

Wilton Town Council

Information Technology (IT) & Email Policy

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1. Document Control Information

Title: Information Technology & Email Policy

Date: March 2026

Version: 1.1

Authors: Wilton Town Council

Version Control & Approval:

Version No	Date	Description	Approval	
			Minute Reference	Date
1.0	8 th December 2025	Policy Published incorporating existing Email policy in readiness for Assertion 10 – AGAR 2025/26	FC252	08/12/2025
1.1	March 2026	Reviewed and updated to accessible format. Appendix 1 added for Bring Your Own Device (BOYD)		

Planned Review Date: March 2029

2. References

There are no sources in the current document.

3. Introduction

- 3.1 Wilton Town Council (the Council) recognises the importance of effective and secure information technology (IT) and email usage, in supporting its business operations and communications.
- 3.2 This policy outlines the guidelines and responsibilities for the appropriate use of IT resources, by Council members, employees, volunteers and contractors i.e.: 'Users'.
- 3.3 All Users are responsible for the safety and security of the Council's IT resources. By adhering to this IT and Email Policy, the Council aims to create a secure and efficient IT environment, that supports its mission and goals.

4. Scope

- 4.1 This policy applies to all Users of the Council's IT resources, including: computers; networks; software; telephones; devices; data; email account, i.e. 'IT Systems'.

5. Purpose

- 5.1 The purpose of this policy is to inform all users of the proper use of the Council's IT systems.

6. Device & Storage Usage

- 6.1 Where appropriate, authorised devices and software will be provided by the Council for Wilton Town Council work.
- 6.2 Unauthorised installation of software on authorised devices, including personal software, is strictly prohibited due to security concerns.
- 6.3 See [Appendix A](#) for policy regarding using your own device

7. Data Management & Security

- 7.1 All sensitive and confidential data should be stored and transmitted securely using approved methods. Regular data backups should be performed to prevent data loss. Secure data destruction methods should be used when necessary.

8. Network and internet usage

- 8.1 The Council's network and internet connections should be used responsibly and efficiently for official purposes. Downloading and sharing copyrighted material without proper authorisation is prohibited.

9. Email communication

- 9.1 Email accounts provided by the Council are for official communication only. Emails should be professional and respectful in tone. Confidential or sensitive information must not be sent via email unless it is encrypted.

9.2 Users must be cautious with attachments and links to avoid phishing and malware; verify the source before opening any attachments or clicking on links.

9.3 The following rules MUST be adhered to by all users. It is prohibited to:

- send or forward emails containing libellous, defamatory, offensive, racist or obscene remarks.
- forward a sensitive or controversial message without acquiring permission from the sender first.
- forge or attempt to forge email messages.
- disguise or attempt to disguise your identity when sending email.
- access another person's email unless: (a) they have given their consent (b) an appropriately authorised investigation is being undertaken or (c) access is required to maintain business continuity and minimise risk
- send email messages using another person's email address, unless in one of the scenarios above; it should be stated in the message that you are the author of the message
- copy a confidential message or attachment belonging to another user without permission of the originator.

9.4 The following disclaimer should be added to each outgoing email:

All Wilton Town Council emails and attachments are private and intended solely for the use of the individual or entity to whom they are addressed.

Some emails may contain information that is legally privileged or copyright protected.

Any views or opinions expressed in emails are solely those of the author and do not necessarily represent those of Wilton Town Council.

Unauthorised use (disclosure, storage or copying) of emails is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return email. Please note however, unencrypted emails sent to the council can be intercepted by an unauthorised third party; as the information contained within is not protected. Wilton Town Council reserves the right to monitor, record and retain any incoming and outgoing emails for security reasons and for monitoring internal compliance with the Council's IT and Email Policy . Although software may be used to check, monitor and/or block the contents of emails and attachments to identify the presence of malware, you are advised that you open any attachments at your own risk. As a public body, the Council may be required to disclose this email (or any response to it) under the Freedom of Information Act 2000 unless the information in it is covered by an exemption in the Act.

10. Password and account security

10.1 Users are responsible for maintaining the security of their accounts and passwords. Passwords should be strong and not shared with others. Regular password changes are encouraged to enhance security.

11. Mobile devices and remote work

- 11.1 Mobile devices provided by the Council should be secured with passcodes and/or biometric authentication. When working remotely, users should follow the same security practices as if they were in the office.

12. System Monitoring

- 12.1 While respecting the privacy of authorised users, under the Data Protection Code of Practice, Wilton Town Council maintains its legal right to monitor and audit the use of email by authorised users under the Lawful Business Practice Regulations 2000.
- 12.2 Users expressly waive any right of privacy in anything they create, store, send or receive on the Council's IT system. The Council can but is not obliged to, monitor emails without prior notification.
- 12.3 If there is evidence a user is not adhering to the guidelines set out in this policy, the Council reserves the right to take appropriate disciplinary/legal action.
- 12.4 Users expressly waive any right of privacy when using the Council's telephone system. The Council can, but is not obliged to, monitor all incoming or outgoing telephone calls.

13. Retention and archiving

- 13.1 Emails should be retained, deleted or archived in accordance with legal and regulatory requirements. Users should regularly review and delete unnecessary emails, in order to maintain an organised inbox.

14. Personal use of the Council's IT systems

- 14.1 The Council's IT systems should only be used for Wilton Town Council related business and not for any other business or personal reason.

