



Wilton Town Council Risk Management Policy

Adopted by Wilton Town Council on 2nd April 2024
Minute reference; 072/24 (i)
Review date; March 2025

Legal context

Wilton Town Council has adopted this Risk Management Policy in accordance with guidance set out in *Governance and Accountability for Local Councils - a Practitioners' Guide (England)* issued by the Joint Practitioners Advisory Group (JPAG) and also to give effect to the Health and Safety at Work Act 1974.

The purpose of this policy

Compliance with this Policy ensures that Wilton Town Council assesses and addresses the risks associated with its activities. This Policy aims to identify the steps needed to avoid or address risks and to provide increased confidence in Wilton Town Council's corporate governance arrangements.

1. Background

- 1.1. Risk is an uncertain event or condition that, if it occurs, will have an effect on the achievement of Wilton Town Council's objectives. Risk management is the process whereby Wilton Town Council methodically address the risks associated with what it does and the services it provides. The focus of risk management is to identify what can go wrong and take proportionate steps to avoid this or successfully manage the consequences. Good risk management allows stakeholders to have increased confidence in the authority's corporate governance arrangements and its ability to deliver its priorities.
- 1.2. Risk management is not just about financial management; it is about protecting the achievement of objectives set by Wilton Town Council to deliver high quality public services. The failure to manage risks effectively can be expensive in terms of litigation and reputation, and can impact on the ability to achieve desired outcomes. The authority generally and members individually are responsible for risk management.
- 1.3. Risk management is an ongoing activity that comprises four elements:
 - a) identifying risks;
 - b) assessing risks;
 - c) addressing risks; and
 - d) reviewing and reporting.

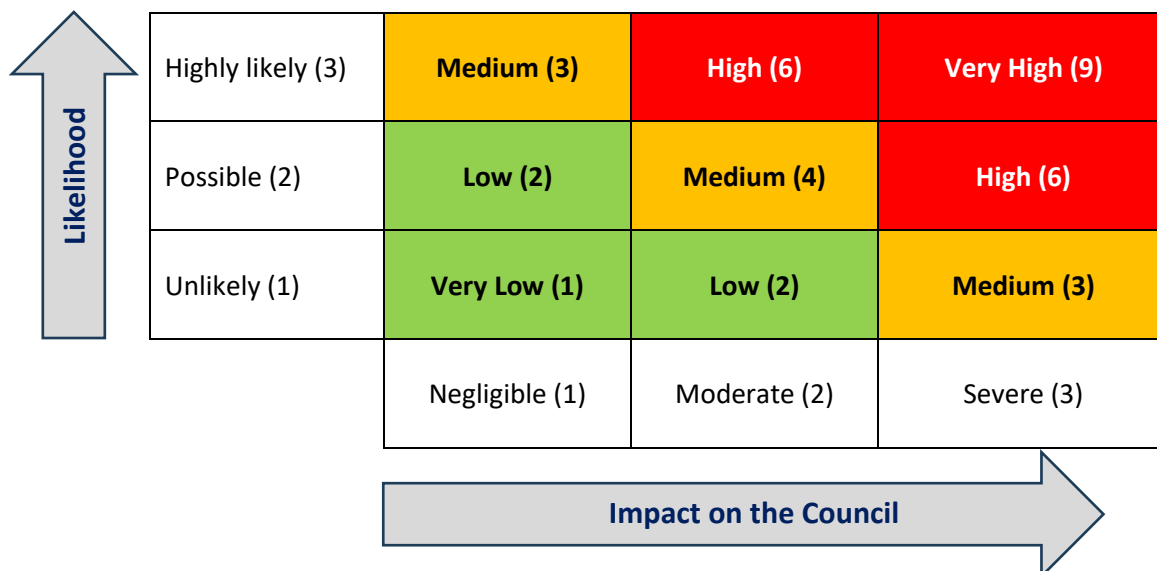
2. Identifying risks

- 2.1. In order to manage risk, Wilton Town Council needs to know what risks it faces. Identifying risks is therefore the first step in the risk management process.
- 2.2. Wilton Town Council will identify the key risks to achieving successfully its priorities and service objectives, in the following categories:
 - a) financial – loss of money;
 - b) security – fraud, theft, embezzlement;
 - c) property – damage to property;
 - d) legal – breaking the law or being sued;
 - e) IT – failure of IT systems or misuse; and
 - f) reputational – actions taken could harm Wilton Town Council's public reputation.

