

Borough Council of
**King's Lynn &
West Norfolk**



Corporate Performance Panel

Agenda

**Wednesday, 29th May, 2024
at 4.30 pm**

in the

**Council Chamber
Town Hall
Saturday Market Place
King's Lynn**

**And available to view at WestNorfolkBC on You
Tube**



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
Fax: 01553 691663

17th May 2024

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 29th May, 2024 at 4.30 pm** in the **Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. **Apologies**
2. **Appointment of Vice Chair for the Municipal Year**
3. **Minutes** (Pages 5 - 11)
To approve the minutes from the previous meeting.
4. **Declarations of Interest** (Page 12)

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is discussed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on any item or simply

observing the meeting from the public seating area.

5. Urgent Business Under Standing Order 7

To consider any business which, by reason of special circumstances, the Chairman proposed to accept as urgent under Section 100(b)(4)(b) of the Local Government Act 1972.

6. Members Present Pursuant to Standing Order 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

7. Chairman's Correspondence (if any)

8. Annual Communications Update (Pages 13 - 34)

9. Cabinet Report - Data Protection Policy Review (Pages 35 - 75)

10. Nominations to Outside Bodies - Hunstanton Sailing Club (Pages 76 - 77)

11. Appointments to Task Groups and Informal Working Groups (Page 78)

12. Portfolio Holder Question and Answer Session

Any questions should be emailed to democratic.services@west-norfolk.gov.uk in advance of the meeting.

13. Work Programme and Forward Decisions List

a) **Panel Work Programme** (Pages 79 - 83)

b) **Cabinet Forward Decisions List** (Pages 84 - 88)

c) **Shareholder Committee Work Programme** (Pages 89 - 91)

14. Date of Next Meeting

The next meeting of the Corporate Performance Panel is scheduled to take place on Wednesday 17th July 2024 at 4.30pm in the Town Hall.

To:

Corporate Performance Panel: J Bhondi, R Blunt, Mrs J Collingham, B Jones, B Long (Chair), S Nash, J Osborne, C Rose, A Ryves, S Sandell, D Sayers and Mrs V Spikings

Portfolio Holders:

Councillor Beales – Leader – Items 8 and 9.

Appropriate Officers:

Becky Box – Assistant Director

Laura Botten – Information Governance Officer

Jo Hillard – Corporate Customer Service Manager

Andrew Howell – ICT Web Team Manager

Tim Baldwin – Communications Officer

Philippa Sillis – Communications and Engagement Officer

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

**Minutes from the Meeting of the Corporate Performance Panel held on
Wednesday, 10th April, 2024 at 4.30 pm in the Council Chamber, Town Hall,
Saturday Market Place, King's Lynn PE30 5DQ**

PRESENT: Councillors Dark (Chair), Osborne (Vice Chair), Blunt, Colwell
(substitute for Sayers), Dickinson, Jones, Lintern,
Long, Nash, Ryves and Spikings.

PRESENT REMOTELY ON ZOOM: Councillor Devulapalli.

PORTFOLIO HOLDERS:

Councillor Moriarty – Portfolio Holder for Regeneration and Development

Councillor Rust – Portfolio Holder for People and Communities

Councillor de Whalley – Portfolio Holder for Biodiversity and Climate Change

OFFICERS:

Alexa Baker – Monitoring Officer

Judith Berry – Community, Health and Wellbeing Manager

Becky Box – Assistant Director

Debbie Ess – Corporate Performance Officer

Lorraine Gore – Chief Executive

Honor Howell – Corporate Governance Manager

Mark Whitmore – Assistant Director

CP139 **APOLOGIES**

Apologies for absence were received from Councillor Sayers.

CP140 **MINUTES**

RESOLVED: The minutes from the previous meeting were agreed as a correct record and signed by the Chair.

CP141 **DECLARATIONS OF INTEREST**

There was none.

CP142 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was none.

CP143 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There was none.

CP144 **CHAIR'S CORRESPONDENCE (IF ANY)**

[Click here to view the recording of this item on You Tube.](#)

Councillor Nash asked the Chair if he had received his email dated 27th February 2024. The Chair acknowledged receipt of the email and explained that he would liaise with Councillor Nash outside of the meeting.

CP145 **CALL-IN (IF ANY)**

There were no call-ins to consider.

CP146 **SERVICE LEVEL AGREEMENTS (DEFERRED FROM 26 FEBRUARY)**

[Click here to view the recording of this item on You Tube.](#)

The Monitoring Officer presented the report which provided information on Service Level Agreements (SLA's). A copy of the briefing note had been included in the Agenda.

The Monitoring Officer explained that a list of Community Grants and Financial Assistant Grants were published annually on the website under the Transparency Scheme and agreed to circulate the list to the Panel.

The Chair thanked the Monitoring Officer for the report and invited questions and comments from the Panel, as summarised below.

The Portfolio Holder for People and Communities, Councillor Rust explained that work was ongoing to put together a composite list of SLA's which could be reviewed.

Councillor Long asked if Memorandums of Understanding would also be included in the SLA list. The Monitoring Officer agreed to look and see if it was appropriate for them to be included in the ongoing work.

Councillor Blunt commented that it would be very useful to have a composite list of all SLA's. The Monitoring Officer explained that a work stream was ongoing to centralise and prepare a Corporate list of SLA's.

In response to a question from Councillor Lintern, it was explained that Internal Drainage Boards would not be included in the list as the Council's connection to them was service based.

In response to a question from Councillor Ryves it was explained that there would usually be liability provisions within SLA's and any claims would be investigated dependent on the individual circumstances. SLA's should set out detail of the terms and frequency of payments.

The Portfolio Holder for People and Communities, Councillor Rust, explained to Councillor Ryves that the ongoing work would provide the opportunity to review SLA's to ensure that they were still relevant.

The Portfolio Holder for Regeneration and Development, Councillor Moriarty welcomed this report and the work that was ongoing to provide clarity of the SLA's in place.

The Chair commented that the work to pull together a composite list of SLA's was important and asked for reassurance that any review of SLA's would be based on need, rather than financial savings and reducing costs as there were many organisations that provided important services within the Borough and relied on Council funding.

The Monitoring Officer reminded Members that details of the Financial Assistance Grants awarded were published as a Delegated Decision and therefore subject to call-in.

In response to a question from Councillor Ryves regarding the Night Shelter, the Portfolio Holder for People and Communities explained that the SLA had not been signed as the current service did not enable the Council to fulfil its homelessness obligations. It was noted that the Night Shelter did receive a Council Tax discretionary relief grant.

RESOLVED: The Briefing Note was noted by the Panel.

CP147

ONGOING SUPPORT FOR THE UKRAINE CENTRE

[Click here to view the recording of this item on You Tube.](#)

The Assistant Director and Community Health and Wellbeing Manager presented the report which provided detail on the operation of the Homes for Ukraine Scheme in West Norfolk. A briefing report was included in the Agenda. It was highlighted that presently funding was in place to support provision up to March 2025.

The Chair thanked officers for the report and invited questions and comments from the Panel, as summarised below.

Councillor Colwell commended this important service and hoped that it would continue as statistics showed that it was still well used and provided a wide range of services.

In response to a question from Councillor Ryves, it was explained that there was a separate scheme in place to support Afghan nationals

which required the Council to provide housing. This had been provided under the Local Authority Housing Fund, although take up was low, but the benefit was that additional homes were available if required and they could also be used as temporary accommodation.

The Chair, Councillor Dark explained that Norfolk County Council had looked at the provision for Afghan nationals in the County and there was more provision in place for them in the areas surrounding Norwich, so the service had been focussed on that area.

The Chief Executive reminded the Panel that the Hanseatic Union was in place to support all those fleeing from conflict.

The Chair commended the ongoing work in this area and was proud of the service provided, the speed in which it had been set up and the positive impact it had made. He felt it was important that the service was based in Kings Court.

In response to a question regarding ongoing funding, the Assistant Director explained that funding was currently in place up until March 2025. If Government funding was to cease after this date it would be a matter for the Council to consider.

The Chair, on behalf of the Panel, thanked all those involved in the scheme.

RESOLVED: The update was noted.

CP148

**CABINET REPORT: CORPORATE PERFORMANCE
MANAGEMENT REPORT - QUARTER 3 2023/24**

[Click here to view the recording of this item on You Tube.](#)

The Corporate Performance Manager presented the Cabinet Report which provided an update on progress against the Council's Corporate Strategy and key performance indicators. The report included information on progress up to 31 December 2023. Information was provided on actions that were on target and those that required attention, as set out in the report.

The Chair thanked the Corporate Performance Manager for the report and invited questions and comments from the Panel, as summarised below.

Councillor Long referred to indicator 2.4 relating to solar power generated across Council sites and it was clarified that this was the amount of energy generated, not surplus, and levels would be affected by the seasons.

Councillor Colwell referred to indicator 2.10 relating to mixed recycling and commented that levels were disappointing, but he was aware that work was ongoing to promote the importance of recycling and food waste. He explained that a recent report to the Environment and Community Panel had provided information on changing habits and the impact of Covid on recycling levels. He also felt that the Council did offer a good service, including small appliances and battery collections.

Councillor Dark raised concern about joint working with the Environment Agency and Anglian Water on flood protection and referred to the Shingle Ridge at Snettisham. He was concerned that Snettisham Parish Council and major land owners had not been involved in the work. It was explained that the technical report from consultants was awaited. Once this had been received a meeting of the Wash East Coast Management Strategy Stakeholders Forum would take place and the technical report would be presented to the Environment and Community Panel at their meeting in June 2024. The technical report would help determine future policy and action required.

Councillor de Whalley agreed to liaise with officers and provide the Panel with detail of the progress on the Wash East Coast Management Strategy and the awaited technical report.

Councillor Long referred to the Car Parking Strategy and the Corporate Governance Manager explained that work was ongoing to link the strategy with the forthcoming Economic Strategy and Transport Strategy. An update was currently scheduled to be presented to the Regeneration and Development Panel at their meeting in June 2024.

Councillor Nash referred to indicator 2.10 which provided a target of tonnage of recycling collected. He commented that it would be more useful to have a percentage target so that it could be compared to the overall amount of waste collected by the Council. The Corporate Governance Manager explained that the target would have been set by the relevant Assistant Director and Portfolio Holder, but agreed that including the amount of black bin waste collected would be useful to provide an overall view of how much waste was collected overall, which could be broken down into percentages and she agreed to raise this with the relevant officers and update the Panel as required.

Councillor Devulapalli commented that, in relation to the Car Parking Strategy, consideration should be given to solar panels, park and ride schemes and bicycle rack provision. The Corporate Governance Manager agreed to pass her comments onto the relevant officers.

Councillor Moriarty, Portfolio Holder for Regeneration and Development commented that performance indicators related to the Corporate Strategy, but it should be noted that the Corporate Strategy was a live document and could be amended and challenged as required. He thanked the Panel for their comments.

Councillor Colwell commented that there were a lot of areas where the Council was performing well and these should be celebrated. He commended the open spaces and how quickly incidents of fly tipping were dealt with.

The Chair, Councillor Dark, agreed and encouraged residents to report issues quickly, so that they could be dealt with quickly.

RESOLVED: That the Corporate Performance Panel supports the recommendations to Cabinet, as set out below.

That Cabinet reviews the Performance Management Report and comments on the delivery against the Corporate Strategy.

CP149 **PORTFOLIO QUESTION AND ANSWER SESSION**

No questions had been submitted in advance of the meeting.

CP150 **CABINET FORWARD DECISIONS LIST**

[Click here to view the recording of this item on You Tube.](#)

Councillor Dickinson requested that the review of Outside Bodies Cabinet Report be added to the Panel's Work Programme.

The Vice Chair, Councillor Osborne requested that the Redundancy Scheme Cabinet Report be added to the Panel's Work Programme.

RESOLVED: The Cabinet Forward Decisions List was noted.

CP151 **SHAREHOLDER COMMITTEE FORWARD PLAN**

[Click here to view the recording of this item on You Tube.](#)

It was noted that the Companies Business Plans were due to be considered by the Shareholder Committee at their meeting in June.

The Chair commented that he would liaise with the other Panel Chairs to determine which Panel this item should be considered by, or if a Joint Panel meeting should be arranged.

RESOLVED: The Shareholder Committee Forward Plan was noted.

CP152 **PANEL WORK PROGRAMME 2024/2025**

[Click here to view the recording of this item on You Tube.](#)

In response to a question from Councillor Lintern, the Monitoring Officer explained that the first meeting of the Constitution Informal

Working Group had been arranged for May. The Working Group would create a schedule of work and then a report would be scheduled on the Work Programme to come back to the Corporate Performance Panel later on in the year.

Councillor Nash asked about the Taxi Testing Contract Informal Working Group and the Senior Democratic Services Officer agreed to arrange a meeting.

RESOLVED: The Panel noted the Work Programme for 2024/2025.