15. Abuse of Internet/email access

- 15.1 Any breach of this policy may warrant further investigation in certain circumstances, may necessitate the involvement of the Police.
- 15.2 The Council will co-operate fully with any audit or Police investigation. If the investigation demonstrates that material that is accessed is offensive, e.g. pornographic, advocate's illegal acts, violence or discrimination to other people, this will be considered gross misconduct and further legal action will likely be taken.

16. Abuse of Internet/email access includes but is not limited to:

- 16.1 accessing or distributing material that is profane or obscene (pornography) that incites illegal acts, violence or discrimination towards other people (hate literature);
- 16.2 accessing web sites, blogs or chat rooms that are offensive, unsuitable or inappropriate to the workplace;

- 16.3 using language or behaviour likely to bring the Council into disrepute;
- 16.4 using the Council's official role/status for personal gain;
- 16.5 using the Council official role/status to support a specific political or issue-based campaign
- 16.6 online gambling;
- 16.7 using the equipment to contribute to fraud;
- 16.8 using or passing on privileged or confidential information;
- 16.9 making deliberate illegal attempts to disrupt the computer system or destroy data by spreading
- 16.10 computer viruses or by any other means;
- 16.11 harassing another person by engaging in unwanted conduct
- 16.12 which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person;
- 16.13 knowingly or recklessly posting false or defamatory information about a person or organisation;
- 16.14 posting, forwarding or replying to chain letters or sending annoying or unnecessary messages to a large number of people i.e. 'spamming';
- 16.15 Speaking on behalf of the Council, when not authorised to do so.

17. Legal risks

- 17.1 Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. While email seems to be less formal than other written communication, the same laws and guidelines apply.
- 17.2 Users should note that an email has the same significance and legal implications as a signed letter. Furthermore, users should never send 'off the record' emails – nothing is 'off the record' where the law requires disclosure of information.

18. Users should be aware of the legal risks of email.

- 18.1 If you send or forward emails with any libellous, defamatory, offensive, racist or obscene remarks, both you and the Council can be held liable.
- 18.2 If you unlawfully forward confidential information, you and the Council can be held liable.
- 18.3 If you unlawfully forward or copy messages without permission, you and the Council can be held liable for copyright infringement.
- 18.4 If you knowingly send an attachment that contains a virus, you and the Council can be held liable.
- 18.5 Whilst it can sometimes be helpful to maintain a chain of e-mails on a particular subject, long chains of emails are best avoided. Information from emails may be required to answer Data Protection/FOI requests and difficulties can arise if a chain of emails refers to data

which should not be disclosed. Users should consider this when responding to or creating an email chain and, where appropriate, create a fresh message.

18.6 It is good practice to read and delete emails regularly. Unless notification has been made by an “out of office” message, emails should be responded to within three working days. ‘Inbox’, “Deleted Items” and ‘Sent’ folder contents should be kept to a minimum.

18.7 Users should be aware of UK and international laws that govern the use of emails. These include any statutory modifications or amendments but are not limited to:

- Copyright
- Libel and Defamation
- Public Records Acts 1958 and 1967
- Data Protection Act 1998
- Human Rights Act 1998
- Freedom of Information Act 2000
- Regulation of Investigatory Powers Act 2000
- Electronic Commerce (EC Directive) Regulations 2002

19. Access to Systems (General)

19.1 Should anyone attempt to gain access to a system for which they do not have authority, they will be acting in breach of the Computer Misuse Act 1990. This will be regarded as gross misconduct.

19.2 Users are reminded that the Computer Misuse Act 1990 specifies the following as criminal offences:

- unauthorised amendment or damage to data; and
- unauthorised access, or contact with other systems, with criminal intent.

19.3 Anyone found to be attempting to gain unauthorised access to any Council mailbox without authority will also be in breach of this policy. .

19.4 Virus shields, spam filters etc should be updated regularly.

19.5 Any software provided by the Council can only be removed with specific authority.

20. Reporting security incidents

20.1 All suspected security breaches or incidents should be reported immediately to the Town Clerk.

21. Compliance and consequences

21.1 Breach of this IT and Email Policy may result in disciplinary proceedings (staff), the suspension of IT privileges and further consequences as deemed appropriate.

Appendix 1: Bring Your Own Device (BYOD) Policy

Introduction

This Appendix defines how Wilton Town Council permits councillors and staff to use personal devices (e.g., mobile phones, tablets, laptops) to access low-risk Council information. It aims to support effective working while safeguarding Council data. This policy applies in all working locations.

Councillors

- a) Councillors may use personal devices for Council business once they have acknowledged this policy and signed the BYOD form. No further approval is required.
- b) Policy breaches by councillors will be referred to the Monitoring Officer at Wiltshire Council.

Staff

- c) Staff may use personal devices for Council business only with written authorisation from the Town Clerk or Assistant Town Clerk.
Policy breaches follow the staff disciplinary process.

Permitted Use (Low-Risk Data Only)

- d) Personal devices may be used only for low-risk, non-sensitive Council information such as:
 - Accessing Council email,
 - Viewing non-sensitive Council documents,
 - Accessing meeting papers,
 - Preparing agenda items containing no sensitive information.

Prohibited Use

- e) Personal devices must not be used to access or store:
 - Resident personal data,
 - financial records,
 - Payroll information,
 - Planning applications,
 - Confidential or sensitive information.

Security Requirements

- f) All personal devices used for Council business must:
 - Have a screen-lock,
 - Lock automatically,
 - Be kept updated,
 - Have antivirus where applicable,
 - Be reported if lost or stolen immediately.