3. Assessing risks

- 3.1. Having identified potential risks, Wilton Town Council assesses the likelihood of it happening and the impact it would have, using JPAGs recommended assessment process. This allows Wilton Town Council to identify low, medium and high risks when considering measures it should take.

3.2. Wilton Town Council’s risk assessment matrix:



4. Addressing risks

4.1. Risk is unavoidable, and every organisation needs to take action to manage risk in a way which it can justify to a level which is tolerable. The response to risk, which is initiated within Wilton Town Council, is called ‘internal control’ and may involve one or more of the following standard responses:

Tolerate	For risks that are containable; where the possible controls cannot be justified (e.g. they would be disproportionate) and where risks are unavoidable e.g. terrorism.
Treat	Imposing controls so that the organisation can continue to operate; or introducing measures to deal with the risk.
Transfer	Buying in a service from a specialist external body or taking out insurance. Some risks cannot be transferred, especially reputational risk.
Terminate	Avoiding or cancelling activities where no response can bring the risk to an acceptable level.

4.2. Wilton Town Council will use insurance to help manage risk to include the following:

- a) The protection of physical assets owned by the authority – buildings, furniture, equipment, etc. (loss or damage).
- b) The risk of damage to third party property or individuals as a consequence of the authority providing services or amenities to the public (public liability).
- c) The risk of consequential loss of income or the need to provide essential services following critical damage, loss or non-performance by a third party (consequential loss).
- d) Loss of cash through theft or dishonesty (fidelity guarantee).
- e) Legal liability as a consequence of asset ownership (public liability).

4.3. The limited staff resources available to Wilton Town Council means that it works with specialist external bodies to help manage risk include the following:

- a) Security and maintenance for vulnerable buildings, amenities or equipment.
- b) The provision of services being carried out under agency/partnership agreements with principal authorities.
- c) Banking arrangements, including borrowing or lending.
- d) Ad hoc provision of amenities/ facilities for events to local community groups.
- e) Markets management.
- f) Vehicle or equipment lease or hire.

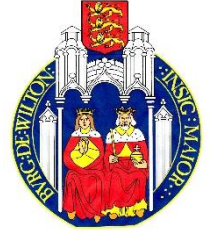
- g) Trading units (playing fields, burial grounds, etc.).
- h) Professional services (planning, architects, accountancy, design, etc.).

5. Reviewing and reporting

- 5.1. Having identified likely risks, Wilton Town Council records this in the Wilton Town Council Risk Register (Appendix 1). This Register is kept under review by the Responsible Financial Officer and is reported to the Policy and Resources Committee.
- 5.2. Wilton Town Council seeks advice and guidance on risk management from its insurers, JPAG, the National Association of Local Councils, the Society of Local Council Clerks and other training providers. Wilton Town Council provides training for its staff through the CiLCA qualifications and additional specialist training where appropriate.

Wilton Town Council

Risk Register



02nd April 2024

Categories of risk

1. Financial - loss of money, fraud, theft, embezzlement
2. Property and Facilities– damage to property
3. Legal – breaking the law or being sued
4. IT – failure of IT systems or misuse
5. Reputational – actions harm the Council’s public reputation

Reviewed by	Policy and Resources Committee and Wilton Town Clerk	Draft Document prepared by the Wilton Town Council Policy and Resources Committee Clerk 19/03/24 Submitted to Wilton Town Full Council: 02/04/24
Approval required by	Wilton Town Council	Target: 02.04.24
Approved and adopted	Wilton Town Council	
Next Review Date: January 2025		

