delivery and will reduce the cost per transaction for the service.
- Employees and Members with the Right Knowledge, Skills and Behaviours – This project will give existing staff the opportunity to develop their knowledge and skills by working on historical data, and add to their job satisfaction by making long-lasting changes that will benefit future customers.

11.0 Recommendation

11.1 The Sub Committee is recommended to:

- Approve the investment of £75,203 to fund additional staffing resource for 18 months to improve the council's historical land and property data from existing budgets

(Reason - To bring the Council's land and property data up to an acceptable standard).

Legal	Power:				
	Other considerations:				
Background Papers:					
Person	Originating	Jeremy Rawling, Business Transformation Manager			
Report:		☎ 01832 742033 ✉ jrawling@east-northamptonshire.gov.uk			
Date: 4th October 2019					
CFO 17/10/19		MO 17/10/19 (Deputy)		CX 17/10/19	

Initial Equalities Impact Assessment

Title of proposal being assessed:	<i>Improving quality of historic land and property data</i>
What type of proposal is this an assessment of?	<i>Project</i>
What are the aims and/or objectives of the proposal and the intended outcomes?	<i>To make our data: 1) Trusted and Timely 2) Fit for the Future 3) Value for Money</i>
Who is intended to benefit from this proposal?	<i>Residents, businesses</i>
Who are the main stakeholders in relation to the proposal?	<i>Residents, businesses and workforce</i>
How is the success of the proposal to be measured?	<i>1) Trusted and Timely 2) Fit for the Future 3) Value for Money</i>
Name of person completing Initial Screening:	<i>Jeremy Rawling</i>
Job title / role of person completing Initial Screening:	<i>Business Transformation Manager</i>
Date of Initial Assessment	<i>04/10/2019</i>

Instructions: For **every** category in column A, below, submit a positive, negative or neutral assessment by entering an **x** in the relevant cell. Add an explanation in the Reason box, where applicable, including a specification of any sub-group affected. There may be both a positive and negative impact for the same category (e.g. a policy may be positive for young children but negative for older people).

Equality Group	Positive Impact	Negative Impact	Neutral Impact	Explanation and Evidence (e.g. data, consultation results, customer feedback)
Gender:				
Consider Women/Girls, Men/Boys, Transgender individuals.			X	
Sexual Orientation:				
Consider, for instance: Lesbians, gay men and bisexuals Any other sexual orientation			X	
Race/Ethnicity:				
Consider, for instance: • White British people, • White non-British people • Asian or Asian British people • Black or Black British people • Chinese people • People of mixed heritage • Travellers (Gypsy/Roma/Irish heritage) • People from any other ethnic groups • People who do not have English as their first language			X	
Disability:				
Physical impairment, e.g mobility issues which mean using a wheelchair or crutches.	X			Due to the speed of the service currently, some customers choose to visit EN House to conduct a personal search. As our data is improved, speed and quality will improve, potentially reducing the likelihood of customers making personal visits. This will positively impact on physically impaired customers. There is no impact on staff with physical impairment over and above the impact for any staff, existing or new, and will be managed through the recruitment, induction and training stages.
Sensory impairment, e.g blind/having a serious visual impairment, deaf/having a serious hearing impairment.	X			Due to the speed of the service currently, some customers choose to visit EN House to conduct a personal search. As our data is improved, speed and quality will improve, potentially reducing the likelihood of customers making personal visits. This will positively impact on those customers with sensory impairment. There is no impact on staff with sensory impairment over and above the impact for any staff, existing or new, and will be managed through the recruitment, induction and training stages.