What These Security Rules Actually Mean

- Don't install software that bypasses the manufacturer's protections or lets you alter system files.
- "Keep your device updated"
- When your phone or laptop says an update is available, install it.
- "Use a lock screen"
- Your device must require a PIN, password, fingerprint or similar to unlock.
- "Automatic locking"
- If you put the device down, it should lock itself after a short time.
- "Report loss/theft"
- If the device goes missing, tell the Town Clerk straight away so we can protect Council information.

Authorisation and Documentation

- g) Councillors sign BYOD form; staff require written approval. A register of authorised users will be maintained.

Loss, Theft or Incidents

- h) Users must report incidents immediately. No remote wiping or routine monitoring will be performed.

Monitoring

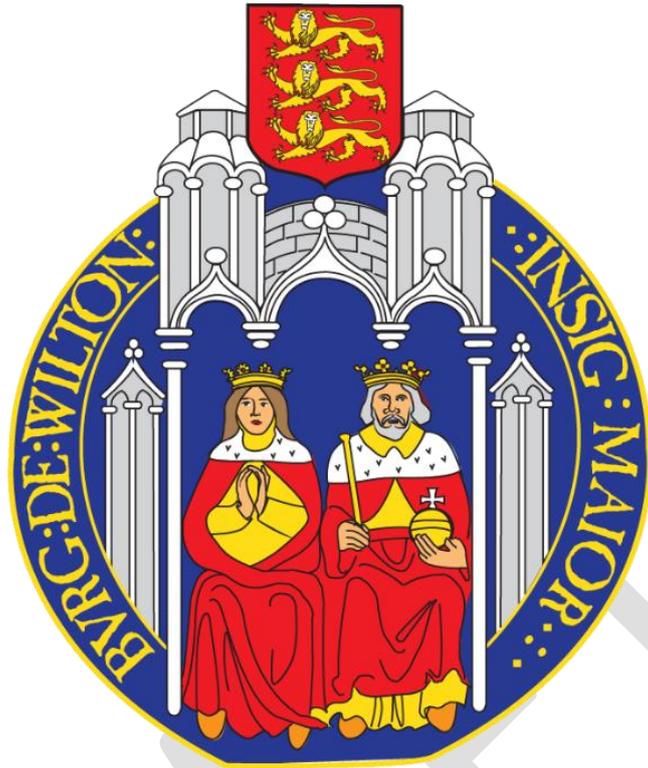
- i) Council does not routinely monitor devices; however, may request access only to Council-related information if legally required.

Compliance and Consequences

- j) Councillor breaches: Referred to the Monitoring Officer at Wiltshire Council
- k) Staff breaches: Follow the Disciplinary Policy.
- l) BYOD access may be withdrawn at any time if security concerns arise or if the User breaches this or any other part of the Council's IT and Email Policy.

Data Protection and Privacy

- m) Users are responsible for ensuring that Council information accessed via a personal device complies with the Data Protection Act, Freedom of Information Act and all other relevant legislation listed in Section 14 of the main policy.
- n) Users must follow this Appendix and the main IT Policy.



Wilton Town Council

Signs & Banners Policy

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1. Document Control Information

Title: Signs & Banners Policy

Date: March 2026

Version: 1.1

Authors: Wilton Town Council

Version Control & Approval:

Version No	Date	Description	Approval	
			Minute Reference	Date
1.0	2 nd August 2022	Original policy published	139/22	02/08/2022
1.1	March 2026	Reviewed and updated to accessible format. Application process, clear fee information and location details included		

Planned Review Date: July 2029

2. References

There are no sources in the current document.

3. Purpose

- 3.1 Wilton Town Council recognises that banners and signs are effective tools for promoting local activities. This policy ensures that displays are safe, tidy, professionally presented, and supportive of local community groups while preventing commercial misuse.

4. Types of Banners Permitted

- 4.1 Community Event Banners (Free of Charge): Local community groups, charities, not-for-profits, and voluntary organisations may display banners at no charge, provided the event directly benefits the Wilton community.
- 4.2 Advertising / Commercial Banners (Chargeable): Commercial banners promoting businesses, services, paid activities, or profit-making events are permitted but subject to a fee and may require planning permission.
- 4.3 Not Permitted: Private event banners (birthdays, weddings), personal messages, handwritten signs, and anything unsafe, offensive, or inappropriate.

5. Locations

- 5.1 Banners may only be displayed on designated Wilton Town Council–owned or leased sites. No banner may be displayed on highways, roundabouts, or street furniture unless authorised by the relevant authority.
- 5.2 Minster Street recreation ground fence is the main area used for banners.

6. Application Process

- 6.1 All banners require approval via the official application form submitted to the office. Applications must include contact details, purpose, dates, and evidence of community status if applicable.

7. Display Rules

- 7.1 Duration: Banners may be displayed for up to two weeks before an event and must be removed within 48 hours after the event.
- 7.2 Quality & Size: Maximum size 7.5m x 1.0m; must be professionally produced on durable polymer; no handwritten signs.
- 7.3 Responsibility: Banners are displayed at the owner’s risk; the Council is not liable for damage or theft.

8. Removal & Enforcement

- 8.1 The Council may remove banners that are unauthorised, unsafe, or exceed permitted display periods.
- 8.2 Removal costs will be charged to the banner owner, and removed banners will be stored for one month before disposal.