1. Financial

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Mitigation
1.1	P&R	Precept not sufficient for intended purpose	Wilton Town Council has insufficient income for the forthcoming year	1	2	2	Budgeting process is robust – budget working group reports to the principal Committees and the Committees report to Wilton Town Council in January. Budgeting is now fully undertaken using RIALTAS software and broken down by Committee. Variations and spend is monitored in real time. Revisions can be made throughout the year to bring in additional funds from reserves and other external sources – such as s106 projects. Projected spend is now monitored as part of the devolved budgeting arrangements to the Committees. Further Actions Required: NONE
1.2	P&R	Loss of cash through theft or dishonesty (fidelity guarantee)	Wilton Town Council loses income and assets	1	2	2	No cash now kept in the Office. 90% of transactions online. All payments subject to approval by two elected members of Wilton Town Council. All cheques to be signed by two elected members. Staff debit cards covered by new policy. Insurance cover maintained. Further Actions Required: NONE
1.3	P&R	Wilton Town Council does not identify its risks	Financial, criminal or reputational loss.	1	2	2	Annual review of risk undertaken by Policy and Resources Committee and Full Council and larger scale activities such as the Christmas Lights event have a separate risk assessment carried out and reviewed by the Clerk. Further Actions Required: NONE
1.4	P&R	Wilton Town Council is not insured adequately	Financial, criminal or reputational loss.	1	3	3	Policy and Resources Committee reviews insurance policy annually to ensure adequate cover is maintained. Responsible Finance Officer works with the broker annually to confirm adequate cover. Further Actions Required: NONE
1.5	P&R	Failure to correctly award contract for services or the purchase of capital equipment.	Wilton Town Council does not award contracts correctly resulting in financial or reputational loss to Wilton Town Council.	2	2	4	Standing Orders were reviewed in August 2023 Financial Regulations were reviewed in February 2024 Further Actions Required: NONE
1.6	P&R	Wilton Town Council does not act legally and exceeds its powers.	Wilton Town Council risks financial and reputational loss.	1	3	3	Wilton Town Clerk qualified in CILCA to ensure high standard of competency; Other Staff will be appropriately trained. Section 137 expenditure reported separately within the budget. Two Wilton Town Councillors signing off payments check payment against invoices. Accounting Technician undertaking independent check of financial systems, if required. Further Actions Required: NONE.

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Mitigation
1.7	P&R	Activity does not match information reported.	Wilton Town Council does not know of activity undertaken and risks financial loss. An unauthorised activity takes place.	1	2	2	<p>Schedule of payments submitted to Full Council / Committee for approval All online payments require 2 Wilton Town Councillors to authorise before payment. Cheques authorised by two Wilton Town Councillors. Password protection for internet and telephone banking. Oversight of income and expenditure from payment schedule to cashbook and bank statements undertaken by a Nominated Councillor and Internal Auditor.</p> <p>Further Actions Required: NONE</p>
1.8	P&R	Contracts are not reviewed annually.	Wilton Town Council does not achieve value for money or works are not carried out correctly.	1	2	2	<p>Wilton Town Council toilet cleaning contract reviewed December 2021. Grounds maintenance contract renewed 01/04/22 after tender process including a full review of the contract. Utility contracts were reviewed 2023 – transferred to a green energy provider. Phone and broadband contract renewal reviewed in 2023.</p> <p>Further Actions Required: NONE</p>
1.9	P&R	Failure to adhere to codes of practice for procurement and investment	Financial loss to the Wilton Town Council.	1	2	2	<p>Covered by Standing Orders and Financial Regulations; Professional advice sought on larger projects.</p> <p>Further Actions Required: NONE</p>
1.10	P&R	Failure to regularly reconcile bank accounts.	Wilton Town Council is unaware of its financial position. Financial loss to the Council.	1	2	4	<p>Monthly reconciliation undertaken by Accounting Technician using RIALTAS software and online banking services. Bank reconciliations reported to Full Council. Annual review by Internal Auditor.</p> <p>Further Actions Required: NONE</p>
1.11	P&R	Wilton Town Council does not scrutinise income or expenditure.	Wilton Town Council is unaware of its financial position. Financial loss to Wilton Town Council. Risk of reputational loss.	1	3	3	<p>Monthly expenditure schedule reported to Full Council and signed by the Chair following approval. Regular budget monitoring reports submitted to committees and Wilton Town Council giving real time information about spend and income. Oversight of income and expenditure from payment schedule to cashbook and bank statements undertaken by Nominated Councillor, Full Council and Internal Auditor.</p> <p>Further Actions Required: NONE</p>