Mental health condition, e.g depression or schizophrenia	X			Due to the speed of the service currently, some customers with mental health conditions may find the service causes them anxiety etc. As our data is improved, speed and quality will improve, potentially reducing the likelihood of customers developing such conditions. There is no impact on staff with mental health conditions over and above the impact for any staff, existing or new, and will be managed through the recruitment, induction and training stages.
Learning disability/difficulty, e.g. Down's syndrome or dyslexia, or cognitive impairment such as autistic spectrum disorder			X	
Long-standing illness or health condition, e.g. cancer, HIV, Diabetes, chronic heart disease or epilepsy			X	
Other health problems or impairments (<i>please specify if appropriate</i>)			X	
Marriage and Civil Partnership:				
People in a Marriage or Civil Partnership			X	
Pregnancy and Maternity:				
People who have just had a baby or who are pregnant.			X	
Age:				
Older People (60+)			X	
Children and Young People (see guidance for definition)			X	
Religion/Belief:				
Consider, for instance: • Christian • Hindu • Muslim • Sikh • Buddhist • any other religion or belief (including holding no belief)			X	
Other Potentially Affected Groups				
Rural Isolation - People who live in rural areas e.g isolated geographically, lack of internet access	X			Due to the speed of the service currently, some customers choose to visit EN House to conduct a personal search. As our data is improved, speed and quality will improve, potentially reducing the likelihood of customers making personal visits. This will positively impact on those customers who are geographically isolated. There is no impact on customers who lack internet access as the service is not available online. There is no impact for staff who are rurally isolated.
Socio-economic Exclusion – e.g. people who are on benefits, have low educational attainment, single parents, people living in poor quality housing, people who have poor access to services, the unemployed or any combination of these and the other protected strands			X	
Any other potentially affected groups (<i>please specify</i>)			X	

Privacy Impact Assessments

Privacy by design is an approach to projects and review of existing working practices that promotes privacy and data protection from the start.

This approach is a requirement of the General Data Protection Regulation and Data Protection Act 2018, and it will help East Northamptonshire Council ensure that privacy and data protection is a key consideration in the early stages of any project and then throughout its lifecycle. For example when:

- building new IT systems for storing or accessing personal data;
- developing legislation, policy or strategies that have privacy implications;
- starting a new data sharing initiative; or
- using personal data we already hold for new purposes.

Taking a privacy by design approach helps us to minimise privacy risks. Designing projects, processes, products or systems with privacy in mind can lead to benefits which include:

- Identifying potential problems at an early stage, which means they should be simpler and less costly to fix.
- Increased awareness of privacy and data protection across our organisation.
- Help us to reduce the likelihood of breaches.

Privacy impact assessments (PIAs) are a tool used by East Northamptonshire Council to identify and reduce the privacy risks of your projects. A PIA can reduce the risks of harm to individuals through the misuse of their personal information. It can also help you to design more efficient and effective processes for handling personal information.

Projects which might require a PIA

A PIA should be applied to any project which involves the use of personal data or to an activity which could have an impact on the privacy of an individual such as:

- A new IT system for storing and accessing personal data.
- A data sharing initiative where two or more organisations seek to pool or link sets of personal data.
- A proposal to identify people in a particular group or demographic and initiate a course of action.
- Using existing data for a new and unexpected or more intrusive purpose.
- A new surveillance system, especially one which monitors members of the public.
- A new database which consolidates information held by separate parts of the council.
- Legislation, policy or strategies which will impact on privacy through the collection of use of information or through other monitoring.

How does the process work?

Please complete the initial assessment form below and return to Kirsty Squires (Data Protection Officer) by email to ksquires@east-northamptonshire.gov.uk

If you are unsure about any element of the form please contact Kirsty for advice.

If you answer yes to any of the questions on this initial assessment please complete the full form. Kirsty is available to support you with this if required.

Privacy Impact Initial Assessment Form

For ease, where the term 'project' is used, it will refer equally to a project, review of a process, or a policy for the purposes of the assessment.

Policy/Project Name:	Historic Data
Reference/Identifier (e.g. Project number)	
Name of project/policy owner:	Julia Smith
Date of assessment:	7 th October 2019

Will the project/policy result in the collection/use/control of any Personal Data?

	Please tick	Next step...
No		If no, you need take no further steps. Save and submit this form with your policy, or save it with your project documentation.
Yes	Yes	If yes, answer the questions below. Submit the completed form to the Information Governance Manager.

For projects/policies utilising personal data, please answer all questions. Please provide relevant explanations/descriptions:

Will the project involve the collection of new information about individuals?	No
Will the project compel individuals to provide information about themselves?	The project will review existing data but not compel individuals to provide missing information.
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?	No
Does the project involve you using new technology which 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 which can have a significant impact on them?	No
Is the project likely to raise privacy concerns or expectations? For example, using health records, criminal records or other information that people would consider to be particularly private.	No
Will the project require you to contact individuals in ways which they may find intrusive?	No

Full Privacy Impact Assessment

This template should be used to record the PIA if the initial assessment says you need to complete a full assessment. You should start to fill in details from the beginning of the project and review this document at regular intervals.