9. Fees

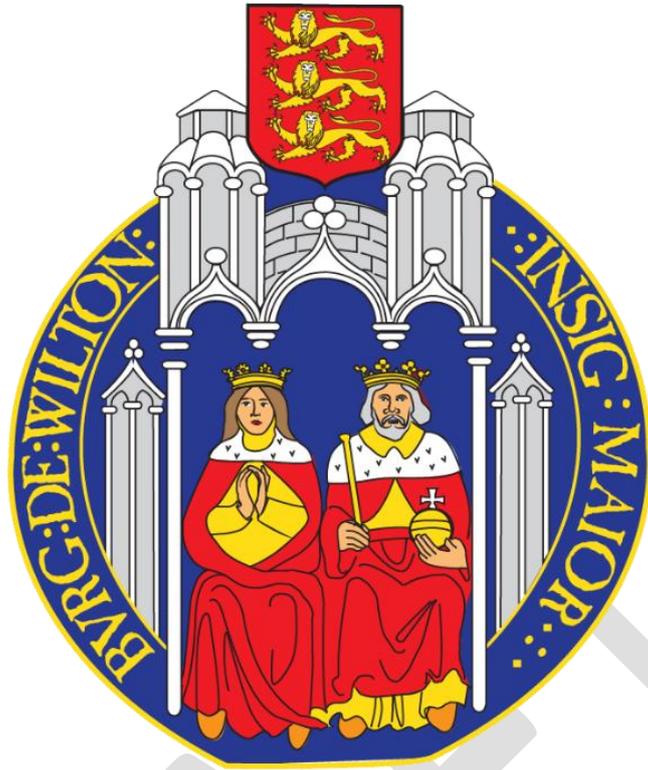
9.1 Community Event Banners: Free of charge.

9.2 Advertising / Commercial Banners: Fee set annually by Wilton Town Council to cover administration and site wear. These will be available to view on the Town Council website or via request.

10. Review

10.1 This policy will be reviewed in July 2029 or earlier if Council policy or legislation changes.

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Wilton Town Council

Highways Request Policy

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DRAFT

1. Document Control Information

Title: Highways Request Policy

Date: March 2026

Version: 1.1

Authors: Wilton Town Council

Version Control & Approval:

Version No	Date	Description	Approval	
			Minute Reference	Date
1.0	March 2026	Policy Published		
1.1	March 2026	Reviewed and updated to accessible format		

Planned Review Date: March 2028

2. References

There are no sources in the current document.

3. Introduction

- 3.1 The purpose of this policy is to guide Councillors in assessing requests for support from the public for Highways Improvements related to parking, speeding and the anti-social use of vehicles.
- 3.2 Wiltshire Council determine which projects can move forward within the available budgets and taking into account the evidence available.
- 3.3 If the Town Council resolves to support a particular request, this is no guarantee that Wiltshire Council will be able to take action after assessing the relative need and budget available. There are many competing demands across Wiltshire for such interventions and Wiltshire Council officers will determine priorities.
- 3.4 In order for a request to be added to a Full Council agenda for consideration the following points will need to be met:

4. Formal Stages: Submitting a Request

- 4.1 The request must be made in writing using the Wiltshire Council Local Highways Request Form and include the relevant information along with a map clearly showing the area and the exact location of requested interventions.
- 4.2 Written requests must also be accompanied by the name of at least one Town Councillor who supports the proposal.
- 4.3 Requests without the required level of support will be returned to the requester detailing the additional information needed.

5. Community Support

- 5.1 The scheme must be supported by a minimum of 10 named residents over the age of 18, directly affected by the requested measures. For suggested speed tables or bumps etc, these should include the residents who live closest to the site of the tables or bumps. For double yellow lines and other parking restrictions, the 10 should include people who live on the section of road to be affected.
- 5.2 Written requests should detail the names, addresses and contact details of the supporters, in a similar style to a traditional petition.
- 5.3 Where the scheme affects less than 10 adult residents e.g. in a road with few residential properties, the Town Clerk will determine if the request can proceed.

6. Speed Related Requests

- 6.1 Wiltshire Council published a 20mph policy in November 2022, which states: "The Council will evaluate 20mph schemes on a location by location basis". As a guide locations can be considered for 20mph schemes when all three of the following criteria apply:
 - they are in towns or villages where there is a depth of residential development (extensive) and high levels of pedestrian and cycle movement or there is a potential for high levels of pedestrian and cycle movement if a 20mph scheme was introduced; they should not be on roads where the movement of motor vehicles is the primary function.

- where existing mean speeds provide a realistic opportunity for compliance: DfT guidance states that 20mph schemes should be self-enforcing. If the mean speed is already at or below 24mph, introducing a 20mph speed limit through signing alone is likely to lead to general compliance with the new speed limit. Mean speeds above 24mph are likely to require additional traffic management or enforcement measures. Town/parish councils should pay for traffic surveys to take place with the number of surveys required dependent upon the extent of the proposed 20mph scheme. Location of surveys to be discussed with Road Safety Team before taking place to best ensure suitable evidence. To request a traffic survey please email roadsafetymeducation@wiltshire.gov.uk
- there is significant community support; in assessing community support, the Council should consider residents views to best ensure that there is broad consensus.

6.2 The full DfT guidance will be considered throughout the assessment. The application to Wiltshire Council requires the following information:

- Description of community concern and expected outcome of a 20mph scheme
- Road Hierarchy
- Collision History
- Damage only and Near Miss reports
- Traffic speed data
- Local facilities covered by proposed 20mph scheme
- Evidence of Community Support

6.3 If the Town Council's application is not successful with Wiltshire Council, yet has met the assessment in Wiltshire Council's principles and criteria for 20mph schemes then Wilton Town Council can apply to fund the installation.