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Mitigation
1.12	P&R	Salaries and contributions are not paid correctly.	Wilton Town Councils risks reputational and financial loss	1	2	2	Salaries, Tax and Pensions of staff are processed by the external Payroll provider and authorized by Wilton Town Council Salaries reported to Wilton Town Council Staffing Committee – including increases approved by the National Joint Council. Pension calculations checked annually. All items checked by Internal Auditor. Further Actions Required: NONE
1.13	P&R	Wilton Town Council fails to review contracts of employment for all staff and does not take account of any changes in relevant legislation.	Wilton Town Council risks financial and reputational loss.	1	2	2	National Association of Local Councils model contracts used for all staff and monitored by Wilton Town Council Staffing Committee as drawn to their attention by the Wilton Town Council Town Clerk Further Actions Required: NONE
1.14	P&R	Wilton Town Council does not charge or claim back appropriate VAT	Wilton Town Council risks financial loss.	1	2	2	Financial regulations set out requirements. VAT returns submitted online quarterly by the Clerk. Internal Auditor checks Annually. Further Actions Required: NONE
1.15	P&R	Wilton Town Council fails to make required submissions to HMRC and/or Wiltshire Pension Fund.	Wilton Town Council risks being fined.	1	2	2	HMRC submissions are prepared by Payroll Provider. Authorised and paid by Wilton Town Council. Pension contributions prepared by Payroll Provider, submitted by Town Clerk and authorised and paid by Wilton Town Council. Further Actions Required: NONE
1.16	P&R	Wilton Town Council does not monitor its budgets adequately.	Wilton Town Council is unaware of its income or expenditure against targets set. Financial loss to Wilton Town Council.	1	2	2	Regular budget monitoring statements & projections prepared by Responsible Finance Officer and presented to Full Council. Further Actions Required: NONE
1.17	P&R	Wilton Town Council does not monitor income – grants (eg S106), CIL or loans correctly.	Financial loss to Wilton Town Council.	1	2	2	Public Works Loan Board payments monitored by Full Council. S106 income is reported as part of the project review. Income is included in the budget and monitored by committee. Further Actions Required: NONE
1.18	P&R	Minutes of meetings are not properly kept	Wilton Town Council risks reputational damage. Risk of illegality of decisions.	1	2	2	Minutes are signed at the next corresponding meeting and filed. Minute files kept in fire resistant filing cabinet. Further Actions Required: NONE

2. Property and facilities

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
2.1	P&R	Wilton Town Council Office - fire, loss or damage.	The loss or damage to buildings or assets will affect Wilton Town Council's ability to carry out its business. Loss of rental income.	2	3	6	<p>Fire alarms regularly checked and maintained. Security system regularly checked and maintained. Fire-fighting equipment regularly checked.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> • Repair and maintenance schedule to be prepared
2.2	P&R	Wilton Town Council Office – assets	Financial and reputational loss to Wilton Town Council.	2	3	6	<p>High value silver items kept in the safe. All buildings contents insured. Asset register reviewed annually.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> • Update buildings valuation • Separate insurance assessment of high value items • Suitable documents to be identified and archived.
2.3	E&A	Castle Meadow Pavilion – fire, loss or damage.	Loss of income from hire fees	2	2	4	<p>Building fully insured. Fire alarms regularly checked and maintained. Electrical testing carried out regularly. Security system regularly checked and maintained. CCTV system installed and maintained. Shutter and door locks maintained. Regular testing for Legionella. Hire agreement includes safety requirements.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> • Repair and maintenance schedule to be prepared • Legionella Risk Assessment
2.4	E&A	Castle Meadow Sports Field - risks to users	Claims for compensation arising from accidents, injuries and physical harm. Reputational risk.	2	3	6	<p>Public Liability Indemnity (PLI) maintained through the insurance provider. Play and gym equipment visual inspected weekly by grounds maintenance contractor. Sewage Treatment Package – regular maintenance schedule.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> • Information boards and warning signs