Step 1: Identify the need for a PIA

Explain what the project aims to achieve, what the benefits will be to the organisation, to individuals and to other parties.

You may find it helpful to link to other relevant documents related to the project, for example a project proposal or plan.

Also summarise why the need for a PIA was identified (you can draw on your answers from the initial assessment form).

The project aims to improve the quality of land and property data held on the council's Uniform database, by reviewing polygons and linked addresses in all existing records, and adding/correcting them where required.

The PIA is required as a condition of the committee report that is being prepared to seek funding for the project.

Step 2: Describe the information flow

You should describe the collection, use and deletion of personal data here. It may also be useful to refer to a flow diagram or another way of explaining data flows. You should also say how many individuals are likely to be affected by the project.

The project will review c70,000 records in the Uniform database. It will consider the accuracy of plotted polygons (the red line round the subject area) and the linked address history (how the land was used previously) and correct it, or add it if missing.

The exercise will not address any personal data found in each record, nor will it aim to correct it or add it if missing.

Step 3: Consultation requirements

Explain what practical steps you will take to ensure that you identify and address privacy risks. Who should be consulted internally and externally? How will you carry out the consultation?

You can use consultation at any stage of the PIA process.

As no personal data is affected, consultation is not proposed at this stage.

Step 4: Identify the privacy and related risks

Identify the key privacy risks and the associated compliance and corporate risks. **Larger scale PIAs should record this information in the council's risk management software and provide a summary here including the risk reference numbers from in phase.**

Please use the questions [below](#) to help you identify the DPA related compliance risks.

Privacy issue	Risk to individuals	Compliance risk	Associated organisation / corporate risk	Solution(s)	Result: is the risk eliminated, reduced or accepted?	Evaluation: is the final impact on individuals a justified, compliant and proportionate response to the aims of the project?	Authorised by:

Linking the PIA to the data protection principles

Answering these questions during the PIA process will help you to identify where there is a risk that the project will fail to comply with the DPA or other relevant legislation - for example, the Human Rights Act.

Principle 1

Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:

- a) at least one of the conditions in Schedule 2 is met and**
- b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.**

Have you identified the purpose of the project?

How will you tell individuals about the use of their personal data?

Do you need to amend your privacy notices?

Have you established which conditions for processing apply?

If you are relying on consent to process personal data, how will this be collected and what will you do if it is withheld or withdrawn?

If your organisation is subject to the Human Rights Act, you also need to consider:

Will your actions interfere with the right to privacy under Article 8?

Have you identified the social need and aims of the project?

Are your actions a proportionate response to the social need?

Principle 2

Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.

Does your project plan cover all of the purposes for processing personal data?

Have you identified potential new purposes as the scope of the project expands?

Principle 3

Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

Is the quality of the information good enough for the purpose(s) it is used?

Which personal data could you not use, without compromising the needs of the project?

Principle 4

Personal data shall be accurate and, where necessary, kept up to date.

If you are procuring new software, does it allow you to amend data when necessary?

How are you ensuring that personal data obtained from individuals or other organisations is accurate?

Principle 5

Personal data processed for any purpose or purposes shall not be kept for longer than necessary for that purpose or those purposes.

What retention periods are suitable for the personal data you will be processing?

Are you procuring software that will allow you to delete information in line with your retention periods?

Principle 6

Personal data shall be processed in accordance with the rights of data subjects under this Act.

Will the systems you are putting in place allow you to respond to data subjects rights requests more easily?

If the project involves marketing, have you got a procedure for individuals to opt out of their information being used for that purpose?

Principle 7

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Do any new systems provide protection against any security risks you have identified?

What training and instructions are necessary to ensure that staff know how to operate a new system securely?

Principle 8

Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures and adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Will the project require you to transfer data outside of the EEA?

If you will be making transfers, how will you ensure that the data is adequately protected?

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Step 5: 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

Contact point for future privacy concerns Jeremy Rawling

Kirsty Squires – Data Protection Officer