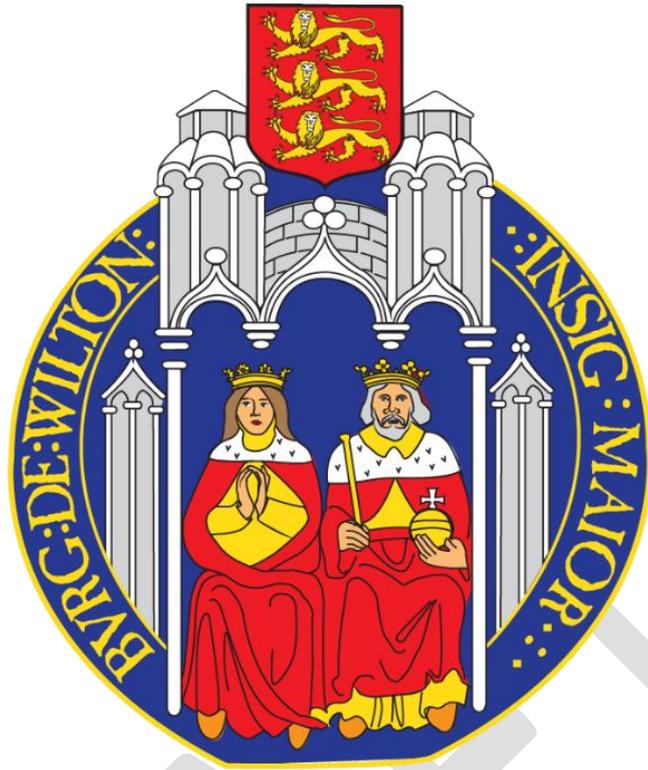
6.4 For requests regarding speed related interventions, local residents are requested to operate an active community speed watch for a minimum of 12 months prior to any request being made. This is to demonstrate a clear commitment from within the community. Community speed watch is a proven way for the community to address local speeding issues and can bring about tangible changes in driver behaviour. More information can be found here; [Road safety education - Wiltshire Council](#)

7. Key Points for Consideration

- 7.1 A Community Speed Watch team to have been active in the community for a minimum of 12 months unless there is clear demonstrable reason why a Community Speed Watch team cannot be established
- 7.2 Clear demonstrable evidence that there is significant community support
- 7.3 Should physical traffic calming measures be needed, support from Wiltshire Police and Wiltshire and Fire Service is required
- 7.4 All signage and any engineering measures should be erected/constructed using materials compliant with relevant regulations
- 7.5 The requirements of the Road Traffic Regulation Act 1984 must be met so that the 20mph scheme is legal

- 7.6 Full costs of investigation, design and implementation and future maintenance should be met by the town/parish council. Future maintenance being paid for as a single payment commuted sum
- 7.7 There is a risk of abortive expenditure – the Speed Limit Order process includes unavoidable advertising costs associated with the statutorily required period of public consultation. Should objections to the proposed 20mph scheme be received and upheld by Wiltshire Council’s relevant area Planning Board the scheme may not proceed to installation.

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Wilton Town Council

Lone Working Policy

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1. Document Control Information

Title: Lone Working Policy

Date: March 2026

Version: 1.1

Authors: Wilton Town Council

Version Control & Approval:

Version No	Date	Description	Approval	
			Minute Reference	Date
1.0	March 2026	Policy Published		
1.1	March 2026	Reviewed and updated to accessible format		

Planned Review Date: March 2028

2. References

There are no sources in the current document.

3. Policy Statement

3.1 Wilton Town Council (WTC) takes very seriously the health, safety and welfare of all its staff. It recognises that some staff are required to work by themselves for significant periods of time without close or direct supervision in its offices. The purpose of this policy is to enable WTC to meet its obligation to protect these staff so far as is reasonably practicable from the risks of lone working.

4. Scope

4.1 Wilton Town Council defines lone workers as:

- Staff whose working activities involve situations where they are without any kind of close or direct supervision.
- Employees whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers.

4.2 Lone work is not the chance occurrence of finding oneself on one's own, for example, when somebody arrives first in the office or leaves last, or where an individual has to go unaccompanied to another part of the workplace. Lone work is specifically intended to be unaccompanied work, or work without immediate access to another person for assistance.

5. Policy Aims

5.1 This policy aims to:

- Increase staff awareness of safety issues relating to lone working;
- Make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable;
- Make sure that appropriate training is available to staff in all areas, that equips them to recognise risk and provides practical advice on safety when working alone;
- Make sure that appropriate support is available to staff who have to work alone;
- Encourage full reporting and recording of all adverse incidents relating to lone working; and
- Reduce the number of incidents and injuries to staff related to lone working.

6. Responsibilities

6.1 The Town Clerk (or his/her designated deputy) is responsible for:

- Making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- Providing resources for putting the policy into practice; and
- Making sure that there are arrangements for monitoring incidents linked to lone working and that the Full Council regularly reviews the effectiveness of the policy;
- Making sure that all staff are aware of the policy;
- Making sure that risk assessments are carried out and reviewed regularly;
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- Making sure that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary;
- Making sure that appropriate support is given to staff involved in any incident; and

- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

6.2 All staff are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their actions;
- Cooperating by following rules and procedures designed for safe working;
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;
- Taking part in training designed to meet the requirements of the policy; and
- Reporting any dangers they identify or any concerns they might have in respect of working alone.

7. Assessing the Risk

7.1 Lone workers should not face any more risks than other staff within the organisation.

7.2 Setting up safe working arrangements for lone workers is no different to organising the safety of other staff, so we must all follow the general principles of risk assessment.

7.3 If a risk assessment shows that it is not possible for the work to be done safely by a lone worker, other arrangements must be put in place. The risk assessment should take account of both normal work and foreseeable emergencies such as fire, illness and accidents. The risk assessment process is summarised in [Table 1](#), separated into five distinct stages and action points to support effective assessment of the risks involved in lone working.