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
2.5	E&A	Cemetery Lodge - fire, loss or damage.	The loss or damage to buildings or assets will affect Wilton Town Council's ability to carry out its business.	2	2	4	Security alarm installed but no fire alarm. Regular inspections by contractors and lead Wilton Town Councillor. Further Actions Required: <ul style="list-style-type: none"> • Arrange fire safety inspection • Investigate the installation of a fire alarm system.
2.6	E&A	Cemetery	Claims for compensation arising from accidents, injuries and physical harm. Reputational risk.	1	2	2	Regular weekly inspections by contractors and lead Wilton Town Councillor. Further Actions Required: NONE
2.7	E&A	Wilton Town Council owned play areas: Bulbridge, Minster Street (including tennis courts), Wishford Road. Risk of accidents.	Equipment may become unsafe and cause risk of injury to users. Risk of legal claims for compensation and associated, reputational harm.	2	2	4	All play equipment and associated furniture insured by Wilton Town Council and inspected weekly by Wilton Town Council's Grounds Maintenance Contractor. Maintenance/repair issues are reported to the Wilton Town Clerk. Damaged equipment is removed or fenced off where required. The publicly accessible Defibrillators (Baptist Church, Castle Meadow Pavilion and Community Centre) are checked regularly by the Wilton Town Council Staff. Tennis courts option to close between December and April to be monitored. Further Actions Required: NONE
2.8	E&A	Wilton Town Council owned play areas: Bulbridge, Minster Street, Wishford Road. Risk of loss or damage.	Equipment may be damaged and have to be removed from use. Potential financial loss to Wilton Town Council and reputational harm.	3	1	3	All play equipment and associated furniture insured by Wilton Town Council. All play equipment is visually inspected for safety, weekly by Wilton Town Council's Grounds Maintenance Contractor and report given to the Town Clerk. Damaged equipment is removed or fenced off where required. The publicly accessible Defibrillators (Baptist Church, Castle Meadow Pavilion and Community Centre) are checked monthly by Wilton Town Council Staff Further Actions Required: NONE
2.9	E&A	Public conveniences – risk of accidents and/or loss/damage	Slips, trips and falls hazards. Risk of legal claims for compensation and associated, reputational harm.	1	3	3	Facility insured. Inspected daily by Wilton Town Council's Grounds Maintenance Contractors, and any maintenance/repair issues are reported to the Wilton Town Clerk. Any damaged equipment, leaks or blockages are repaired as soon as possible following the report and the facility may be closed during this period depending on the risk involved. Further Actions Required: NONE

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
2.10	E&A	Old St Mary's Churchyard - risk of accidents and/or loss/damage	Damage to property. Slips, trips and falls hazards. Risk of legal claims for compensation and associated, reputational harm.	2	3	6	Churchyard insured through provider. Inspected weekly by Wilton Town Council's Ground's Maintenance Contractor and any maintenance/repair issues are reported to the Wilton Town Clerk. Frequent damage caused by cars, litter, dog mess and graffiti also reported. Further Actions Required: None
2.11	E&A	Outdoor Assets – Bins, Benches, Bus Stops & Signage	Risk of injury (splinters, trip hazard, minor cuts etc) if outdoor assets are not well maintained. Risk of Vandalism or other damage to equipment which in turn could cause injury	1	2	2	Assets are checked throughout the year by Wilton Town Council's Grounds Maintenance Contractor. Damage caused by weather is routinely inspected, cleaned and/or repaired. Replacement and repairs are undertaken as required. Further Actions Required: NONE
2.12	E&A	Open Space Contract activities – grass cutting, hedge trimming/cutting, managing shrubbery	Risk of injury to both public and contractors if sensible precautions not put in place	1	2	2	All contractors who carry out work for Wilton Town Council must have PLI insurance to a minimum of £5m. Further Actions Required: NONE
2.13	E&A	Water Features – Rivers, ditches and fountain.	Risk of injury or drowning to public if signs are disregarded	1	3	3	Castle Meadow and Minster Street have adjoining rivers and watercourses. Wilton Town Council is taking steps to minimise risks to users of these facilities. The fountain in Minster Street has been brought back into operation and a separate review of its use is recommended. Further Actions Required: <ul style="list-style-type: none"> • signage required • review of fountain safety.
2.14	E&A	Litter Picking	Risk of injury if involved in litter picking – glass or other dangerous item or from a collision with bikes or vehicles.	1	3	3	Participants must always wear high vis garment. Volunteers covered by Wilton Town Councils insurance. High visibility wear, pickers and bags (with hoops) to be provided. Safety guidelines to be provided to volunteers and organisers. Children always properly supervised by either parents or group leaders (e.g. Brownies or Cubs) and evidence of Safeguarding required. Further Actions Required: NONE