CP153 **DATE OF NEXT MEETING**

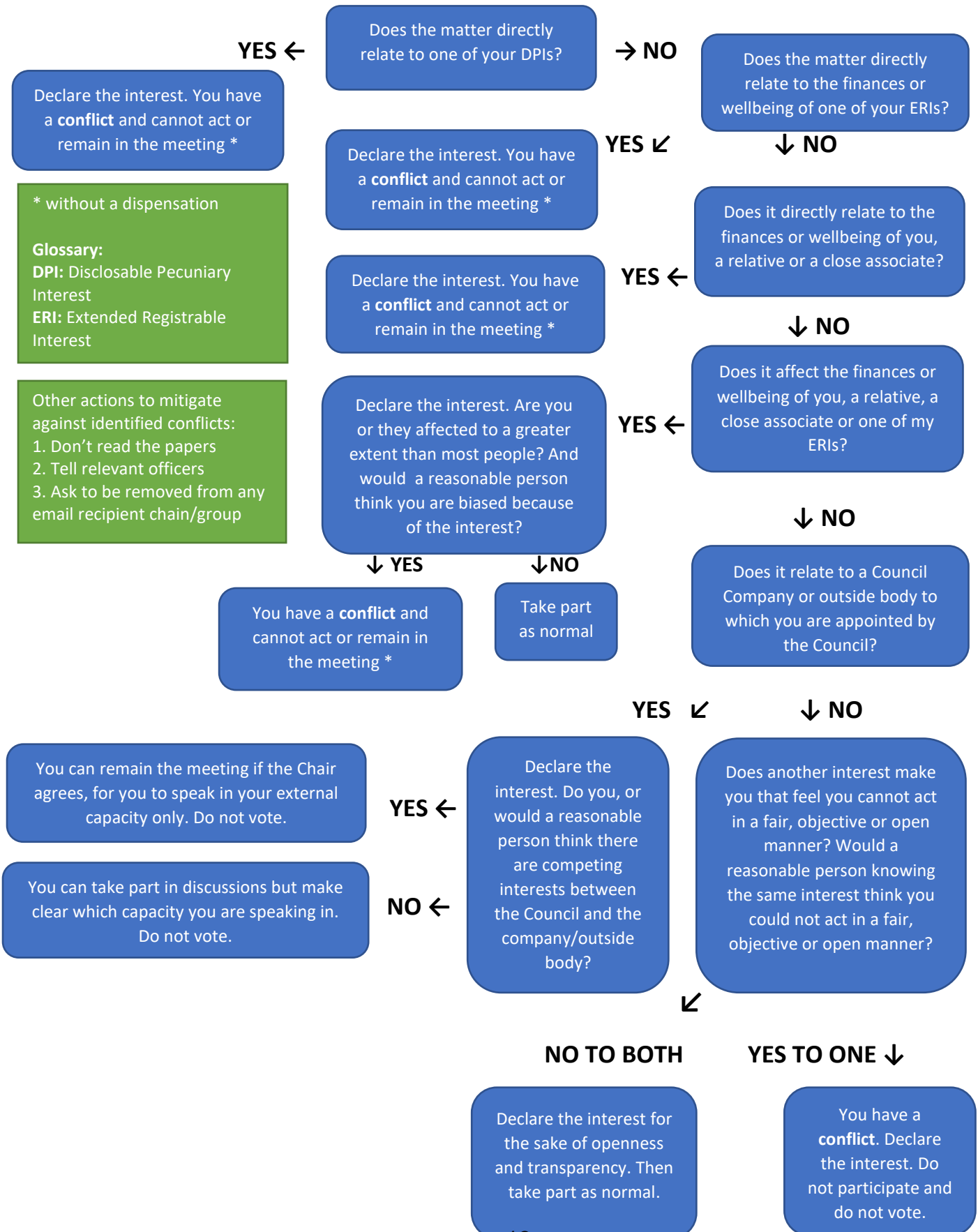
The next meeting of the Panel was scheduled to take place on 29th May 2024 at 4.30pm in the Town Hall, King's Lynn.

The meeting closed at 5.55 pm

DECLARING AN INTEREST AND MANAGING ANY CONFLICTS FLOWCHART



START



Declare the interest. You have a **conflict** and cannot act or remain in the meeting *

* without a dispensation

Glossary:

DPI: Disclosable Pecuniary Interest

ERI: Extended Registrable Interest

Other actions to mitigate against identified conflicts:

1. Don't read the papers
2. Tell relevant officers
3. Ask to be removed from any email recipient chain/group

Annual Communications Update

13

Becky Box – Assistant Director, Central Services
Tim Baldwin & Philippa Sillis – Communications
Jo Hillard – Corporate Customer Service Manager
Andrew Howell – ICT Web Team Manager

Borough Council of
**King's Lynn &
West Norfolk**



Agenda Item 8

Introduction

14

Becky Box – Assistant Director, Central Services

Borough Council of
**King's Lynn &
West Norfolk**



Introduction

- Overview
- Communications Team
- Customer Information Centre
- Web Team

15



Communications Update

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Tim Baldwin – Communications

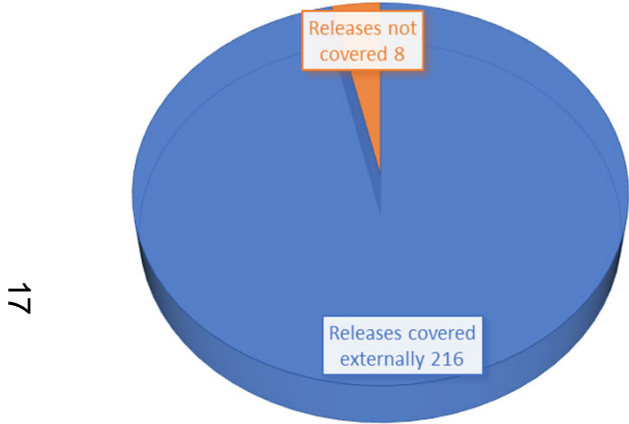
Philippa Sillis – Communications

Borough Council of
**King's Lynn &
West Norfolk**



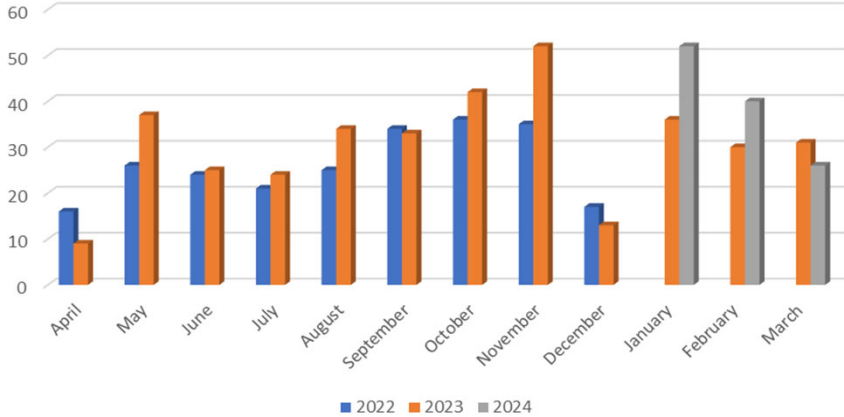
Media relations

NEWS RELEASES



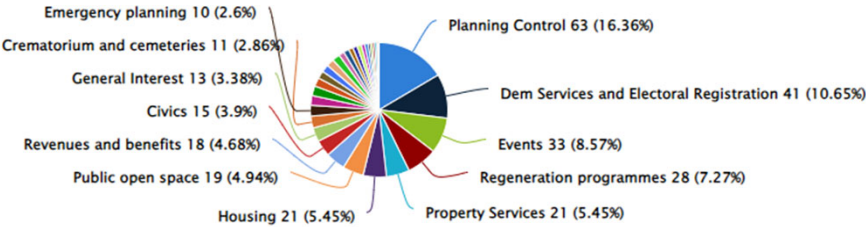
224 news releases sent out.
96.5% of our news releases covered by external media.

Press enquiries handled



378 press enquiries handled.
54 more than the previous 12 months.

Enquiries by category



KL Lynn News **Eastern Daily Press** *your local paper*



Figures are for April 2023 to end of March 2024 (12 months)

Projects

Borough Council of King's Lynn & West Norfolk

Think twice
Fly-tippers have been caught and fined in this area

Report fly-tipping

FOOD FOR THOUGHT

FREE TO ATTEND

- MONEY SAVING
- FAMILY FRIENDLY
- TASTING SESSIONS
- SWAP RECIPE IDEAS

Thursdays 9:30am-11:30am
21 September - 7 December 2023

Eternity Downham Market, Sovereign Way
Downham Market PE38 9SW

01553 616200
ask@kly.co.uk

Ласкаво просимо святкувати з нами!
(You're welcome to celebrate with us!)

Tuesday Market Place, King's Lynn
Thursday 24 August, 4.30pm-7pm

Join us to celebrate Ukraine Independence Day with free crafts and entertainment.

Find out more about Ukraine's culture and its shared history with parts like King's Lynn.

BEAT YOUR BILLS
EVENT

↓ REDUCE YOUR OUTGOINGS
↑ INCREASE YOUR INCOME

We can help you with the cost of living. We can give you advice on accessing benefits, grants, discounts and more to keep your income up and your outgoings down.

Come and see us at:
The Place, King's Lynn
Tuesday 31 October
10am-2pm

Together we can beat your bills.

Borough Council of King's Lynn & West Norfolk

Cost of living help and support

COMMEMORATIVE COINS AND A SPECIAL BOOK TO MARK THE CORONATION OF HM KING CHARLES III

South East King's Lynn Growth Area Masterplan
(known locally as West Winch Growth Area)

Connectivity plan

SOUTH EAST KING'S LYNN GROWTH AREA MASTERPLAN SPD
Movement Corridors & Linkages Plan

WSP

The Electoral Commission

Borough Council of King's Lynn & West Norfolk

Local elections on 4 May 2023

You need photo ID to vote

- Pentru a vota, aveți nevoie de un act de identitate cu fotografie
- É necessária identificação fotográfica para poder votar
- Norint balsuoti, reikia asmens tapatybės dokumento su nuotrauka
- Do głosowania potrzebny jest dokument tożsamości ze zdjęciem

CELEBRATING OUR HERITAGE

500

TUDOR WRITING WORKSHOPS

Free

WEDNESDAY 29 MAY 10.30AM-12PM AND 1.30PM-3PM
THURSDAY 30 MAY 10.30AM-12PM AND 1.30PM-3PM
SATURDAY 1 JUNE 10.30AM-12PM AND 1.30PM-3PM

Workshops are free, booking is essential

Celebrate the 500-year anniversary of King Henry VIII's charter to King's Lynn and have a go at Tudor Writing.

Suitable for ages 8-16
To book a free place please visit storiesoflynn.co.uk/whats-on

Stories of Lynn Museum
Saturday Market Place
King's Lynn PE30 5DQ

Norfolk Museums Service

Norfolk Record Office

Borough Council of King's Lynn & West Norfolk

Projects – Food Waste Action Week



Borough Council of King's Lynn & West Norfolk News & Events
Published by Tim Baldwin · 18 March ·

Happy #FoodWasteActionWeek

Using your kitchen and outdoor caddies can:

- Create more space in your black waste bin
- Create green electricity to power our homes
- Create a nutrient rich biofertilizer used by farmers to grow crops
- Reduce CO2

If you didn't manage to get to one of our events you can request a food caddy by visiting www.west-norfolk.gov.uk/yourbins

#LoveFoodHateWaste
Norfolk Recycles
Food Savvy Norfolk

Please use your food caddies for food waste in West Norfolk - Her...
4 weeks ago · 7.2K views

Borough Council of King's Lynn & West Norfolk News & Events
Published by Luke Burridge · 21 March ·

Don't be alarmed if you see our crews emptying your food bin into a larger bin, and then see it being tipped into the bin vehicle, alongside other waste. #foodwasteactionweek

The vehicles our crews use have separate compartments for the food waste. To make their job quicker, our crews empty the contents of several food caddies into a wheeled bin and then empty this into the food compartment on the side of the vehicle.

Find out more here: <https://www.west-norfolk.gov.uk/info...> See more



See insights and ads

Boost

65

11 8

✓

✗

Remember to recycle

- All uneaten food & plate scrapings
- Tea bags & coffee grounds
- Mouldy or out of date food
 - Bread & pastries
- Dairy products (inc. egg shells)
- Rice, pasta & beans
- Meat, fish & bones (raw & cooked)

Please do not recycle

- Packaging of any kind
- Liquids such as milk
- Oil or liquid fat
- Any material that is not food waste

Remember any bag will do

See insights and ads

Boost post

14

21 shares

Borough Council of King's Lynn & West Norfolk News & Events
Published by Tim Baldwin · 21 March ·

Recycling food waste is important for both young and old.

Having a shopping list and buying only what you need is a way to avoid food waste. If we buy it locally we also reduce impacts on the environment, it also tastes great.

Cllr Chris Morley Cabinet Member for Finance visited our team when they were in Docking and was pleased to hear that using the Food Caddy for food waste reduces costs for councils in Norfolk, meaning more money can be spent on the important services w... See more



Today we are at Docking Market in Docking Village Hall as part of #FoodWasteActionWeek. Using your local market is a great way to reduce food waste by buying just what you need and eating what you buy.

Please pop in and say hello, you can also pick up a free food caddy & liners.

Food Savvy Norfolk... See more



Be the BINfluencer in your home

Reduce, reuse and recycle



Nationally 1.3 million apples, 5.8 million potatoes, 5.9 million glasses of milk and 240 million slices of bread are thrown away every year.

In west Norfolk we say please don't chuck it in your black bin, feed it to your food caddy. Around a third of what is placed in black bins is food waste, using your food caddy is environmentally friendly, will make your black bin smell better and create more space in your black bin.

Food waste from the collection goes to an anaerobic digester where it naturally produces methane gas, which is then used to generate electricity. Farmers use the material left at the end as fertiliser, which reduces the need to use chemicals on the land.

Find out more about what happens to food waste and request a free replacement kitchen or outdoor caddy here west-norfolk.gov.uk/foodwaste.



Fortnightly recycling collections

What can I recycle at home?

Plastic food pots, tubs & trays	Foil sheet & trays	Plastic bottles	Aerosols	Paper
Wrapping paper & newspapers	Cardboard	Tetra packs/cartons	Glass bottles & jars	Steel food & drink cans

Tubs, pots, trays and bottles can all be recycled at home, but make sure they are free of food and drink first.

That means rinsing out the leftover coleslaw and throwing away the last slice of ham before the packaging goes in the recycling bin.

Find out more at norfolkrecycles.com/bins-at-home/my-recycling-bin/

Consultations & Information

Borough Council of King's Lynn & West Norfolk News & Events
Published by 20 December 2023

Christmas waste and recycling collection dates start next week.

Weekly food waste collections will continue each week, so please remember to use your food caddy over the festive period. This will help create extra black bin space and is much more environmentally friendly.

You can check when yours will take place over Christmas and New Year by visiting <https://www.west-norfolk.gov.uk/yourbins>

CHRISTMAS & NEW YEAR 2023-24 WASTE AND RECYCLING DATES

Waste Type	Week 1	Week 2	Week 3
General Waste	Monday 18/12/23	Monday 25/12/23	Monday 01/01/24
Recycling	Tuesday 19/12/23	Tuesday 26/12/23	Tuesday 02/01/24
Food Waste	Wednesday 20/12/23	Wednesday 27/12/23	Wednesday 03/01/24
Green Waste	Thursday 21/12/23	Thursday 28/12/23	Thursday 04/01/24
Household Appliances	Friday 22/12/23	Friday 29/12/23	Friday 05/01/24
Car Tyres	Saturday 23/12/23	Saturday 30/12/23	Saturday 06/01/24
Car Seats	Sunday 24/12/23	Sunday 31/12/23	Sunday 07/01/24

Borough Council of King's Lynn & West Norfolk News & Events
Published by 22 December 2023

A shop in King's Lynn which sold illegal vapes, vapes containing THC and illicit tobacco, as well as selling vapes to children, has been ordered to close following a court hearing.

Thanks to King's Lynn Police & Norfolk County Council Trading Standards for their support. #teamwork

https://www.west-norfolk.gov.uk/.../closure_order_granted...

THE BIG BEAT YOUR BILLS EVENT

Reduce your outgoings, increase your income.

locken The BIG Beat Your Bills - The start of Marshland St James journey to be a Norfolk Net Zero Community.

Residents in Marshland St James are invited to a Norfolk Net Zero Community event at Marshland Hall on Monday 12 February 2024.

It runs from 10am to 2pm & includes representatives from Carling, Broomfield, Housing Standards with Heat Your Bills information, the Marshland St James Parish Council and the Wellies on Wheels bus from the @brandics.

https://www.west-norfolk.gov.uk/news/articles/164marshland_st_james_residents_notified_to_start_the_net_zero_journey

Borough Council of King's Lynn & West Norfolk News & Events
Published by 14 February

It's Love West Norfolk Day, we want to thank all our public open space teams who keep our parks and green spaces looking amazing.

Our team won several trophies and certificates at last year's **Anglia in Bloom** for the protection and improvement of the physical and natural environment.

#LoveWestNorfolk had a sneaky peek at the borough council plant nursery this week ahead of May when all the plants are bedded in for the summer... See more



Borough Council of King's Lynn & West Norfolk News & Events
Published by Luke Burridge 9 January

Take a look at this amazing Adult Gym that was completed in Bircham, another community project completed with help from Community Infrastructure Levy funding.

There is still time to put in an application for funding to help improve your community, deadline to apply is 1 February 2024.

http://www.west-norfolk.gov.uk/.../new_and_improved_cil...



Borough Council of King's Lynn & West Norfolk News & Events
Published by 23 February

If flooding is affecting your toilets and showers at home we have opened up our leisure centres at Oasis, Lynnsport, St James and Downham for you to use their washing facilities. Just explain when you get there and you'll be given a warm welcome by the team.

Please pass this message on to anyone you know who might need it but doesn't use social media.

Alive Oasis Alive Lynnsport Alive St James Pool Alive Downham Leisure

Borough Council of King's Lynn & West Norfolk News & Events
Published by 20 December 2023

A borough council development of homes in Hunstanton is about to go on the market – with preference to buy given to local people.

The apartments of Styleman Court, off Southend Road, will provide 32 much-needed homes in the town.

https://www.west-norfolk.gov.uk/.../styleman_court_sales...

Borough Council of King's Lynn & West Norfolk News & Events
Published by Tim Baldwin 5 March

Tree-mendous planting in The Walks and Tower Gardens in King's Lynn yesterday.

https://www.west-norfolk.gov.uk/.../tree-mendous_planting...



Borough Council of King's Lynn & West Norfolk News & Events
Sponsored

Live in North Lynn with a bagged collection? This week is recycling week. Please leave it outside your house.

[west-norfolk.gov.uk/yourbins](https://www.west-norfolk.gov.uk/yourbins)

Live in North Lynn with a bagged collection? This... [Learn more](#)

FREE

SHAKESPEARE'S BIG BIRTHDAY BASH

ON SATURDAY 22ND APRIL AND SUNDAY 23RD APRIL 2023

12NOON - 4PM

ST GEORGE'S GUILDHALL, 29 KING STREET, KING'S LYNN PE30 1HA

Sunday 23rd April 2pm
Feature film "Gnomeo and Juliet"

Saturday 22nd April 2pm
Feature film "Bill"

Saturday 22nd April at 7pm
Free talk 'Eating With Shakespeare' by Brigitte Webster

Creating Communities

Free drop-in event for South Lynn residents

12 August 2023, 10am-2pm
St Michael's School, South Lynn

Free prize draw

Light refreshments available

Free to attend

MINI MEET

in the market place

Sunday 3 September
10am-3pm

Borough Council of King's Lynn & West Norfolk

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HM THE KING & HM THE QUEEN'S CORONATION MESSAGES FROM SCHOOL CHILDREN IN WEST NORFOLK

Your Majesties,

We offer our warmest congratulations on your Coronation. May your reign be a long, healthy and prosperous one.

To mark your Coronation, the Borough Council of King's Lynn & West Norfolk gifted all nursery and primary school aged children living in the borough with a specially commissioned Coronation coin. We also invited them to draw or write a message to you, our King and Queen, in celebration of this momentous event.

Contained within the pages of this book are the messages that pupils from every primary school in the borough have carefully crafted to Their Majesties King Charles III and Queen Camilla. We hope these very personal messages serve to demonstrate the uniquely special place the Royal Family has in the hearts of the people of west Norfolk.

God bless you both.

Councillor Margaret Wilkinson,
Mayor of the Borough of King's Lynn & West Norfolk

◀ Previous Page Next Page ▶

KING'S LYNN Christmas Lights SWITCH ON

26 NOVEMBER 2023, TUESDAY MARKET PLACE

LIGHTS ON AT 5PM

CLASSIC CAR DAY

10 September 2023
10am - 4pm
Tuesday Market Place

Borough Council of King's Lynn & West Norfolk

west-norfolk.gov.uk/classiccarday

Help your favourite charity win a 5th Birthday Bonus

www.westnorfolkwins.co.uk

Uncovering the floorboards at the Guildhall

22



[Watch the timelapse video of the floorboards being uncovered here.](#)



Council Information Centre

23

Jo Hillard – Corporate Customer Service Manager

Borough Council of
**King's Lynn &
West Norfolk**



Meet the Council Information Centre team



Overview of the Council Information Centre

The CIC deals with customer enquiries received by telephone, at main reception, through online forms & web chat

The CIC deals with enquiries relating to:

25

Benefits

Care & Repair

Careline

Clean-up

Council Tax & Business Rates

Electoral Registration

Environmental Health

Housing

Income Payments

Licensing

Lily

Planning

Switchboard

Waste & Recycling


Telephone and Main Reception enquiries

- Just over 97,000 telephone conversations, excluding switchboard
- 84.3% of telephone calls answered within 90 seconds
- What service do we receive the most amount of calls for?
 - **38% of our calls are for Council Tax**
 - **13% of our calls are for Housing**
 - **8% of our calls are for Benefits**
- At Main Reception we saw nearly 14,000 customers and visitors
- and spoke to nearly 17,500 customers on switchboard

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*Statistics from April 2023 to March 2024

Contact through our digital channels

- Just over 5,200 web chat conversations
- 90% of web chats prevented a call to the CIC
- 86% of customers using our web chat service rated it 
- Work closely with the Corporate Web Team & Communications on website and social media updates
- Online forms play a big part in the CIC
- Supporting the Corporate Web Team to produce online forms

27

*Statistics from April 2023 to March 2024

CLC priorities for 2024-27

- Upgrade or replace our telephony system
- Upgrade our web chat system and increase take-up
- Look at new methods of communication, for example, WhatsApp and SMS
- Look at new methods of consultation to establish satisfaction across all channels
- Continue working with NCC on combatting digital exclusion in West Norfolk

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Corporate Web Team

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Andrew Howell – ICT Web Team Manager

Borough Council of
**King's Lynn &
West Norfolk**



Overview of the Web Team

- Our role is to manage the Council's digital estate
- Team consists of 4 members of staff (3.8 FTE) – 2 developers and 1 content expert
- Manage a portfolio of 20 websites plus associated digital services
- Continues to be a high demand for digital services though a fall from peak COVID times

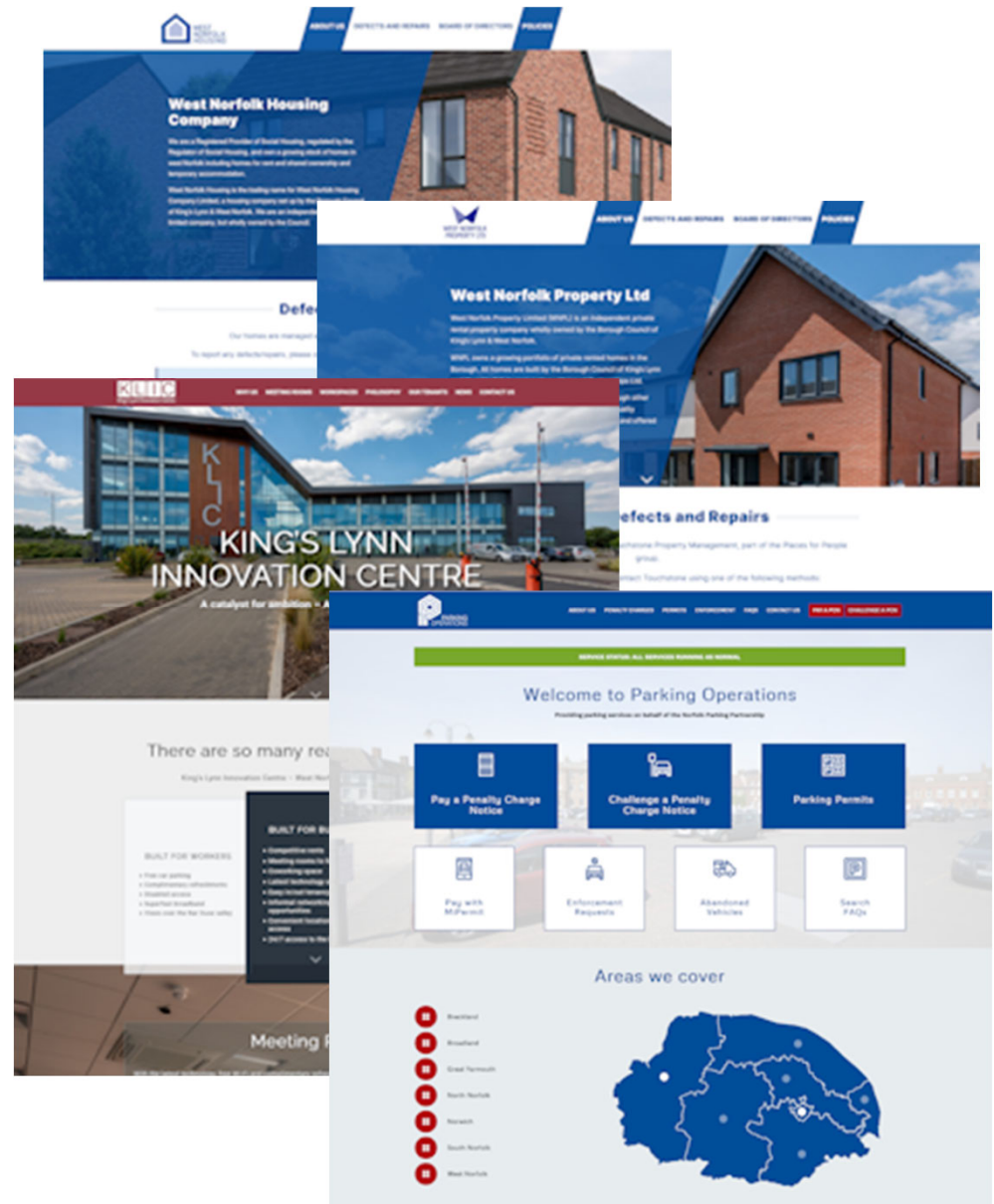
Web stats

*Stats from 01/04 to 31/03 each year

	User sessions	+/-	Page views	+/-
2018/19	903,638	-	3,094,288	-
31 2019/20	1,057,280	+17.0%	3,499,088	+13.1%
2020/21	1,545,136	+46.1%	4,313,852	+23.3%
2021/22	1,861,556	+20.5%	4,613,062	+6.9%
2022/23	1,935,974	+4.0%	4,655,292	+0.9%
2023/24	1,737,617	-10.2%	4,479,191	-3.8%

New developments

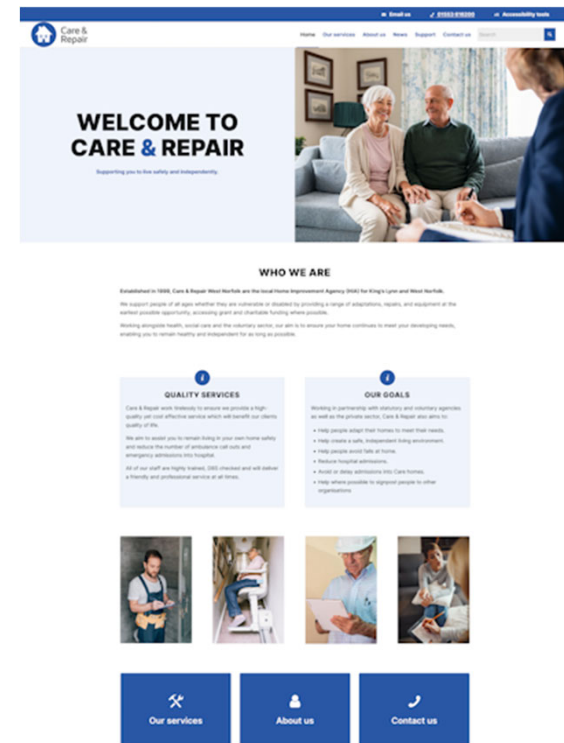
- New website and integrated forms for Parking Operations
- New websites launched for KLIC, West Norfolk Housing Company and West Norfolk Property Ltd
- Work progressing on the new intranet
- Some legacy web applications rewritten due to decommissioning of old servers



Future developments

- New Care and Repair website launching very soon
- Further improvements to the web infrastructure to migrate legacy servers
- Continue to work with service areas to facilitate further efficiencies and savings
- Work on the new digital transformation programme and website enhancements
- Investigating use of new tools such Microsoft Copilot

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Thank you – Any questions?

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Borough Council of
King's Lynn &
West Norfolk



POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	29 May 2024		
TITLE:	Data Protection Policy Review		
TYPE OF REPORT:	Cabinet report		
PORTFOLIO(S):	Leader		
REPORT AUTHOR:	Laura Botten		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
The report proposes the approval of a revised Data Protection Policy.
KEY ISSUES:
<p>The Council's Data Protection policy is overdue for review. An internal Audit conducted in August 2023 identified that the existing policy had not been reviewed since 2018.</p> <p>A light touch review was conducted by the Deputy SIRO in 2022 but the revised policy did not go through the formal Tier 1 policy approval process. The Information Governance Officer has since reviewed and enhanced the policy.</p> <p>If approved by Cabinet, the policy will be placed on the intranet and an all-staff email will inform officers and members of the updates and how to access the policy.</p>
OPTIONS CONSIDERED:
<p>Options are:</p> <ul style="list-style-type: none"> A. Refresh the policy to bring it in line with Data Protection legislation, ICO guidance and best practice. B. Do not make any changes. This could increase the risk of non-compliance with Data Protection legislation and regulations and would demonstrate a failure to ensure appropriate arrangements are in place for the responsible and ethical handling of personal data.
RECOMMENDATIONS:
The Panel is invited to consider the report and comment to the Cabinet.
REASONS FOR RECOMMENDATIONS:
To enable Cabinet to consider any recommendations from CPP for the approval of the Data Protection Policy.



DATA PROTECTION POLICY

For Borough Council of Kings Lynn and West Norfolk

Revised May 2018

Contents

- 1. Introduction**
- 2. Purpose**
- 3. Aims**
- 4. Key features of the data protection legislations**
- 5. Roles and Responsibilities**
- 6. Rights of a data subject**
- 7. Sharing information**
- 8. Confidentiality and security**
- 9. Information assets records**
- 10. Information, enquiries and complaints**

Appendix A – Data Protection Principles

Appendix B – Legal bases for processing data

Appendix C – Glossary

Appendix D – List of relevant legislation

1. Introduction

- 1.1 Borough Council of Kings Lynn and West Norfolk (“The Council”) supports the aims and provisions of the General Data Protection Regulation 2016 (“GDPR”) and the Data Protection Act 2018 and seeks to ensure compliance with the requirements of this legislation (“the legislation”).
- 1.2 The Council is the data controller. Electoral Services at Borough Council of Kings Lynn and West Norfolk is also a data controller. This policy applies to both these data controllers. Elected Members act in their role within the Council and where they do, this policy applies to them. Sometimes elected Members are data controllers in their own right as well. In that situation, they will control how they implement the processing of data under the legislation.
- 1.3 This policy applies to all Council employees, Members, volunteers, contractors and those instructed by the Council to provide a service or those with whom the Council has entered into a joint working arrangement. This policy provides information and guidance to support Council work and activities when dealing with personal information.

2. Purpose

- 2.1 The purpose of this policy is to ensure that the provisions of the DPA and the GDPR are complied with and to protect the personal data of individuals.
- 2.2 This policy will assist the Council to comp with the requirements of the DPA and the GDPR. It will also seek to increase awareness of the rights of an individual under data protection legislation.
- 2.3 The 6 data protection principles set out in the GDPR are principles which protect the personal data of individuals. As such, these principles are of paramount importance and must be followed (**Appendix A**). Information about legal bases for processing personal data is at **Appendix B** and a glossary of key terms can be found at **Appendix C**.

3. Data Protection Policy: aims

- 3.1 This policy aims to assist staff and other relevant persons in meeting their data protection obligations under the GDPR and related data protection legislation.
- 3.2 The Data Protection Act 2018 (“the DPA”), and the GDPR set out a framework of rights and duties which safeguard personal data. Personal data is information relating to a living individual who can be identified from the data. The legislation balances the legitimate needs of organisations to collect and process data against the rights of individuals to respect for their rights to control their personal data and their privacy.
- 3.3 In addition to the DPA and the GDPR, several pieces of legislation deal with the rights and responsibilities of individuals and organisations in relation to personal data. A list of relevant legislation, though not exhaustive, can be found at **Appendix D**.
- 3.4 The Council recognises the importance of personal data to its business and the importance of respecting the information and privacy rights of individuals. This Policy sets out the principles which it will apply to the processing of personal data so that the Council not only safeguards one of its most valuable assets but also processes personal data in accordance with the law.
- 3.5 **It is the responsibility of all of the council’s employees, Members and any person holding or processing personal data on behalf of the Council to assist with the implementation of this Policy.** In order to help employees comply, the Data Protection Officer arranges the provision of training of staff and produces guidance documents. Employees should familiarise themselves with this Policy and guidance, attend training and apply the provisions in relation to any processing of personal data. Failure to do so could amount to misconduct, which can be a disciplinary matter and could ultimately lead to the dismissal of staff. Serious breaches could also result in personal criminal liability. This policy continues to apply to individuals even after their relationship with the Council ends.

3.6 In addition, a failure to comply with this Policy could expose the Council to enforcement action by the Information Commissioner or to complaints or claims for compensation from affected individuals. There may also be negative publicity as a result of any breach that is made public.

4. Key features of the data protection legislation:

4.1 The DPA and the GDPR set out data protection principles. This legislation governs the processing of personal information both by way of manual records and computerised information. Individuals have rights within the legislation which includes a certain control over how their information is handled.

Here are some of the key features of the legislation:

- a) All personal data must be handled in accordance with the 6 Data Protection Principles [Appendix A]
- b) Individuals (“data subjects”) have rights surrounding how their information is handled. This includes the right to be informed about whether and what personal information is being processed; the right to request access to that information (“a subject access request”); the right to request that inaccurate or incomplete data be rectified; the right to erasure or restriction of the processing of their information, including profiling, in certain circumstances. In addition, individuals can object to automated decision making and also have rights to object to profiling and a rights relating to data portability.
- c) Processing of data (including special category data) must be done under a lawful basis. The conditions for processing personal data can be found at **Appendix B**.
- d) The principle of accountability of data controllers is of utmost importance. Suitable and sufficient systems, procedures, documents and training must be in place to demonstrate compliance with the data protection legislation.
- e) Data protection impact assessments are carried out where appropriate as part of the design and planning of new projects.
- f) Data controllers must have written contracts in place with all data processors who are only appointed where they can provide sufficient guarantees that the requirement of the legislation will be met, and data subjects sufficiently protected.
- g) Data breaches that are likely to result in a risk to the rights and freedoms of individuals must be reported to the Information Commissioner’s Office within 72 hours of the Council becoming

- aware of the breach. Where the breach is likely to result in a high risk to the individual, those individuals are to be notified directly
- h) The Information Commissioner is responsible for regulation and can take action against organisations which do not comply with the requirements. In serious cases, she can issue fines and prosecute those who commit offences under the legislation.

5. Roles and Responsibilities

- 5.1 All staff and relevant persons have a role in implementing this policy. There are some members of staff with key roles.

5.2 Data Protection Officer

The Data Protection Officer (“DPO”) has a degree of autonomy within the Council, and is responsible for advising the Council, including its senior leaders, of its obligations under the legislation. The DPO is designated on the basis of professional qualities and expert knowledge of data protection law and practice. The DPO monitors compliance, raises awareness and ensures training for staff to enable them to lawfully comply with processing operations. The DPO is the contact point with the Information Commissioner’s Office for information law related issues and in the event of data breach. The Council must provide the DPO with the necessary resources and access to personal data and processing operations to enable them to perform their role and to maintain their expert knowledge of data protection law and practice. The DPO works within the legal department of the Council and is assisted by that team in dealing with requests and queries from individuals relating to their information rights as well as queries from members of staff and relevant persons. In the event of a breach or suspected breach of personal data, the DPO and the legal department should be informed at the earliest opportunity.

5.3 Senior Information Risk Officer

The Senior Information Risk Officer (SIRO) is a senior officer of the Council and has responsibility for the Council’s Information Risk Policy, for ensuring the effectiveness of the Council’s information risk management and managing information risks and incidents. The Information Asset Owners report to the SIRO.

5.4 Information Asset Owners

Heads of Service are “Information Asset Owners” (“IAO”). They are responsible for ensuring operational compliance with this policy within

their own departments. IAOs keep and maintain a register of information collected by their service area. This information is held in a document called an 'Article 30 record', and includes details of personal data collected and held, why it is collected and who it may be shared with. The IAOs will report to the SIRO.

5.5 Information Asset Assistants

The day to day maintenance of this register will be by Information Asset Assistants ("IAA"). Each service will have at least one IAA. The IAA is also the contact point within the department where a relevant subject access request has been made.

6. Individual rights (the rights of a data subject)

6.1 Data subjects can make a request to know if the Council holds their personal data and for a copy of such. These are referred to as "subject access requests". The Council will require proof of identity of the requestor. Any such request must be made in writing but the Council will make reasonable adjustments in appropriate cases.

6.2 In addition to a right to access personal information, data subjects have the following rights:

- A right to rectification (if the data held is inaccurate)
- A right to erasure in certain circumstances ("the right to be forgotten")
- A right to restrict processing of their personal data in certain circumstances
- A right to data portability (a packaged transfer of data from one data controller to another)
- A right to object to profiling; direct marketing and/or automated decision-making

6.3 The Council is committed to dealing with request for information promptly and within one calendar month. However, where the request is complex, this response period may be extended by up to two extra calendar months.

6.4 The Council will respond to the request. If refusing a request it will give reasons and details of how the requestor can complain.

7. Sharing information

- 7.1 Whilst the legislation generally requires the Council to keep personal information of others secure and not to disclose it to a third party, there are some exemptions which allow for such. In appropriate cases, and where permitted by law, the Council may share information where it is in the public interest to do so, for example, for the prevention or detection of crime.
- 7.2 Personal data must not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.
- 7.3 This policy applies to all personal data held by the Council however it is collected, recorded and used and whether it is on paper records, in computer records including the information gathered on CCTV systems at whatever location used by or on behalf of the Council.

8. Confidentiality and Security

- 8.1 The Council recognises that everyone has a responsibility within the organisation to promote good data protection management.
- 8.2 Employees and relevant persons must not access, copy, alter, interfere with or disclose personal data held by the Council unless permitted to do so under the data protection legislation.
- 8.3 Individuals that process personal data must comply with the Council's security measures to safeguard personal data as outlined in the Council's ICT Policy.
- 8.4 Any employee, Member or other person who becomes aware of a weakness in the council's data protection procedures or who becomes aware of any breach of the policy should report the concern to their line manager at the earliest opportunity and to the data protection officer or the SIRO without delay. A breach procedure has been produced for IAO's and further copies are available from the legal department.
- 8.5 Where there has been a data breach, the Council has a duty to find out what data has been lost or stolen, to mitigate the loss and to take steps to notify persons affected where appropriate. There is also a

general duty to contact the Information Commissioner's Office within 72 hours. Further information is available from the data protection officer, the Council's breach procedure document and via the ICO website.

9. Register of Information Assets, retention and privacy

- 9.1 The Council holds and maintains a register of information assets. The Information Asset Owner for each department is responsible for compiling and maintaining the record of information assets for his or her department, aided by one or more Information Asset Assistants. Each data controller must pay an annual fee to the Information Commissioner's Office (ICO).
- 9.2 The Council has a retention policy which informs of the period for which documents and personal information is retained.
- 9.3 The Council informs individuals of its privacy policy via its website, and will provide copies in such other reasonable format on request.

10. Further Information, Enquiries and Complaints

Borough Council of Kings Lynn and West Norfolk

The Council's Data Protection Officer, is the first point of contact on any of the issues mentioned in this policy document. The Data Protection Officer will be responsible for dealing with all individual and external enquiries. All service areas will have a nominated Data Protection Contact Officer also known as the Information Asset Assistant (IAA) to create a network to assist the Council's Data Protection Officer when responding to subject access requests.

The contact details are as follow:

Data Protection Officer
Borough Council of Kings Lynn and West Norfolk
Kings Court
Chapel Street
Kings Lynn
Norfolk NR30 1EX

Telephone: 01553 616270

Email: Dataprotection@west-norfolk.gov.uk

Where a person wishes to raise an issue or complaint about how their personal information is, or has been, processed, they should, in the first instance be directed to the data protection officer.

Information Commissioners Office

A person has a right to complain or raise an issue with the Information Commissioner's Office ("ICO").

The ICO is the UK's independent public body set up to promote access to official information and protect personal information by promoting good practice, ruling on eligible complaints, providing information to individuals and organisations, and taking appropriate action when the law is broken

The ICO contact details are as follow:

www.ico.org.uk

Helpline: 01625 545 745.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

APPENDIX A

The Data Processing Principles

Personal data must be:

1. Processed lawfully, fairly and in a transparent manner
2. Collected for specific/ explicit / legitimate purposes and not further processed in an incompatible manner
3. Adequate, relevant and limited to what is necessary
4. Accurate (reasonable steps must be taken to rectify/erase inaccurate data without delay)
5. Kept in a form which permits identification for no longer than is necessary
6. Kept secure

APPENDIX B

Processing personal data

A. Conditions for processing personal data

The basis for processing personal data must be lawful. At least one basis from the list below must apply whenever the Council processes personal data:

- a) **Consent** – the individual has given clear consent for the council to process their personal data for a specific purpose (Note: Consent can be withdrawn at any time)
- b) **Contract** – the processing is necessary for a contract the Council has with the individual, or because they have asked the Council to take specific steps before entering into a contract.
- c) **Legal obligation**- the processing is necessary for the Council to comply with the law
- d) **Protect life** – necessary to protect someone’s life
- e) **Public task** – the processing is necessary for the Council to perform a task in the public interest or for the Councils official functions, and the task or function has a clear basis in law
- f) **Legitimate interests** – (but cannot be used for processing carried out by public authorities in the performance of their tasks)

B. Processing special category personal data

The glossary sets out the categories of special data which need to be processed with extra care. The special categories of personal data are subject to stricter conditions of processing. There are conditions for processing special categories of personal data, set out in Article 9 of GDPR and are summarised:

- a. The data subject has given explicit consent, or
- b. It is necessary for employment, social security or social protection law*
- c. It is necessary to protect life or where an individual is physically or legally incapable of giving consent
- d. It is carried out in the course of legitimate activities by certain not for profit organisations where it relates to specific persons
- e. Where the personal data is manifestly made public by the individual
- f. It is necessary for the establishment or defence of legal claims
- g. It is necessary for reasons of substantial public interest*
- h. It is necessary for purposes of preventative or occupational medicine and reasons relating to the provision of healthcare*
- i. It is necessary in the interest of public health*
- j. It is necessary for archiving purposes in the public interest or for scientific or historical research.*

*Additional conditions will need to be met before processing.

APPENDIX C

GLOSSARY

Consent – Permission by the data subject to process their personal data. The consent must be freely given, specific, informed and unambiguous indication of the data subject’s wishes by which he or she, by a statement, or by a clear affirmative action, signifies agreement to the processing of their personal data. Consent can be withdrawn at any time.

Data Controller – The person who (either jointly or in common with other persons) determines the purposes for and the means in which any personal data are, or are to be processed.

Note: The Data Controller is usually a company or organisation and is not an individual within that company or organisation.

Data Subject – Any living individual who is the subject of personal data.

Personal Data – Any information relating to an identified or identifiable person. This includes information which can directly or indirectly identify the individual and can include name, identification number, location data, online identifier, or factors specific to the physical, physiological, genetic, mental economic, cultural or social identity of that natural person.

Processing – Any treatment of personal data: it includes collecting, recording, organising, structuring storing, altering, retrieving, using, disclosing, sharing, making available as well as restricting, erasing, and destroying.

Processor - A natural or legal person, public authority, agency or other body which processes personal data on behalf of the data controller.

“Special category” personal data

The following special categories of personal data must be treated with extra care. These are:

- Racial/ ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade Union membership
- Genetic/ Biometric data processed to identify and individual
- Health data
- Sex life or sexual orientation

- Criminal convictions and offences data

APPENDIX D

Relevant Legislation

Common Law Duty of Confidence

The Human Rights Act 1998

Computer Misuse Act 1990

The Freedom of Information Act 2000 (FOI Act)

The Regulation of Investigatory Powers Act 2000 (RIPA)

The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699)

The Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426)

The Environmental Information Regulations 2004 (SI 2004/3391)

The Criminal Justice and Immigration Act 2008

This list is not exhaustive



Data Protection Policy

Revised November 2023

Owner	Laura Botten, IGO		
Responsible Person <i>(non-substantive updating)</i>	Alexa Baker, DPO		
Review Cycle <i>(1 to 5 years)</i>	Every 2 years or changes to legislation	Next Review Date	November 2025
Last Impact Assessment (IA) Date		Next IA Date	
Date initially approved by Cabinet	tbc		
Published to <i>(internal, external or both)</i>	Both		
Stakeholders consulted? <i>(please tick to confirm)</i>	Yes		No
Policy Published to	Policy will be published on InSite and publicised via internal Staff Update.		
Revision Record			
Rev. No.	Date of Issue	Reason for Revision	
0.01	May 2018	Introduction of GDPR	
0.02	Nov 2022	Review period / following UK GDPR	
0.03	Nov 2023	Review period	

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1. Introduction

- 1.1 The Borough Council of Kings Lynn & West Norfolk (“The Council”) supports the aims and provisions of the UK General Data Protection Regulation (“UK GDPR”) and the Data Protection Act 2018 and seeks to ensure compliance with the requirements of this legislation (“the legislation”).
- 1.2 The Borough Council is the data controller. Electoral Services at the Borough Council of Kings Lynn & West Norfolk is also a data controller. This Data Protection Policy applies to both these data controllers. Elected Members act in their role within the Council and where they do, this policy applies to them. Sometimes elected Members are data controllers in their own right as well. In that situation, they will control how they implement the processing of data under the legislation.
- 1.3 This Policy sets out how we handle the personal data of our service users, suppliers, employees, workers and other third parties. It provides information and guidance to support the council’s compliance with data legislation.
- 1.4 This Policy applies to all personal data we process regardless of the media on which that data is stored or whether it relates to past or present employees, workers, customers, clients or supplier contacts, shareholders, website users or any other data subject and provides information and guidance to support Council work and activities when dealing with personal information. Related Policies and Privacy Guidelines are available to help you interpret and act in accordance with this Data Protection Policy.

2. Purpose

- 2.1 The purpose of this policy is to ensure that the provisions of the DPA and the UK GDPR are complied with and to protect the personal data of individuals.
- 2.2 This policy will assist the Council to comply with the requirements of the DPA and the UK GDPR. It will also seek to increase awareness of the rights of an individual under data protection legislation. Other relevant legislation can be found at **Appendix D**.

- 2.3 The data protection principles set out in the UK GDPR are principles which protect the personal data of individuals. As such, these principles are of paramount importance and must be followed (**Appendix A**). Information about legal basis for processing personal data is at **Appendix B** and a glossary of key terms can be found at **Appendix C**.

3. Why is Data Protection and Information Management important?

- 3.1 Information management is the process of collecting, storing, managing, and maintaining information assets in all their forms. Information governance is concerned with protecting the assets of the organisation from potential loss, loss of integrity, destruction or theft. They are inextricably linked; one does not exist without the other.
- 3.2 IT systems, filing cabinets and indexes may all contain important business information assets. Their confidentiality, integrity, availability and suitability are essential in maintaining the Council's effectiveness, efficiency and legal compliance. Information governance provides an enabling mechanism for sharing information whilst ensuring the protection of the data/information.
- 3.3 An Information Asset is "a body of information, defined and managed as a single unit so it can be understood, shared, protected and exploited effectively. Information assets have recognisable and manageable value, risk, content and lifecycles." Information is commonly defined as an asset. Information may exist in many media such as electronic or hard copy. It can be stored on computers, transmitted across networks, printed out, written down on paper or spoken in conversation. The Council owns a variety of information assets which are maintained by different services. It is the responsibility of services to ensure the security, availability, and usefulness of their information.

4. Aims

- 4.1 This policy aims to assist staff and other relevant persons in meeting their data protection obligations under the UK GDPR and related data protection legislation.
- 4.2 The Data Protection Act 2018 ("the DPA"), and the UK GDPR set out a framework of rights and duties which safeguard personal data.

Personal data is information relating to a living individual who can be identified from the data. The legislation balances the legitimate needs of organisations to collect and process data against the rights of individuals to respect for their rights to control their personal data and their privacy.

- 4.3 In addition to the DPA and the UK GDPR, several pieces of legislation deal with the rights and responsibilities of individuals and organisations in relation to personal data. A list of relevant legislation, though not exhaustive, can be found at **Appendix D**.
- 4.4 The Council recognises the importance of personal data to its business and the importance of respecting the information and privacy rights of individuals. This Policy sets out the principles which it will apply to the processing of personal data so that the Council not only safeguards one of its most valuable assets but also processes personal data in accordance with the law.
- 4.5 **It is the responsibility of all of the Council's employees, Members and any person holding or processing personal data on behalf of the Borough Council to assist with the implementation of this Policy.** In order to help employees comply, the Data Protection Officer arranges the provision of training of staff and produce guidance documents. An e-learning module, Data Protection, is available on the Learning Hub for mandatory completion. Employees should familiarise themselves with this Policy and guidance, complete training and apply the provisions in relation to any processing of personal data. Failure to do so could amount to misconduct, which can be a disciplinary matter and could ultimately lead to the dismissal of staff. Serious breaches could also result in personal criminal liability. This policy continues to apply to individuals even after their relationship with the Council ends.
- 4.6 In addition, a failure to comply with this Policy could expose the Council to enforcement action by the Information Commissioner or to complaints or claims for compensation from affected individuals. There may also be negative publicity and reputational damage as a result of any breach that is made public.

5. Key Features of the Data Protection Legislation

- 5.1 The DPA and the UK GDPR set out data protection principles. This legislation governs the processing of personal information both by way of manual records and computerised information. Individuals have

rights within the legislation, which includes a certain control over how their information is handled.