7.4 Risk assessments must be carried out in all areas of work where working alone poses an actual or potential risk to staff.

7.5 The risk assessment will involve identifying all potential dangers and the risks associated with specific work tasks or activities. It should identify who will be affected and how, and the control measures which are needed to get rid of or reduce the risk to the lowest level reasonably possible.

7.6 Risk assessment should be carried out by competent people and should be recorded and shared with relevant others. Factors to consider when carrying out the risk assessment include the following:

- Does the workplace present a special risk to the lone worker?
- Can the risks of the job be adequately controlled by one person?
- Is the person medically fit and suitable to work alone?
- What training is needed to make sure the staff member is competent in safety matters?
- Have staff received the training which is necessary to allow them to work alone?
- How will the person be supervised?
- Is there a risk of violence?
- Are people of a particular gender especially at risk if they work alone?
- Are new or inexperienced staff especially at risk if they work alone?
- Are younger workers especially at risk if they work alone?
- What happens if a person becomes ill, has an accident, or if there is an emergency?
- Are there systems in place for contacting and tracing those who work alone?

7.7 Details of the risk assessment should be recorded and should include:

- The extent and nature of the risks;
- Factors that contribute to the risk including job content and specific tasks and activities; and
- The safe systems of work to be followed to eliminate or reduce the risk. Information from the risk assessment should be passed to staff. Risk assessments should be reviewed and updated each year (or sooner should circumstances change).

Table 1:

Process		Action
1	Identifying lone workers	Establish and identify lone workers for each work area.
2	Identifying associated hazards	Isolate the range of dangers associated with whole work areas of work and/or work processes. Review a generic risk assessment to make sure you have included these issues.
3	Assessing the degree of risk	Review the generic risk assessments and complete individual or local risk assessments if necessary, then prioritise the level of associated risk.
4	Putting control measures in place	Assess how effective the existing control measures are and update them if appropriate. Develop local procedures or action plans if necessary.
5	Evaluating and review	Evaluate and record how effective the control measures are. Review when the assessments of controls are no longer required.

8. Managing Risk

8.1 The risk which lone workers face should be reduced to the lowest level that is reasonably practicable.

Issues to consider in developing safe systems of work include:

- joint working with others for high-risk activities;
- improvements to security arrangements in buildings;
- security lighting in parking areas;
- using checking-in and monitoring systems; and
- using personal protective equipment or mobile phones and personal alarms.

8.2 Arrangements for managing risk should include:

- guidance for lone workers on assessing risk;
- details of when to stop and get advice; and
- the procedures to be followed in the event of an incident or emergency.

8.3 All staff must be familiar with the procedures

9. Staff Training

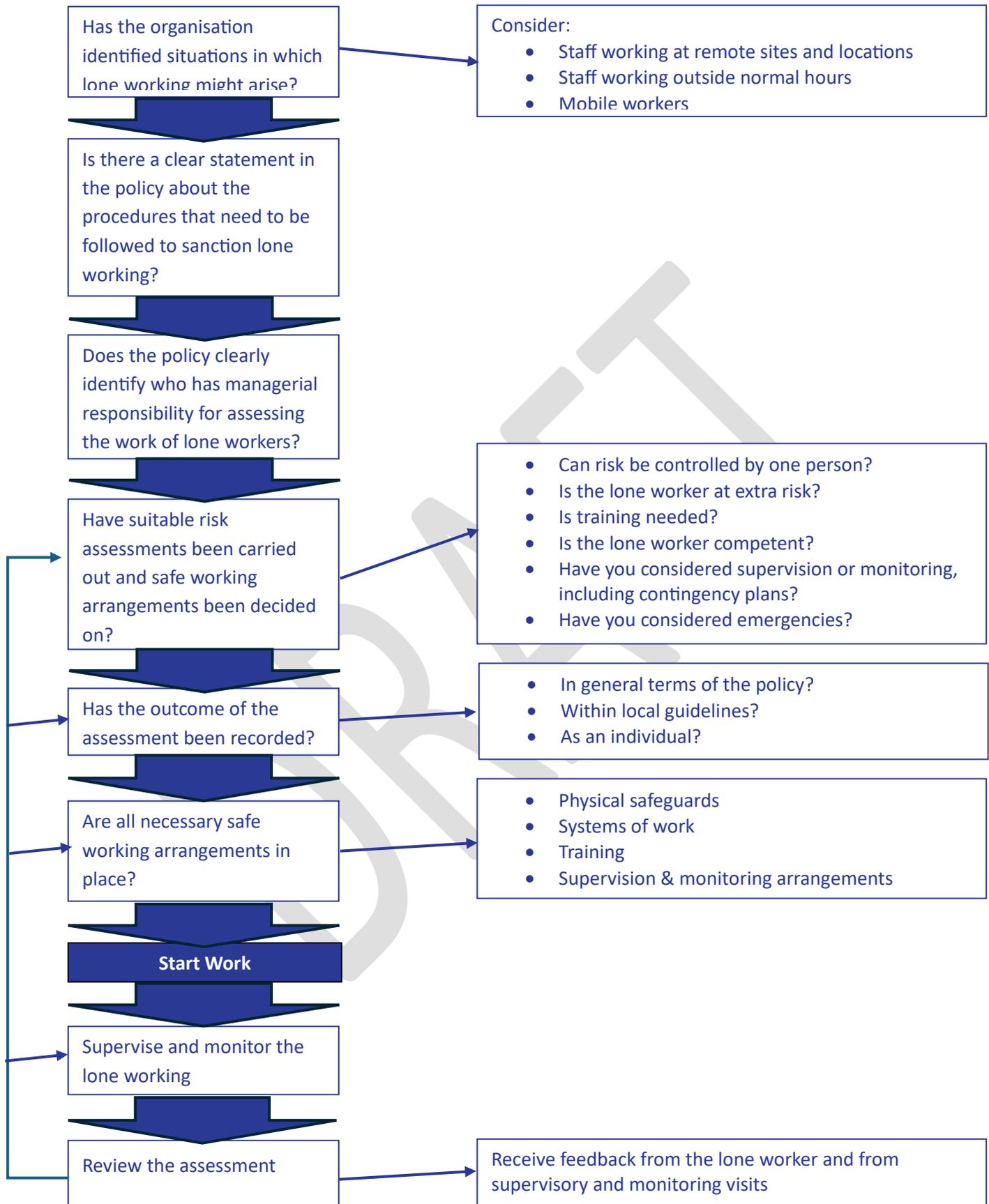
9.1 Wilton Town Council will provide training where required to allow lone working. The training will be based on the needs identified through local risk assessment.