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
2.15	E&A	Ownership of Trees – Wilton Town Council is responsible for a large number of trees on its land and open spaces.	Damage caused to or by trees which endangers public safety or causes legal nuisance to others.	2	3	6	Wilton Town Council Trees are inspected by Wilton Town Council's Grounds Maintenance Contractors on regularly. Issues are reported to the Wilton Town Clerk and action taken where necessary following inspection by arboricultural contractor. Full tree survey completed in 2021. Further Actions Required: New Tree survey
2.16	E&A	Failure of security for buildings, amenities or equipment – e.g. Containers at Castle Meadow.	Buildings, amenities or equipment may be damaged or stolen preventing use or access.	1	2	2	The Castle Meadow compound is secured and monitored by CCTV. Insured. Further Actions Required: NONE
2.17	E&A	Unauthorised traveller encampment	Damage caused to land or assets due to an unauthorised traveller encampment; costs incurred.	1	3	3	The following procedure is in place to deal with unauthorised traveller encampments; the Wilton Town Clerk will: <ul style="list-style-type: none"> • notify the Police, supply bin bags and request considerate use of the land • ensure staff do not attend a site unaccompanied or without a mobile phone • Serve notice to vacate and authorises the Wilton Town Clerk to put Bailiffs on standby if the encampment fails to vacate by the date specified on the notice • An annual assessment to be carried out of all sites to assess for vulnerabilities to encampments. Further Actions Required: NONE
2.18	E&A	Failure to identify work undertaken by contractors or suppliers.	Wilton Town Council does not know of work undertaken by contractors or suppliers or its outcome.	2	2	4	Wilton Town Council's Grounds Maintenance Contractor has a monthly meeting with the Wilton Town Clerk and the Nominated Councillor to review performance and discuss any issues relating to all matters under the contract. All invoices are submitted to Wilton Town Council for approval and are subject to scrutiny. Works not undertaken to a satisfactory standard are subject to review by Wilton Town Council and payments may be held until resolved. Further Actions Required: NONE

3. Legal

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
3.1	P&R	Legal liability as a consequence of asset ownership (public liability)	Wilton Town Council has to contest legal cases that may lead to financial or reputation loss.	1	3	3	<p>Wilton Town Council maintains appropriate insurance cover through a major provider. This is a specialist local government insurance policy covering:</p> <ul style="list-style-type: none"> • Property Damage • Business Interruption • Money and Personal Accident Assault • Group Personal Accident • Employers Liability (covering staff and volunteers) • Public and Products Liability • Officers Liability (Officials Indemnity) • Wilton Town Council Legal Liability and Legal Expenses (including Employee Dishonesty) <p>Further Actions Required: NONE</p>
3.2	P&R	The risk of damage to third party or individuals as a consequence of Wilton Town Council providing services or amenities to the public (public liability)	An insurance claim may be made against Wilton Town Council	2	2	4	<p>All amenities and public open spaces, managed by Wilton Town Council are insured for public liability up to a maximum of £10 million. Risks are assessed on an annual basis. And facilities are monitored weekly by Wilton Town Council's principal contractor.</p> <p>Further Actions Required: NONE</p>
3.3	P&R	Legal liability as a consequence of an event (public liability)	Wilton Town Council has to contest legal cases that may lead to financial or reputation loss.	2	2	4	<p>A risk assessment is carried out for each event and shared with key personnel. An event owner is assigned. All third parties booked for events are asked to supply their own risk assessment and a copy of their PLI.</p> <p>Further Actions Required: NONE</p>
3.4	P&R	Failure of professional services employed by Wilton Town Council.	Wilton Town Council may use unqualified or insufficiently qualified professionals leading to loss.	1	2	2	<p>Staff are supported to obtain professional qualifications through CiLCA. Wilton Town Council will use properly accredited professionals who appear on approved contractor lists from SLCC or NALC; or have sought recommendation, proposals and quotes from 3 providers for any advice. Advice service from both SLCC and WALC regularly used as first port of call for advice. Professionals should have in place professional indemnity insurance.</p> <p>Further Actions Required: NONE</p>

