



DPIA Project Information

Title:

Consultation of the Future of Blackburn Lodge Care Home, Isle of Sheppey

Project ID:

241

Project Timeframe for Data Collection:

In less than 3 months

DPIA Screening Questions

Question Number	Question	Answer
1	I understand that, by selecting Yes, I am confirming I am the project manager for the project or activity for which this DPIA screening tool is being carried out.	No
2	I understand that by ticking this box I am confirming that I have undertaken the Data Protection Essentials training module on delta.	Yes
3	Is this project a change to an existing process, or is it a new processing activity?	New processing activity
4	Has a DPIA for this been previously submitted?	No
5	If a DPIA was submitted - Was legal advice recommended?	
6	When did the planning stage of this project begin?	1/15/2024
7	Is this screening tool for the use of a surveillance camera, including CCTV, dash cam and body worn cameras?	No
8	If Yes - Is this DPIA a proposal for a new deployment, or the expansion of an existing surveillance system?	
9	Which data protection regime will you be processing under?	UK GDPR
10	Please outline the project including the types of data, software, processors, and how the data will be used	<p>The future of Blackburn Lodge Care Home, Isle of Sheppey is currently subject a public consultation. The home was closed on emergency health and safety grounds in November 2023 following a safety inspection.</p> <p>On Tuesday 20 February, former Residents, Day Care users and their selected relatives (advocates listed on Mosaic) were contacted via Royal Mail (with the exception of 2 relatives who</p>



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Within your project are you planning to:

were contacted via email) to advise that a public consultation on the future of Blackburn will commence Wednesday 28 February 2024.

A second letter was posted to the same people listed above which contained a paper copy of the Consultation Document, questionnaire and a SAE inviting them to submit feedback on the Consultation Document/ future of Blackburn Lodge.

Data processed to inform people of the consultation was name, address, email (for the odd 2) and connection to the former resident or day care user of Blackburn Lodge.

Feedback can be made via post, dedicated email, dedicated telephone line, or via the 'Let's Talk' website which allows submission of the questionnaire electronically.

Feedback collected via the questionnaire (paper or online) asks 'are you responding as.., 'partial postcode' 'views on the Council's proposal' 'views on EqIA in relation to Blackburn Lodge'. The final 'more about you section' asks information in relation to male/female, age group, are you a carer, do you consider yourself to be disabled as set out in the Equality Act 2010, religious belief and religious group. Please note the questionnaire, again, whether paper or online clearly states 'If you would rather not answer any of these questions, you don't have to.'

A full report that includes all feedback and views will be presented at the Council's Cabinet meeting that takes place in July, where a final decision on the future of Blackburn Lodge will be decided. This report will not contain any personal data and will therefore remain anonymous.

I have attached a copy of the questionnaire to this DPIA.

Process personal data which could result in a risk of physical harm in the event of a personal data breach?

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Or are you planning to:

Process sensitive data or data of a highly personal nature?

Process data concerning vulnerable data subjects?

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Additional Information

DPIA Core Questions

Question Number	Question	Answer
1	What is your project aim?	<p>Blackburn Lodge is a Council owned residential care home and older person’s day care centre in Sheerness on the Isle of Sheppey. It was closed on emergency health and safety grounds on 10 November 2023 following a safety inspection that identified high levels of iron in the piped water. All thirteen permanent residents were moved to alternative, temporary residential accommodation on the same day (10 November 2023). The older people’s day care service was also suspended, with alternative arrangements for every person considered by the local community team.</p> <p>To ensure that future needs can be met effectively on the Isle of Sheppey, the Council is actively engaging with the Borough Council, businesses and organisations. This work is important to undertake whether Blackburn Lodge is re-opened or permanently closed, because the Council needs a good understanding of the future needs and possibilities for supporting people who live on the Isle of Sheppey. The Council is working with local people, the Borough Council and local organisations to develop services on the Isle of Sheppey that meet the needs of local people and are fit for the future.</p> <p>A decision is sought on the future of Blackburn Lodge through a public consultation with residents, people who draw on care and support, their families and carers and the public generally.</p> <p>A key decision on the future of Blackburn Lodge is required to be considered at Cabinet Committee in July 2024. Therefore KCC has entered into a 10-week public consultation exercise to seek views on the above. The consultation will, explain the rationale for the proposal, provide the opportunity for people to give their views on the proposed closure, and allow for testing the assumptions in the Equality Impact Assessment (EqIA).</p> <p>Due to the nature of the emergency closure the</p>

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Are all of the categories of personal data identified in the data question necessary for you to achieve this aim?

Council have written to the former residents and people drawing on day care provision and their advocates (relatives or friends) to invite them to provide feedback and their views on the Council proposal in the Consultation Document on the future of Blackburn Lodge.

Two sets of data was extracted from Mosaic.

Data set 1:

1. ID
2. Name
3. Element Type, eg, Day Care or Residential
4. Start and End Date
5. Address including postcode
6. Key Relation/ Advocate Name
7. Key Relation/ Advocate relationship type, e.g., NOK
8. Key Relation/ Advocate Address including postcode (if unavailable email address)
9. Communication needs
10. Date of Death

Data set 1 was extracted from Mosaic to allow the project team to a create factual report on the number of former residents and day care users at Blackburn Lodge.

Due to the nature of the emergency closure the this data set enabled the project team to contact former residents and day care users to advise of the upcoming public consultation and invite them to share their views and feedback.

Data set also provided date of death which prevented the project team insensitively writing to someone who has passed away. The project team sought advice from the Community Teams in relation to contacting known relatives of those who have passed away. The Community Team made contact with the known relatives to confirm whether they would like to receive correspondence in relation to Blackburn Lodge. The project team only contacted those in agreement. Those that declined were removed from the master data sheets.

Data set 2:

Collected data for protected categories to assist with the completion of the EqIA. This data was extracted in such a way that the project team are

		<p>unable to identify individuals. e.g, <10 divorced, <10 married.</p> <p>Information fields extracted were, gender, ethnicity, religion, martial status, sexual orientation, health condition - please note health condition was extracted as this allowed the project team to provide information in the correct format, e.g, person requires letters to be sent in 25 point font.</p> <p>The project team believes that data that was extracted was necessary to complete the EqIA and send correspondence to former residents, day care users and their relatives/advocates.</p> <p>Again, to reiterate, those who did not wish to be contacted were removed from the master document.</p>
3	<p>What are the categories of data subjects whose data will be processed?</p>	<p>Data that was collected for former residents and day care users of Blackburn Lodge and their advocates/relatives.</p> <p>Advocate details were extracted to allow contact to made to those whose circumstances may restrict their ability to to respond and provide their views on the future of Blackburn Lodge.</p>
4	<p>What is the nature of the relationship with the individual?</p>	<p>Other</p> <p>As a local authority, KCC is in a position of power compared to data subjects</p> <p>KCC are asking members of the public to provide their feedback and views on the future of Blackburn Lodge</p>
5	<p>Are there any other organisations other than KCC who will be involved in this project?</p>	<p>Processor</p>
6	<p>Please name the organisations and their roles.</p>	<p>Data sets have been extracted from Mosaic via Power BI. Data is saved as a Microsoft Excel document and is saved in a dedicated Blackburn Lodge MS Teams site. The MS Team site is restricted and only those who require access to the data have access to the MS Team Site.</p> <p>It is worth noting that the online questionnaires are completed via KCC's Let's Talk website which is managed by the Engagement and Consultation Team. This team has access to the responses</p>

		and has provided a log in for a member of the project team to upload any paper copies received. Before a log in was provided the Engagement and Consultation Team ensured the member of staff was compliment with KCC mandatory training and was familiar with KCC policies to help mitigate risks of data sharing etc.
7	Tick to confirm which of the following you have in place with the organisations	None of the above
8	How will the personal data be collected?	Collected from the individual by another KCC team Collected directly from the individual by your team
9	How will the personal data be collected from the individual?	Online survey/form Paper survey/form Phone call Other Personal data has been extracted via Mosaic. The previous residents and day care users of Blackburn Lodge, their relatives and the public have an opportunity to respond to KCC and provide their feedback on the the consultation on the future of Blackburn Lodge. This can be via various methods, dedicated telephone line, dedicated email address, paper questionnaire and online questionnaire. To clarify, the questionnaire asks for views on the proposal, partial postcode and has a 'more about you' section (which clearly states 'if you would rather not answer any of these questions, you don't have to'. I can/will attach a copy of the questionnaire to this DPIA .
10	Will the data be shared with:	Your KCC team A different KCC team Other Data extraction from Mosaic via Power BI is shared with the project team within the Innovation Delivery Team, ASCH, to allow correspondence.



The dedicated telephone line is monitored by the project team and members of the PMO within the Innovation Delivery Team.

The dedicated mailbox and paper postal copies of the questionnaire are monitored by the project team.

The software used for the online questionnaire has some inbuilt analysis software, which will provide tables and graphs for quantitative questions. Any qualitative analysis will need to be carried out by the consulting service.

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Do you have a copy of the privacy notice that data subjects will be provided with at the point their data is collected?

Yes

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Does the privacy notice state that data will be shared with your team for the purpose you will be using it for?

Yes

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How will the data be shared with your team securely?

The dedicated telephone log and mailbox log is saved as a Microsoft Excel document in an MS Teams site.