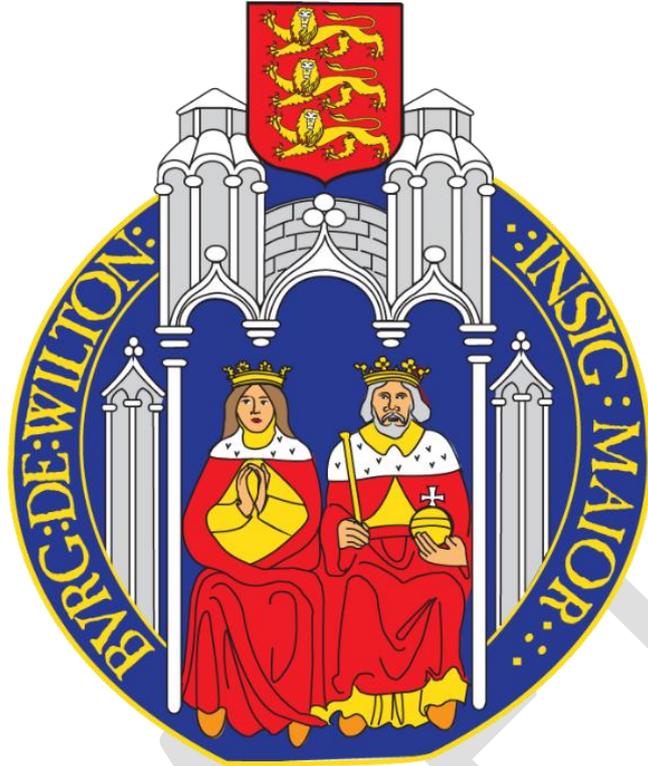
10. Reporting & Recording

10.1 Wilton Town Council will monitor and review this policy to make sure that it is achieving the aims of the policy. The review processes will include:

- collecting and monitoring all reported incidents;
- every year, reviewing this area of the Wilton Town Council Risk Management Policy; and
- every year, reviewing progress in reducing risk and incidents and, if necessary, making recommendations for improvement for the forthcoming year.

Appendix 1: Lone Working Flow Chart





Wilton Town Council

Social Media Policy

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DRAFT

1. Document Control Information

Title: Social Media Policy

Date: March 2026

Version: 1.1

Authors: Wilton Town Council

Version Control & Approval:

Version No	Date	Description	Approval	
			Minute Reference	Date
1.0	5 th July 2022	Policy Published		
1.1	March 2026	Reviewed and updated to accessible format		

Planned Review Date: March 2028

2. References

There are no sources in the current document.

3. Introduction

- 3.1 Social media is a term for websites based on user participation and user-generated content, including social media sites and other sites that are centred on user interaction.
- 3.2 This policy is intended to help Councillors and Council staff make appropriate decisions about the use of social media, and to outline Wilton Town Council's position on various aspects of its use, including the management of comments made by members of the public when using WTC's social media sites.
- 3.3 It includes standards and guidelines for Councillors and Council staff to observe when using social media as a channel for communication, the management of public comments, and the action to be taken in respect to breaches of this policy.
- 3.4 This policy covers all forms of social media and social networking sites which include (but are not limited to):
- Wilton Town Council website.
 - Facebook, Instagram and other social networking sites.
 - YouTube and other video clips and podcast sites.
 - LinkedIn.
 - Blogs and discussion forums.
 - Email.
- 3.5 This policy supplements, and should be read in conjunction with, all other policies and procedures adopted by Wilton Town Council. The current Code of Conduct applies to online activity in the same way it does to other written or verbal communication.
- 3.6 Over time Wilton Town Council may add to the channels of communication that it uses as it seeks to improve and expand the services the Council delivers. When these changes occur, this policy will be updated to reflect the new arrangements. This policy may be amended at any time.

4. How the Council will Use Social Media

- 4.1 Social Media will be used for:
- Engagement with individuals and communities for the promotion of Council based services, decisions and actions.
 - Supporting local democracy.
 - Distributing, in whole or part, information from council notices, agendas, approved minutes and dates of meetings.
 - Information specifically agreed to be communicated via social media at Council meetings.
 - Advertising events and activities that Wilton Town Council has organised or co-organised, or supports as being beneficial for the community.