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
3.5	P&R	Loss of Clerk/RFO	Wilton Town Council may be unable to undertake all duties and responsibilities in a way that is compliant with current legislation	1	4	4	<p>Wilton Town Council is insured for loss of key personnel for up to a maximum of £2.5k. A locum Clerk may be available through contact with SLCC or WALC. The Wilton Town Assistant to the Clerk has been trained on key aspects of the role in the event that the Wilton Town Clerk was unavailable. The Wilton Town Clerk's inbox and IT files are accessible by the Wilton Town Assistant to the Clerk.</p> <p>Further Actions Required: NONE</p>

4. IT

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
4.1	P&R	Business continuity	Loss of Wilton Town Council Office would restrict access to documentation	2	2	4	<p>Copies of recent leases are held by Wilton Town Council's Solicitors. Hard copies of Minutes are maintained as well as copies of Minutes on the Wilton Town Council website.</p> <p>All currently under review.</p> <p>Further Actions Required: Measures to be put in place</p>
4.2	P&R	Wilton Town Council risks losing files and data	Wilton Town Council is unable to carry out its business and regulatory requirements.	2	2	4	<p>All digital files are stored in the Office365 system which is cloud hosted.</p> <p>Further Actions Required: To complete current upgrade project.</p>
4.3	P&R	Unrestricted access to Wilton Town Council data	Wilton Town Council data is accessible to non-Council staff	2	2	4	<p>Passwords are in place to access computers, datafiles, and finance systems. Filing cabinets are locked.</p> <p>Further Actions Required: NONE</p>
4.4	P&R	Accessing Electoral Roll data	An offence may occur if data is not used correctly	1	3	3	<p>The data is password protected and can only be accessed with the authority of the Wilton Town Clerk.</p> <p>Further Actions Required: NONE</p>

5. Reputational

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Response
5.1	P&R	Wilton Town Council does not respond to enquiries from the public	Wilton Town Council risks reputational damage.	2	2	4	Telephone enquiries dealt with at the time and noted if considered important. E-mail and other mail dealt with and filed. Important communications shared with all members of Wilton Town Council. Further Actions Required: NONE
5.2	P&R	Wilton Town Council fails to handle documents correctly.	Wilton Town Council risks reputational damage.	1	2	2	Policies are now in place in line with GDPR legislation. These cover the management, retention, transfer and disposal of data. All staff are briefed on their responsibilities in accordance with these Policies Further Actions Required: NONE
5.3	P&R	Members are unaware of Wilton Town Council's policy regarding declarations of interests and the receiving of gifts and hospitality	Wilton Town Council risks reputational damage.	1	3	3	Recording and monitoring members' interests, gifts and hospitality received undertaken by the Wilton Town Council Clerk. The Code of Conduct, Standing Orders and Financial Regulations are all reviewed annually by Wilton Town Council. New Wilton Town Councillors joining part way through a year/term are all issued with a copy of these key policies. Gifts and/or hospitality of £25 or over should be recorded in a register kept by the Wilton Town Clerk as required by the Code of Conduct Further Actions Required: NONE
5.4	P&R	Members (or employees) do not behave to the standards expected	Wilton Town Council risks reputational damage.	2	3	6	New Code of Conduct for Members adopted April 2021. Further Actions Required: NONE

Risks reviewed: 19/03/2024

Minute reference: