

Housing Needs Survey (HNS) – Process Guide

Roles & Responsibilities of RCCE

- Attend meeting to explain process
- Provide a quote based on the number of households in the parish
- Provide template documents - covering letter & HNS
- Agree deadline date (usually 6 weeks from planned distribution date)
- Provide all relevant materials for HNS including printing of sufficient surveys, accompanying letters and stationery for each household in the parish
- Set up online survey & provide online link (if required)
- Deliver all documents to a single nominated Parish Council contact
- Collate all return forms & analyse data
- Produce draft HNS Report with aggregated data & recommendation
- Subject to feedback amend and produce final HNS Report
- Provide follow up meeting to discuss results & future options
- Issue invoice based on agreed quote & response rate
- Never discuss or release the content of the report to external parties without prior consent from the parish council or commissioning group
- Adhere to RCCE's Data Protection, Confidentiality and Document Retention Policies (see over for more detail)

Roles & Responsibilities of Parish Council/Community Group

- Provide a single point of contact to RCCE
- Provide RCCE with number of households in the parish to be surveyed
- Agree the quote based on the number of households
- Review & sign off the HNS & covering letter documents.
- Agree deadline date with RCCE (usually 6 weeks from distribution date)
- Provide designated point of contact for delivery of all documents
- Ensure envelopes are prepared for distribution and contain 1 copy of each of the HNS, accompanying letter and Freepost envelope
- Promote the HNS to the community by a variety of means (e.g. parish magazine/news letters, social media)
- Ensure a copy of the HNS is distributed to every household in the parish within the agreed timescale
- Read the draft HNS report and provide feedback
- Accept the final HNS Report
- Prompt payment of invoice

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Copyright & Ownership of data

- RCCE retains the template copyright of the survey, letter & report
- Whilst parishes can tailor the survey for their bespoke community needs there are set questions that we must ask to gather the data required for the report to be recognised by the local authority and/or registered provider, should a scheme go ahead.
- Completed survey forms are returned to RCCE and these are confidential. These are not made available to LA's, PC's or RP's, but the data processed is used to produce a report that reflects the survey results
- The survey forms are used only to create a report and we destroy all personal data in our possession within five years of the survey deadline or within one month of the related housing scheme opening, whichever is the soonest
- Once the HNS report is finalised it becomes the property of the Parish Council/Community Group
- The HNS report may be shared with the Housing Enabler at the relevant Local Authority in support of any planning applications. The HNS will not be passed to any housing developer by the Local Authority or RCCE without express permission of the Parish Council/Community group