Postal copies of the questionnaire are stored in a secure cupboard until they are scanned and logged onto the master questionnaire log. Paper copies will be disposed of in the secure blue bin.

Data extracted from Mosaic via Power BI has been emailed to the project team and saved in the MS Teams site. (Email copies are deleted)

Online questionnaire is downloaded weekly and emailed to the project team as an excel document - this is password protected and saved in the MS Team site.

Please note emails containing data are saved securely on the dedicated MS Team site which is restricted to only those who require access. Email copies of this data is deleted from the project team's email account.

		All members of the project team have completed IG and GDPR training.
14	What steps will you take to ensure the data you collect and/or use is accurate?	Data collection over the phone will be completed in a professional manner and the team will recite detail back to the caller.
15	In what system(s) will the data be stored?	Detail collected in other formats is reliant on the individual completing at the source. Teams SharePoint OneDrive
16	Where are the servers for the system(s) located?	UK
17	What is the current state of technology in this area?	The project team have been using shared areas, MS Teams and Outlook for many years. Adequate training is available to KCC staff for all software used within KCC and various guides are available on Knet to support such software.
18	How will the security of the data be ensured when it is transferred outside of the UK?	Not applicable, the data will only be stored on servers (including back-up servers) in the UK
19	How will the security of the data be ensured in transit and at rest?	Paper files will be stored in locked storage in a KCC office Users will have different levels of access to ensure only people who need to access the data have access to it
20	Are there any prior concerns over this type of processing or any security flaws	None that I am aware of.
21	Please tick to confirm the following statement is true:	I am assured that the personal data being processed in this project is protected in transit and at rest from unauthorised access and loss.
22	Describe how the personal data will be used to achieve your project aim	Data set 1 is the only data that contained personal details and this was required to correspond with former residents and day care users to invite them to share their views in relation to the future of Blackburn Lodge. Responses via questionnaire - whether electronic or postal does not ask for personal data (only partial post code) - we may use the partial postcode to analyse the geographical spread of

		<p>responses and in some cases to understand in more detail how responses are impacted by location. We have only asked for the first five characters of your postcode to avoid being able to identify specific households in less populated areas.</p> <p>The responses and feedback provided on the consultation for Blackburn Lodge will be used to create a report for the Cabinet Committee meeting to assist with the key decision in July. This information will not contain information related any of the individuals that have submitted responses.</p>
23	How long will the data be retained for?	<p>As per KCC's Retention Policy, we will hold any personal information provided by the individual in the questionnaire for up to six years following the closure of a consultation.</p> <p>Reference number: AS3.2 - Innovation Delivery Team, AS3.2.2</p>
24	Is the same retention period cited in all documentation?	Yes
25	At the end of the retention period will the data be:	Deleted
26	What processes do you have in place to ensure that the retention period is adhered to?	<p>We will have a process in place to ensure we know when the retention period ends</p> <p>We will keep a record of what happens to the data at the end of the retention period</p> <p>We will make sure a member of the team has responsibility for the steps to be followed</p>
27	Please tick to confirm the following statement is true	I am assured that there are adequate processes in place to ensure retention periods are adhered to, in line with the Article 5 principle of storage limitation in the UK GDPR
28	Is there a KCC privacy notice for this use of personal data?	There is a published KCC privacy notice for this use of personal data
29	Please link to the draft/ published privacy notice	https://letstalk.kent.gov.uk/privacy
30	Is there an easy read privacy notice for this use of personal data?	There will not be an easy read privacy notice for this use of personal data
31	How will you ensure data subjects read the privacy notice and understand how	<p>We will provide a paper copy of the privacy notice</p> <p>We will link to the privacy notice on our</p>

	their data will be used at the point of data collection?	webpages
32	How will you support data subject rights	<p>Easy Read Consultation documents have been uploaded to the Let's Talk website and the Consultation Document mentions that alternative formats are available on request.</p> <p>The project team are monitoring mailboxes and phone lines daily, and the questionnaires (online and weekly) for responses. The project team are on hand to deal with any requests of this nature and guidance has been shared within the Consultation Document and then Questionnaire.</p> <p>Participants will have their rights as set out in the data protection legislation regarding their personal information. This includes:</p> <ul style="list-style-type: none"> • the right to be informed about the collection and the use of their personal data. • the right to access personal data and supplementary information. • the right to have inaccurate personal data rectified or completed if it is incomplete. • the right to erasure (to be forgotten) in certain circumstances. • the right to restrict processing in certain circumstances. • the right to data portability, which allows the data subject to obtain and reuse their personal data for their own purposes across different services. • the right to object to processing in certain circumstances. • rights in relation to automated decision making and profiling. • the right to withdraw consent at any time (where relevant) <p>- Individuals can withdraw from this process at any time by contacting the contracted provider directly during the process of setting up/training.</p> <ul style="list-style-type: none"> • the right to complain to the Information Commissioner
33	What measures will you put in place to prevent data being used beyond the purposes outlined in your privacy notice?	Limit access to the storage location to only those who require access for specified purposes
34	Are there any current issues of public concern that you should factor in?	There has been various media coverage in relation to Blackburn Lodge - this is monitored by

		the project team and the Communication and Engagement team.
35	Consultation: Please summarise the responses of data subjects you have consulted with on the topic of this project.	<p>Data set 1 provided the project team with detail to enable communication to give notice of the upcoming consultation and invite them to share their views with the Council via various methods on the future of Blackburn Lodge, e.g, postal, online, dedicated email box and telephone line.</p> <p>A public consultation page launched on 'Let's Talk' which contained links and information on the public consultation. Responding to the public consultation encourages members of the public to 'have their say'. Those responding to the consultation have an understanding, by way of the privacy notice and consultation document, that their views will be collated to compile a report for the Cabinet Committee to form part of the Key Decision in July.</p>
36	Consultation: ICT Compliance and Risk	We have not consulted with ICT in relation to the public consultation on the future of Blackburn Lodge as the consultation questionnaire is complete online via 'Let's Talk' and is a trusted source/method to KCC.
37	Consultation: Please summarise the Caldicott Guardian's response and any recommendations	Not applicable as this project does not include any processing of social care or health data.
38	Consultation : please summarise the responses and recommendations of any other individuals or organisations you have consulted with.	<p>The project team have consulted with the Senior Responsible Officer (SRO), DMT, Cabinet Member for ASCH and various Subject Matter Experts (SME) within Communications and the Consultation team.</p> <p>The project team worked closely with the Consultation and Engagement Lead to compile a comprehensive Consultation Plan which was approved and signed off prior to the launch of the public consultation on the future of Blackburn Lodge.</p> <p>Conversations and meetings that took place were to fact check information for the consultation plan and to determine how the consultation was going to be rolled out - all this information is carefully collated in the Consultation plan that was signed off by the SRO before launch.</p>
39	Are you signed up to any approved code of conduct or certification scheme?	

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When is the processing of personal data for this project due to begin?

Other

Data Collection

Data Category	Data being Collected
Basic Data	Name Address Postcode Identification number Telephone/mobile number Email address
Basic Data	Name Address Postcode Identification number Telephone/mobile number Email address
Basic Data	Name Address Postcode Identification number Telephone/mobile number Email address
Basic Data	Name Address Postcode Identification number

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Identification number
Telephone/mobile number
Email address



Basic Data

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Criminal Offence Data (UK GDPR)	No data is being collected under this category
Criminal Offence Data (DPA Part 3)	No data is being collected under this category
Surveillance Camera	No data is being collected under this category

Data Collection Questions

Data Group	Question Number	Question	Answer
Basic Data	1	The Article 6 lawful basis for this processing activity is:	(e) Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. Please note you will be required to state the name and section of the legislation which gives you the power.–Not applicable to this project
Basic Data	2	Please outline which element of the project relies on the identified lawful basis	The Care Act 2014 includes provisions for consultation on care homes. The Act and its accompanying guidance outline the framework for local authorities to consult with individuals and relevant parties when making decisions about care and support services, including care homes. This is part of the broader duty to involve people in decisions that affect them and to ensure that services meet the needs of the community.
Special Category Data	1	Please identify the Article 9 basis being relied upon for the processing of special category data	(i) Necessary for reasons of public interest in the area of public health (subject to a DPIA 18 condition)–(g) Necessary for substantial public interest (on the basis of a DPA 18 condition) and which shall be proportionate to the aim pursued, respect the essence of the right to data protection, and provide for suitable and specific measures to safeguard the fundamental rights and interests of data subjects
Special Category Data	2	If you are relying on condition (a) please state which element of the project relies on explicit consent, and outline the process	This condition is not being relied upon.

		you have for collecting, recording, and withdrawing consent	
Special Category Data	3	If you are relying on condition (b), (h), (i), and/or (j) you must also identify at least one of the additional conditions from Schedule 1, Part 1 of the DPA 2018	Not applicable to this project
Special Category Data	4	If you are relying on condition (b), (h), (i) and/or (j) you must outline which element of the project relies on this condition	These conditions are not being relied upon.
Special Category Data	5	If you are relying on condition (g) you must identify at least one of the additional conditions from Schedule 1 Part 2 of the DPA 2018	(6) Statutory and government purposes
Special Category Data	6	If you are relying on condition (g) (substantial public interest) you must outline which element of the project relies on this condition	All elements of this project rely on this condition.
Special Category Data	7	If you are relying on condition (c), (d), (e), and/or (f) you must outline which element of the project relies on this condition	Not applicable to this project.