Here are some of the key features of the legislation:

- a) All personal data must be handled in accordance with the Data Protection Principles (Appendix A).
- b) Individuals (“data subjects”) have rights surrounding how their information is handled. This includes the right to be informed about how and what of their personal information is being processed; the right to request access to that information (“a subject access request”); the right to request that inaccurate or incomplete data be rectified; the right to erasure or restriction of the processing of their information, including profiling, in certain circumstances. In addition, individuals can object to automated decision making and also have rights to object to profiling and rights relating to data portability.
- c) Processing of data (including special category data and criminal offence data) must be done under a lawful basis in a fair and transparent manner. The conditions for processing personal data can be found at **Appendix B** along with further guidance on the processing of special category data and criminal offence data.
- d) The principle of accountability of data controllers is of utmost importance. Suitable and sufficient systems, procedures, documents and training must be in place to demonstrate compliance with the data protection legislation.
- e) Data protection impact assessments (DPIAs) are carried out where appropriate as part of the design and planning of new projects. Guidance relating to completion of DPIAs can be found at **Appendix E**.
- f) Data controllers must have written contracts in place with all external bodies that process Council data. Data processors should only be appointed where they can provide sufficient guarantees that the requirement of the legislation will be met, and data subjects will be sufficiently protected.
- g) Data breaches that are likely to result in a risk to the rights and freedoms of individuals must be reported to the Information Commissioner’s Office within 72 hours of the Borough Council becoming aware of the breach. Where the breach is likely to result in a high risk to the individual, those individuals are to be notified directly.

- h) The Information Commissioner is responsible for regulation and can take action against organisations who do not comply with the requirements. In serious cases, the Information Commissioner can issue fines and prosecute those who commit offences under the legislation.

6. Roles and Responsibilities

- 6.1 All staff and relevant persons have a role in implementing this policy. There are some members of staff with key roles.

6.2 Data Protection Officer

The Data Protection Officer (“DPO”) has a degree of autonomy within the Council, and is responsible for advising the Council, including its senior leaders, of its obligations under the legislation. The DPO is designated on the basis of professional qualities and expert knowledge of data protection law and practice. The DPO monitors compliance, raise awareness, and ensures training for staff to enable them to lawfully comply with processing operations. The DPO is the contact point with the Information Commissioner’s Office for information law related issues and in the event of data breach. The Council must provide the DPO with the necessary resources and access to personal data and processing operations to enable them to perform their role and to maintain their expert knowledge of data protection law and practice. The DPO works within the legal department of the Council and is assisted by officers in dealing with requests and queries from individuals relating to their information rights as well as queries from members of staff and relevant persons. In the event of a breach or suspected breach of personal data, the DPO (and IAO) should be informed at the earliest opportunity by completing a data breach incident report form - <https://forms.west-norfolk.gov.uk/DATABREACHINCIDENTREPORTFORM/launch>

Please contact the DPO with any questions about the operation of this Policy or the UK GDPR or if you have any concerns that this Policy is not being or has not been followed.

6.3 Senior Information Risk Officer

The Senior Information Risk Officer (SIRO) is a senior officer of the Council and has responsibility for ensuring the effectiveness of the Council’s information risk management and managing information risks and incidents.

6.4 Information Asset Owners

Assistant Directors are “Information Asset Owners” (“IAO”). They are responsible for ensuring operational compliance with this policy within their own departments. IAOs keep and maintain a register of information collected by their service area. This information is held in a document called an ‘Article 30 record’, and includes details of personal data collected and held, why it is collected and who it may be shared with. The IAOs will report to the SIRO.

6.5 Information Asset Assistants

The day-to-day maintenance of this register will be by Information Asset Assistants (“IAA”). Each service will have at least one IAA. The IAA is also the contact point within the department where access to information requests is directed to and co-ordinated by.

6.6 Information Governance Officer

The IGO supports the Data Protection Officer in ensuring the council is compliant with the General Data Protection Regulation (GDPR) and all Information Governance legislation and regulatory frameworks. They also process, record, and facilitate responses to all Freedom of Information and Data Protection requests, liaising with Directorates to ensure compliance with all aspects of the legislation, and liaising with the Information Commissioners Office as required.

7. The rights of a data subject and Subject Access Requests (SARs)

7.1 Data subjects can make a request to know if the Council holds their personal data and for a copy of such. These are referred to as “subject access requests” (SARs). The Council will require proof of identity of the requestor. Any such request must be made in writing, but the Council will make reasonable adjustments in appropriate cases. There is a wider obligation to make information available via the Freedom of Information Act and Environmental Information Regulations. This is covered by the Council’s FOI/EIR procedures (see section 9).

7.2 In addition to a right to access personal information, data subjects have the following rights:

- a) A right to rectification (if the data held is inaccurate)
- b) A right to erasure in certain circumstances (“the right to be forgotten”)
- c) A right to restrict processing of their personal data in certain circumstances

- d) A right to data portability (a packaged transfer of data from one data controller to another)
 - e) A right to object to profiling; direct marketing and/or automated decision-making
- 7.3 The Council is committed to dealing with requests for information promptly and within one calendar month. However, where the request is complex, this response period may be extended by up to two extra calendar months.
- 7.4 The Council will respond to the request. If a request is refused, it will give a reason for the refusal and provide details of how the requestor can complain.

8. Sharing information

- 8.1 Whilst the legislation requires the Council to keep personal information of others secure and not to disclose it to a third party, there are some exemptions, which allow for such. In appropriate cases, and where permitted by law, the Council may share information where it is in the public interest to do so, for example, for the prevention or detection of crime. The Information Commissioner's website provides useful guidance notes, which may assist the Council in considering how it shares and discloses information.
- 8.2 Where personal data is stored and processed about employees of the Borough Council, the sharing of such data must also be in accordance with the data protection principles. Information rights legislation has introduced greater expectations of transparency in the affairs of public authorities, for example, disclosure may be acceptable if the data relates to the performance of public duties or the expenditure of public funds by senior employees. Senior employees should expect their posts to carry a greater level of accountability, since they are likely to be responsible for major policy decisions and expenditure of public funds. However, the Council will have regard to the Information Commissioner's guidance and its own privacy notices when considering whether personal data can be shared.
- 8.3 Personal data must not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.
- 8.4 This policy applies to all personal data held by the Council, regardless of how it is collected, recorded, and used and whether it is on paper records or electronic records, including the information gathered on

CCTV (closed circuit television systems) and held within non-corporate communications channels (NCCCs), at whatever location used by or on behalf of the Council.

9. Freedom of Information Requests (FOI)/ Environmental Inquiry Regulations (EIR)

- 9.1. Since January 2005 the Freedom of Information Act (2000) (FOIA) and the Environmental Information regulations (2004) (EIR) have given the public rights of access to information held by public authorities.
- 9.2 We will meet its legal obligations to respond to all request for information and will supply that information, subject to the limited exemptions / exceptions as specified by law.
- 9.3 Requests can be made by anyone regardless of their age, nationality, location, profession, motives, or history. Requests will be dealt with in an applicant blind manner, i.e. each will be treated equally regardless of who is making the request. The exception to this is where an individual requests information about themselves.
- 9.4 Requests can be for any information that is held by the council, regardless of how the information was produced or obtained. It includes information about or obtained from other organisations including contracts, partnership information and agreements.
- 9.5 A request under FOI must be:
 - Written (Letter, email, or fax acceptable)
 - Legible
 - Provide a name
 - Provide an address for response (email acceptable)
 - Describe the information sought sufficiently for the Council to identify it.
- 9.6 EIR does not require the request to be made in writing; however, such requests must be recorded and logged. For FOI and EIR, the requestor does not have to mention any legislation in their request and they are not required to know our process, procedures, and jargon to describe the information requested.
- 9.7 All requests will be logged and responded to in accordance with our procedures and supporting guidance for handling requests. Guidance notes are available here - [Officer Guidance FOI EIR V0.01 July 2023.docx](#).
- 9.8 We will monitor the requests made to identify information regularly sought by the public. The Council will pro-actively publish information requested.

- 9.9 We will not create new information to respond to a request. However, we will provide related information and provide advice to assist the requestor obtain the information sought.
- 9.10 Requests should be made/forwarded to freedom.information@west-norfolk.gov.uk. Heads of Service, Assistant Directors and Directors are responsible for ensuring that their service areas comply.

10. Confidentiality and security

- 10.1 The Council recognises that everyone has a responsibility within the organisation to promote good data protection management.
- 10.2 Employees and relevant persons must not access, copy, alter, interfere with, or disclose personal data held by the Council unless permitted to do so under the data protection legislation.
- 10.3 Individuals that process personal data must comply with the Council's security measures to safeguard personal data as outlined in the Council's ICT Security Policy - [Corporate E-Mail Policy \(west-norfolk.gov.uk\)](#)
- 10.4 Any employee, Member or other person who becomes aware of a weakness in the Council's data protection procedures or who becomes aware of any breach of the policy should report the concern to their line manager at the earliest opportunity and to the DPO/IGO or the SIRO without delay. A breach procedure has been produced for IAO's and there is a data breach incident e-form on the intranet - <https://forms.west-norfolk.gov.uk/DATABREACHINCIDENTREPORTFORM/launch>
- 10.5 Where there has been a data breach, the Council has a duty to find out what data has been disclosed, lost, or stolen; to mitigate the loss and to take steps to notify persons affected where appropriate. There is also a general duty to contact the Information Commissioner's Office within 72 hours. Further information is available from the DPO and the IGO, the Council's breach procedure document and via the [ICO website](#).

11. Register of Information Assets

- 11.1 The UK GDPR requires us to keep full and accurate records of all our data processing activities. The Council holds and maintains a register of information assets. The Information Asset Owner is responsible for compiling and maintaining the record of information assets for their department, aided by one or more Information Asset Assistants. These records are also referred to as Article 30 Registers and there is a process in place to ensure these are reviewed and updated accordingly. Each data controller must pay an annual fee to the Information Commissioner's Office (ICO).

12. Retention and Publication Scheme

- 12.1 The Council has a [data retention and disposal policy](#) which informs of the period for which documents and personal information is retained.
- 12.2 The Council informs individuals of its privacy policy via its website and will provide copies in such other reasonable format on request.
- 12.3 The Council has adopted the Information Commissioner's model publication scheme. Wherever possible information on the publication scheme will be published on the internet. Other information included on the scheme will be provided by services within 5 days. These requests will not be logged as FOIA / EIR requests. A guide to the publication scheme will be maintained and published by the Corporate Governance team.

13. Data Protection Impact Assessment (DPIA)

- 13.1 Article 25 of the GDPR makes privacy mandatory to consider and undertake in certain circumstances. Putting privacy at the heart of a project is an approach to projects that promotes privacy and data protection compliance from the start. Unfortunately, these issues are often bolted on as an after-thought or ignored altogether. A DPIA will make sure that all risks and issues are considered and mitigated.
- 13.2 On Insite, there is [guidance](#) and the [relevant documents](#) to help determine whether a DPIA is needed. Taking a privacy by design approach is an essential tool in minimising privacy risks and building trust. Designing projects, processes, products or systems with privacy in mind at the outset can lead to benefits which include:
 - Potential problems are identified at an early stage, when addressing them will often be simpler and less costly.
 - Increased awareness of privacy and data protection across an organisation.
 - Organisations are more likely to meet their legal obligations and less likely to breach the Data Protection Act.
 - Actions are less likely to be privacy intrusive and have a negative impact on individuals.

14. Data Breaches

14.1 GDPR Article 4 (12) states that a breach of security is an occurrence when there is an **accidental** or **unlawful** destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. [What to do if there is a breach of personal Data – April 2023](#) provides guidance on what should be reported and how.

14.2 A breach can occur in many ways, but may be described as:

- Loss or theft of information / data held in paper or electronic form
- Loss of equipment on which data is stored
- Inappropriate access controls or failure of these controls allowing unauthorised access, use or changes to information / data.
- Equipment failure.
- Human error e.g. overwriting data.
- Unforeseen circumstances such as flood / fire/ explosion.
- Hacking attack.
- “Blagging” – obtaining information by deception.
- Accidental or deliberate disclosure of information to a third party.

14.3 However a breach occurs, steps must be taken to minimise the impact of the loss and measures taken to prevent re-occurrence. We must consider all possible adverse effects on individuals which can result material or non-material damage. The definitions of this are:

- loss of control over personal data
- limitations of their rights
- discrimination
- identity theft or fraud
- financial loss
- unauthorised reversal of Pseudonymisation
- damage to reputation
- loss of confidentiality

14.4 If there is a risk of such effects taking place then we will need to report to the ICO or face corrective measures. If there is a high risk, then we must also inform the subject.

14.5 The following steps must be taken on discovery of a security breach or weakness:

1. Report the breach to appropriate line management and the Corporate Governance Team via the web form immediately. The IGO/DPO will need to know:

- The nature of the breach (what has happened)

- What information has been affected (sensitivity and volume of the information)
- What immediate action has already been taken in response to the breach

2. Reporting member of staff to ensure that any breach is contained as far as possible and where possible that any personal data is recovered.

3. The Corporate Governance Team will gather any further details required at this stage to decide on whether to begin notifying the ICO of the breach. If a breach is serious enough to be reported to the ICO, this must be done by the Corporate Governance team within 72 hours of the breach occurring.

4. The Corporate Governance Team will provide advice on whether it is appropriate to notify stakeholders (including the affected individuals, Communications Team, the SIRO) and agree actions with the service to attempt to prevent similar incidents occurring in the future. Recommendations made in response to breaches will be reported annually.

14.6 Article 33 of GDPR states that there is a requirement to notify breaches to the ICO where it is likely to result in a **risk** to people's rights and freedoms.

14.7 Article 34 of GDPR states that there is a requirement to communicate a breach to data subjects where it is likely to result in a **high risk** to people's rights and freedoms. The impact of the breach will be assessed by Corporate Governance team.

15. Further Information, Enquiries and Complaints

15.1 The Council's DPO is the first point of contact on any of the issues mentioned in this Policy. The DPO will be responsible for dealing with all individual and external enquiries. All service areas will have a nominated data protection contact officer, also known as the Information Asset Assistant (IAA) to create a network to assist the Council's DPO when responding to subject access requests and other information rights requests.

Data Protection Officer
 Borough Council of King's Lynn & West Norfolk
 Kings Court
 Chapel Street
 King's Lynn
 Norfolk PE30 1EX

- 15.2 Where a person wishes to raise an issue or complaint about how their personal information is, or has been, processed, they should in the first instance be directed to the DPO.

Information Commissioners Office

The ICO is the UK's independent public body set up to promote access to official information and protect personal information by promoting good practice, ruling on eligible complaints, providing information to individuals and organisations, and taking appropriate action when the law is broken.

The ICO contact details are as follow:

www.ico.org.uk

Helpline: 01625 545 745.

The Personal Data Protection Principles

We adhere to the principles relating to processing of personal data set out in the UK GDPR which personal data to be:

- a) Personal data shall be processed lawfully, fairly & transparently ('lawfulness, fairness and transparency')
- b) Personal data shall be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes ('purpose limitation')
- c) Personal data shall be adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation')
- d) Personal data shall be accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay ('accuracy')
- e) Personal data shall be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed ('storage limitation')
- f) Personal data shall be processed in a manner that ensures appropriate security of the personal data, including against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures ('integrity and confidentiality')

Processing personal data

A. Conditions for processing personal data

The basis for processing personal data must be lawful. At least one basis from the list below must apply whenever the Council processes personal data:

- a) **Consent** – the individual has given clear consent for the Council to process their personal data for a specific purpose (Note: consent can be withdrawn at any time).
- b) **Contract** – the processing is necessary for a contract the Council has with the individual, or because they have asked the Council to take specific steps before entering a contract.
- c) **Legal obligation** – the processing is necessary for the Council to comply with the law.
- d) **Vital interests** – to protect the vital interests of the data subject.
- e) **Public task** – the processing is necessary for the Council to perform a task in the public interest or for the Councils official functions, and the task or function has a clear basis in law.
- f) **Legitimate interests** – but cannot be used for processing carried out by public authorities in the performance of their tasks.

B. Processing special category personal data

The UK GDPR gives extra protection to special category data. Special category data is:

- a) Personal data revealing racial or ethnic origin;
- b) Personal data revealing political opinions;
- c) Personal data revealing religious or philosophical beliefs;
- d) Personal data revealing trade union membership;
- e) Genetic data;
- f) Biometric data;
- g) Data concerning health;

- h) Data concerning a person's sex life; and
- i) Data concerning a person's sexual orientation.

If you are processing special category data, you need to identify both a lawful basis for processing (above) and a special category condition for processing in compliance with Article 9 of the UK GDPR. You should document both your lawful basis for processing and your special category condition so that you can demonstrate compliance and accountability. It is also advised that a Data Protection Impact Assessment is completed and documented.

There are conditions for processing special categories of personal data, set out in Article 9 of UK GDPR and are summarised:

- a) The data subject has given explicit consent, or
- b) It is necessary for employment, social security, or social protection law*
- c) It is necessary to protect life or where an individual is physically or legally incapable of giving consent
- d) It is carried out during legitimate activities by certain not for profit organisations where it relates to specific persons
- e) Where the personal data is manifestly made public by the individual
- f) It is necessary for the establishment or defence of legal claims
- g) It is necessary for reasons of substantial public interest*
- h) It is necessary for purposes of preventative or occupational medicine and reasons relating to the provision of healthcare*
- i) It is necessary in the interest of public health*
- j) It is necessary for archiving purposes in the public interest or for scientific or historical research. *

*Additional conditions will need to be met before processing.

C. Processing Criminal Offence Data

The UK GDPR gives extra protection to personal data relating to criminal convictions and offences or related security measures, referred to as criminal offence data. This covers a wide range of information about:

- a) Criminal activity;

- b) Allegations;
- c) Investigations; and
- d) Proceedings.

It may also include:

- a) Unproven allegations;
- b) Information relating to the absence of convictions; and
- c) Personal data of victims and witnesses of crime.

It also covers related security measures:

- a) Personal data about penalties;
- b) Conditions or restrictions placed on an individual as part of the criminal justice process; or
- c) Civil measures which may lead to a criminal penalty if not adhered to.

If you are processing data about criminal convictions, criminal offences, or related security measures, you need both a lawful basis for processing (above), and either 'official authority' or a separate condition for processing this data in compliance with Article 10. You should document both your lawful basis for processing and your criminal offence data condition so that you can demonstrate compliance and accountability. It is also advised that a Data Protection Impact Assessment is completed and documented.

As a public authority, it is our responsibility to identify the specific law that gives the official authority requirement to process criminal offence data.

If official authority is not relevant for the purposes of processing criminal offence data then a separate condition must be met as set out in Schedule 1 of the DPA 2018.

The 28 conditions, which are available for processing of criminal offence data, are set out in paragraphs 1 to 37 Schedule 1 of the DPA 2018:

1. Employment, social security, and social protection
2. Health or social care purposes
3. Public health
4. Research
6. Statutory and government purposes

7. Administration of justice and parliamentary purposes
10. Preventing or detecting unlawful acts
11. Protecting the public against dishonesty
12. Regulatory requirements relating to unlawful acts and dishonesty
13. Journalism in connection with unlawful acts and dishonesty
14. Preventing fraud
15. Suspicion of terrorist financing or money laundering
17. Counselling
18. Safeguarding of children and individuals at risk
23. Elected representatives responding to requests
24. Disclosure to elected representatives
25. Informing elected representatives about prisoners
26. Publication of legal judgments
27. Anti-doping in sport
28. Standards of behaviour in sport
29. Consent
30. Vital interests
31. Not-for-profit bodies
32. Manifestly made public by the data subject
33. Legal claims
34. Judicial acts
35. Administration of accounts used in commission of indecency offences involving children
37. Insurance

Appropriate Policy Document

In many cases, for both Special Category Data and Criminal Offence Data there is a requirement to have an appropriate policy document in place to meet a UK Schedule 1 condition for processing in the DPA 2018.

APPENDIX C

Glossary

Consent – Permission by the data subject to process their personal data. The consent must be freely given, specific, informed, and unambiguous indication of the data subject's wishes by which he or she, by a statement, or by a clear affirmative action, signifies agreement to the processing of their personal data. Consent can be withdrawn at any time.

Data Controller – The person who (either jointly or in common with other persons) determines the purposes for and the means in which any personal data is or are to be processed.

Note: The Data Controller is usually a company or organisation and is not an individual within that company or organisation.

Data Subject – Any living individual who is the subject of personal data.

Personal Data – Any information relating to an identified or identifiable person. This includes information which can directly or indirectly identify the individual and can include name, identification number, location data, online identifier, or factors specific to the physical, physiological, genetic, mental economic, cultural, or social identity of that natural person.

Processing – Any treatment of personal data: it includes collecting, recording, organising, structuring storing, altering, retrieving, using, disclosing, sharing, making available as well as restricting, erasing, and destroying.

Processor - A natural or legal person, public authority, agency, or other body which processes personal data on behalf of the data controller.

“Special category” personal data

The following special categories of personal data must be treated with extra care. These are:

Racial/ ethnic origin
Political opinions
Religious or philosophical beliefs

Trade Union membership

Genetic/ Biometric data processed to identify and individual

Health data

Sex life or sexual orientation

Criminal convictions and offences data must also be treated with extra care.

Relevant Legislation, Policies and Privacy Notices

Common Law Duty of Confidence

The Human Rights Act 1998

Computer Misuse Act 1990

The Freedom of Information Act 2000 (FOI Act)

The Regulation of Investigatory Powers Act 2000 (RIPA)

The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699)

The Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426)

The Environmental Information Regulations 2004 (SI 2004/3391)

The Criminal Justice and Immigration Act 2008

Data Protection Act 2018

UK General Data Protection Regulation

Information Risk Policy

Data Quality Policy

This list is not exhaustive

Data Protection Impact Assessments

Introduction

Under the new GDPR legislation, there is an obligation for organisations, in their role as data controllers, to conduct a data protection impact assessment (“**DPIA**”) before undertaking any processing that presents a specific privacy risk by virtue of its nature, scope or purpose.

Article 35 of GDPR introduces the formal requirement for a DPIA and it can best be described as a type of risk assessment which is carried out prior to a new processing activity, to highlight the viability of carrying out such a process and identifying any risks that may be associated with the processing.

When is a DPIA required?

Article 35 sets out the circumstances where a DPIA is required and states:

*“Where a type of processing in particular using new technologies, and taking into account the nature, scope, context and purposes of the processing, is **likely to result in a high risk** to the rights and freedoms of natural persons, the controller shall, prior to the processing, carry out an **assessment of the impact** of the envisaged processing operations on the protection of personal data. A single assessment may address a set of similar processing operations that present similar high risks.”*

Although GDPR does not specifically state what must be covered by a DPIA, Article 35(7) sets out the following minimum requirements that should be considered:

- A systematic description of the proposed processing operations
- The purposes of the processing
- The legitimate interest pursued by the controller
- An assessment of the necessity and proportionality of the processing operations in relation to the purposes.
- An assessment of the risks to the rights and freedoms of data subjects
- The measures envisaged to address the risks, including appropriate:
 - Safeguards;
 - Security measures; and
 - Mechanisms to ensure the protection of personal data and to demonstrate compliance considering the rights and legitimate interests of data subjects and other persons concerned.

When is a DPIA not required?

The GDPR doesn't specifically state when a DPIA is not required, but there is significant guidance which can be relied upon when deciding whether a DPIA is required or not. From this guidance several circumstances have been identified where a DPIA is not required. These are:

- Where processing is low risk (i.e. not likely to result in a high risk to the rights and freedoms of natural persons).
- Where a DPIA has already been carried out and the nature, scope, context, and purposes of the processing are very similar to the proposed processing.
- Where a processing operation has a legal basis in EU or Member State law and has stated that an initial DPIA does not have to be carried out, where the law regulates the specific processing operation and where a DPIA, according to the standards of the GDPR, has already been carried out as part of the establishment of that legal basis.
- Where the processing is included on the optional list (established by the ICO) of processing operations for which no DPIA is required

A useful resource to DPIAs can be found at the ICOs website (link provided below):

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/accountability-and-governance/data-protection-impact-assessments/>

This briefing note is accompanied with a template DPIA which has guidance and screening questions to help you ascertain whether a DPIA is necessary or not. These screening questions are based on ICO guidance.

Action Plan

These are a few points that you should consider when looking at DPIAs and whether you feel it is necessary to carry out an assessment:

- Be aware of the data you / your department processes and regularly assess whether this is due to change. If your department has been tasked with a new exercise, go through the screening questions on the template DPIA to determine whether you need to carry out the assessment.
- Look for any potential risk factors associated with the data you process and determine whether an assessment is needed.

Document Information and Version Control

Document name	Data Protection Policy
Document description	Data Protection Policy
Document status	Current
Lead officer	Alexa Baker, DPO
Sponsor	Lorraine Gore, SIRO
Produced by (service name)	Legal
Relevant to the services listed or all BCKL&WN	All BCKL&WN
Approved by	Cabinet / Full Council
Approved date	tbc
Type of document	Policy / Procedure
Equality Impact Assessment details	Not required
Review interval	Every 2 years or changes to legislation
Next review date	November 2025
Implementation and distribution	Policy will be published on InSite and publicised via internal Staff Update.
Retention	Information relating to FOI and DP requests/responses will be retained in line with the council's retention schedule.

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Version	Originator	Description / reason for change	Date
0.01	Cara Jordan	Introduction of GDPR	May 2018
0.02	Lee Osler	Review period / following UK GDPR	Nov 2022
0.03	Laura Botten	Review period	Nov 2023

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	29 th May 2024		
TITLE:	Nominations to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub Committee		
TYPE OF REPORT:	Operational		
PORTFOLIO(S):	Leader		
REPORT AUTHOR:	Rebecca Parker		
OPEN/EXEMPT	OPEN	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	NO

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
The Panel is invited to nominate a representative to participate in the outside bodies and partnerships which fall within the Corporate Performance Panel's remit; Hunstanton Sailing Club Development Sub Committee (observer).
RECOMMENDATIONS:
<ol style="list-style-type: none"> 1. That a nomination be made by the Panel. 2. That the reporting arrangements be noted, as shown in the report. 3. That Council be requested to approve the nomination made by the Panel.
REASONS FOR RECOMMENDATIONS:
To ensure continued involvement in the community by the Council

1.0 BACKGROUND

1.1 The Cabinet at its meeting on 11 June 2024 will confirm a number of Cabinet appointments to outside bodies and partnerships. Further appointments will be made by the Council on 27th June 2024 in the following categories:

- Scrutiny and regulatory roles
- Parish level representation, parished and unparished areas
- General appointments

2.0 INSURANCE COVER FOR BOROUGH COUNCILLORS

2.1 The Council's insurance will indemnify any employee or member arising from their service on the board or participation in the capacity of governor, officer, trustee, director, committee member or other official of any not-for profit entity other than the insured.

Provided always that:

- a) The service or participation by the employee or member is specifically requested by or under the specific direction of the insured.
- b) The insured is legally entitled to approve the service or participation and to indemnify the employee of member in respect of it.

c) Any payment will only be made by the insurer for an amount in excess of any indemnification or insurance coverage provided by the not-for-profit entity or afforded from any other source and to which the employee or member is entitled.

2.2 When a member is appointed to serve on an outside body, they should also ensure that as well as completing the Register of Financial and Other Interest form, they should complete the annual "Related Party Transactions form", with the details of those bodies on which they serve.

3.0 FEEDBACK FROM MEMBERS ON OUTSIDE BODIES

3.1 The Corporate Performance Panel should be able to request reports from Councillors serving on outside bodies which fall within their remit. This will make it possible for members both to assess the usefulness of making appointments to bodies and be informed of any relevant matters.

4.0 APPOINTMENT OF REPRESENTATIVES

4.1 The Panel is invited to nominate to Council, a representative as an Observer on Hunstanton Sailing Club Development Sub Committee for the period 2024/2025. Currently the position is held by Councillor Rose.

5.0 FINANCIAL IMPLICATIONS

5.1 Mileage and subsistence allowances for Councillor attending meetings.

6.0 ACCESS TO INFORMATION

Current lists of member representation

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	29 th May 2024		
TITLE:	Membership of Task Groups and Informal Working Groups 2024/2025		
TYPE OF REPORT:	Operational		
REPORT AUTHOR:	Rebecca Parker, Democratic Services Officer		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

<p>PURPOSE OF REPORT/SUMMARY:</p> <p>This report invites the Corporate Performance Panel to arrange for the appointment of Members to serve on the Informal Working Groups and Task Groups, which have previously been established by the Panel, for the municipal year 2024/2025</p> <p>The Panel has established the following groups:</p> <ul style="list-style-type: none"> - Taxi Testing Contract Informal Working Group - Constitution Informal Working Group - Review of Persistent Complaints Policy Informal Working Group - Meetings Arrangements Task Group - Freedom of the Borough Informal Working Group
<p>RECOMMENDATION:</p> <ol style="list-style-type: none"> 1. That the Taxi Testing Contract and Constitution Informal Working Groups continue, as they have only just been set up by the Panel and their Membership be agreed. 2. That the following Informal Working Groups are disbanded as they have concluded their work: <ul style="list-style-type: none"> - Review of Persistent Complaints Policy (Reported back to Cabinet in March 2023) - Meeting Arrangements (work concluded and last met in 2022) - Freedom of the Borough (work concluded and last met in 2020)

For information – 2023/2024 Membership of Groups is below

Constitution Informal Working Group: Councillors Bearshaw, Dickinson, Long, Osborne and Ryves.

Taxi Testing Contract Informal Working Group: Councillors Nash, Long, Osborne, Lintern and Ryves.

CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2024/2025

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
29 May 2024	Appointment of Vice-Chair for the Municipal Year 2024/2025			To appoint a Vice-Chair for the Municipal Year 2024/2025.
	Call-in (if any)	Standing Item		
	Memberships of Task Groups and Informal Working Groups	Operational		To consider the Task Groups and Informal Working Groups set up by the Panel and their Membership
	Nominations to Outside Bodies	Operational		To nominate a Member to sit as an observer on Hunstanton Sailing Club. Nomination to be presented to Full Council.
	Annual Communications Update	Annual Update	J Hillard T Baldwin P Sillis A Howell	B Box to introduce update.
	Portfolio Holder Question and Answer Session			Questions to be submitted in advance of the meeting.
	Cabinet Report – Data Protection Policy Review	Cabinet Report	Laura Botten	To consider the report and make any appropriate recommendations to Cabinet
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
17 July 2024	Call-in (if any)	Standing Item		

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	Exempt Report: Hunstanton Sailing Club	Annual Update (Exempt)	Borough Council Representative	The Borough Council's Representative role is to observe only.
	Any Cabinet Reports which fall within the remit of the Panel – to be confirmed.			
	Portfolio Holder Question and Answer Session			
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
4 September 2024	Call-in (if any)	Standing Item		
	Portfolio Holder Question and Answer Session	Standing Item		
	Any Cabinet Reports which fall within the remit of the Panel – to be confirmed.			
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
16 October 2024	Call-in (if any)	Standing Item		
	Any Cabinet Reports which fall			

	within the remit of the Panel – to be confirmed.			
	Portfolio Holder Question and Answer Session	Standing Item		
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
27 November 2024	Call-in (if any)	Standing Item		
	Any Cabinet Reports which fall within the remit of the Panel – to be confirmed.			
	Portfolio Holder Question and Answer Session	Standing Item		
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
7 January 2025	Call-in (if any)	Standing Item		
	Any Cabinet Reports which fall within the remit of the Panel – to be confirmed.			
	Portfolio Holder Question and Answer Session	Standing Item		

	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
26 February 2025	Call-in (if any)	Standing Item		
	Any Cabinet Reports which fall within the remit of the Panel – to be confirmed.			
	Portfolio Holder Question and Answer Session	Standing Item		
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.
2 April 2025	Call-in (if any)	Standing Item		
	Any Cabinet Reports which fall within the remit of the Panel – to be confirmed.			
	Portfolio Holder Question and Answer Session	Standing Item		
	Cabinet Forward Decisions List, Shareholder Committee Forward Plan and Work Programme.	Standing Item		The Panel are invited to identify any items for inclusion on the work programme.

Forthcoming Items to be scheduled

Report of the Informal Working Group – Taxi Testing Contract

Report of the Informal Working Group - Constitution

FORWARD DECISIONS LIST

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
11 June 2024						
	Review of Outside Bodies	Non	Cabinet and Council	Leader		Public
	Data Protection Policy Review	Non	Council	Leader Monitoring Officer		Public
	Local Plan Update: Process to Adoption including Main Modification Consultation	Key	Council	Development and Regeneration Asst Dir – S Ashworth		Public
	Cabinet Appointments to Sub Committees and Task Groups	Non	Cabinet	Leader Chief Executive		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
26 June 2024 (Special)						
	The Guildhall RIBA Stage 3 Options	Key	Cabinet and Council	Tourism Events and Marketing Assistant Dir S Hall		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
30 July 2024						
	Review of Alive West Norfolk	Key	Council	Tourism Events and Marketing H Howell - Corporate Governance Manager		Part Public and part Private- Contains exempt Information under

						para 3 – information relating to the business affairs of any person (including the authority)
	Reduction in the sizes of the Planning Committee, Licensing and Appeals Board and Licensing Committee	Non	Council	Leader Chief Executive		Public
	Review of Planning Scheme of Delegation	Non	Council	Development and Regeneration Asst Dir – S Ashworth		Public
	Article 4 Direction	Non	Cabinet	Regeneration and Development Assistant Director – S Ashworth		Public
	Recommendations from the Biodiversity Task Group	Non	Cabinet	Development and Regeneration Asst Dir – S Ashworth		Public
08 01	King's Lynn Town Football Club	Non	Cabinet	Property Asst Dir – M Henry		Private- Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Florence Fields – Tenure Mix	Non	Council	Deputy Leader Exec Director – O Judges		Part Public and part Private- Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

	Empty Homes Strategy Review	Key	Council	People and Communities Asst Dir M Whitmore		Public
	Redundancy Payments Scheme	Non	Council	Leader Exec Dir – D Gates		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
17 September 2024						
	Homelessness and Rough Sleeping Strategy Update	Non	Council	Community Asst Director - D Hall		Public
	Long Term Plan for Towns	Key	Council	Business Asst Dir D Hall		Public
	Appointments to Outside Bodies	Non	Cabinet	Chief Executive Leader		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
5 November 2024						
	West Norfolk Economic Strategy	Non	Council	Business Asst Dir D Hall		Public
	Disabled Facilities Grant Framework	Key	Cabinet	People and Communities D Whitmore		Private- Contains exempt Information under para 3 – information relating to the business affairs of any person (including the

						authority)
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Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
5 December 2024						

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
14 January 2025						

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Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
4 February 2025 (non budget items)						
	Local Plan	Key	Council	Asst Dir – S Ashworth		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
5 February 2025 (Budget items)						
	Budget 2025-28	Key	Council	Finance Asst Dir – M Drewery		Public

Items to be scheduled

	Notice of Motion 7-21 – Councillor Kemp – Equalities	Non	Council	People & Communities Asst Dir B Box		Public
	Procurement Strategy	Non	Cabinet	Finance Asst Dir – D Ousby		Public
	Custom and Self Build Site – Stoke Ferry	Non	Cabinet	Regeneration and Development Assistant Director - D Hall		Public
	Southend Road Hunstanton	Key	Cabinet	Regeneration & Development Asst Dir – D Ousby		Public
	Overnight Campervan parking in Hunstanton	Non	Cabinet	Leader Asst Director – M Chisholm		Public
	Pay Award 2024	Key	Cabinet	Leader		Public

SHAREHOLDER COMMITTEE FORWARD PLAN

Date of Meeting	Report Title	Decision Maker	Cabinet Member Lead and Lead Officer	List of Background Papers	Public or Private Meeting
22 January 2024 – meeting postponed	Responses from WNH and WNP regarding Section 21 Notices	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder Council Companies Alexa Baker – Monitoring Officer		Public
	Review of draft business Plan for AWN	Shareholder Committee	Cllr Simon Ring – Portfolio Holder – Leisure Honor Howell – AWN Client Officer		Private – Contains exempt information under para 3 – information relating to the business affairs of any person (including the authority)
	Consideration of WNP and WNH business plans following initial feedback	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder Council Companies Duncan Hall/Karl Patterson – Housing Companies		Private – Contains exempt information under para 3 – information relating to the business affairs of any person (including the authority)
	Appointment of new Director to WNPL	WNPL Board	Cllr Alistair Beales – Portfolio Holder Council Companies Karl Patterson		Item scheduled at end of agenda should the committee determine to exclude the Press and Public to consider the report

Date of Meeting	Report Title	Decision Maker	Cabinet Member Lead and Lead Officer	List of Background Papers	Public or Private Meeting
20 March 2024 <i>Meeting Postponed</i>	Council Companies Funding	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder for Business Michelle Drewery – Section 151 Officer Duncan Hall/David Ousby – Housing Companies	Cabinet Report 5 December 2023	Part public and part Private – contains exempt information under Para 3 – information relating to the business affairs of any person (including the authority)
Date of Meeting	Report Title	Decision Maker	Cabinet Member Lead and Lead Officer	List of Background Papers	Public or Private Meeting
23 April 2024	Shareholder Committee Terms of Reference	Shareholder Committee	Leader Monitoring Officer – A Baker		Public
	Responses from WNH and WNP regarding Section 21 Notices	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder Council Companies Alexa Baker – Monitoring Officer		Public
	Financing of Housing Companies	Cabinet	Cllr Alistair Beales – Portfolio Holder Council Companies Michelle Drewery – Section 151 Officer David Ousby – Assistant Director Programme and Project Delivery		Private – Contains exempt information under para 3 – information relating to the business affairs of any person (including the authority)
Date of Meeting	Report Title	Decision Maker	Cabinet Member Lead and Lead Officer	List of Background Papers	Public or Private Meeting
June 2024	Service Level Agreement with WNPL	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder for Business Alexa Baker – Monitoring		

			Officer Duncan Hall/Karl Patterson – Housing Companies		
	Shareholder Agreement - WNPL	Shareholder Agreement	Cllr Alistair Beales – Portfolio Holder for Business Alexa Baker – Monitoring Officer Duncan Hall/Karl Patterson – Housing Companies		
	Approval of Business plans for WNP WNH	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder for Business Alexa Baker – Monitoring Officer Duncan Hall/Karl Patterson – Housing Companies		Private – Contains exempt information under para 3 – information relating to the business affairs of any person (including the authority)
	Appointment of new Directors to WNPL	Shareholder Committee	Cllr Alistair Beales – Portfolio Holder for Business Alexa Baker – Monitoring Officer		Item scheduled at end of agenda should the committee determine to exclude the Press and Public to consider the report