- Sharing good news stories relevant to the local area.
 - Announcing new information relevant to people living in or around the Wilton area.
 - Providing and exchanging information about local services and events.
 - Support community cohesion, neighbourliness, and resilience.
 - Gathering local resident's insights.
 - Promoting cultural events or tourism in the area.
 - Advertising vacancies.
 - Sharing relevant information from partner agencies such as Principal Authorities, Police, Library, Health etc.
 - Posting or sharing relevant information from local community groups for community benefit such as information from community associations, community groups, schools, sports clubs, Scouts/Guides and charities.
 - Linking to appropriate websites and other social media accounts of sites or organisations that meet the council's expectations of conduct.
 - Posting other items as the Council see fit.
 - Referring resident queries via social media to the Clerk for wider dissemination to Councillors if required.
- 4.2 Councillors and staff should be aware that not all communication through social media requires a response, although an acknowledgement should be made if appropriate.
- 4.3 Wilton Town Council runs its social media pages so that it can pass information on to residents quickly. Social media accounts will not necessarily be checked daily and posts will not necessarily be responded to. WTC's social media accounts are primarily a tool to pass information on.
- 4.4 Though WTC is keen to hear residents' views, it will not be able to take comments made on its social media accounts as official comments, particularly on planning applications. In order to manage the messages received, residents will be asked – if necessary – to forward their comments to WTC. This can be done by emailing the Town Clerk, by contacting a Town Councillor or by attending a monthly meeting.

5. Who is covered by this policy

- 5.1 The principles of this policy apply to elected and co-opted Town Councillors, Council Staff and Volunteers (collectively referred to as Staff in this policy).
- 5.2 All Councillors and Staff are expected to comply with this policy at all times to protect the reputation, privacy, confidentiality, and interests of the council, its services, employees, partners and community. Individual Town Councillors and Staff are responsible for what they post, both in a council and personal capacity.
- 5.3 In the main, Councillors and Staff have the same legal duties online as anyone else, but failure to comply with the law may have more serious consequences.

- 5.4 The Council may take disciplinary action in respect serious breaches of this policy by employees. This may include unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive comments by an employee.
- 5.5 Volunteers in breach of the policy will result in the council no longer using their services and, if necessary, appropriate action will be taken.
- 5.6 The behaviour required in the Councillors Code of Conduct shall apply to online activity in the same way it does to other written or verbal communication. Councillors will bear in mind that inappropriate conduct can still attract adverse publicity, even where the code does not apply. Councillors must be aware that their profile as a Councillor means the more likely it is they will be seen as acting in an official capacity when blogging or networking.
- 5.7 Councillors and Staff **must** remember that communications on the internet are permanent and public. When communicating in a 'private' group it should be ensured that the Council would be content with the statement, should it be made public.
- 5.8 A Councillor or Council staff member's behaviour on any social media site must be consistent with the behaviour required generally.

6. Code of Practice

- 6.1 When using social media, Councillors and staff must be mindful of the information they post in both a personal and Council capacity and keep the tone of any comments respectful and informative. Councillors and staff should not post comments that they would not be prepared to make in writing or face-to-face.
- 6.2 When participating in online communication, Councillors and Staff must:
- Be responsible and respectful, ensuring posts are positive, informative and balanced.
 - Respect the privacy of other Councillors, Staff and residents.
 - Keep the tone of comments respectful and informative, never condescending or 'loud' i.e. use sentence case format and not write in capital letters or red to emphasise points.
 - Seek permission to publish original photos or videos (posting copyright images or text on social media sites is an offence so Councillors and Staff must ensure any information does not infringe copyright).
 - Always disclose their identity and affiliation to the Council, and never hide their identity using false names or pseudonyms.
 - Be objective, balanced, informative and accurate.
 - Spell and grammar check everything.
- 6.3 Councillors and Council staff must not:

- Give out the personal data of others on social media, including home address and telephone numbers.
- Use an individual's name in social media communications or post information about an individual unless given written permission to do so (publishing personal data of individuals without permission is a breach of Data Protection legislation).
- Present personal opinions as that of Wilton Town Council. If a Councillor or member of staff blogs or communicates online personally, and not in the role as a Councillor or member of council staff, they must not claim to act or give the impression that they are acting as a representative of the Council i.e. they should not include web links to official Council websites, Council logos, Council email addresses or any other Council identification as this may give or reinforce the impression that they are representing the Council.
- Present themselves in a way that might cause embarrassment to the Council; they must protect the good reputation of the Council.
- Make false or misleading statements.
- Post personal or political content, content that is contrary to the democratic decisions of the council or post controversial or potentially inflammatory remarks.
- Make derogatory, defamatory, discriminatory or offensive comments about any person including Council staff, Councillors, the Council or about the people, businesses and agencies the council works with and serves, or post online activity that constitutes bullying or harassment. Language that may be deemed offensive relating in particular to race, sexuality, disability, gender, age or religion or belief should not be published on any social media site.
- Engage in personal attacks, online fights, hostile communications or in any way allow their interaction on websites or blogs to damage their working relationships with others.
- Publish photographs or videos of minors without parental permission.
- Post any information that may be deemed as libel (publishing untrue statements about a person which is damaging to their reputation is libel and can result in a court action).
- Post obscene material (publication of some obscene material is a criminal offence and is subject to a custodial sentence).
- Conduct any online activity that violates laws, regulations or that constitutes a criminal offence.
- Bring the council into disrepute, including through content posted in a personal capacity Councillors views posted in any capacity in advance of matters to be debated by the council at a council or committee meeting may constitute Pre-disposition, Predetermination or Bias and may require the individual to declare an interest at council meetings Anyone with concerns regarding content placed on social media sites that denigrate Town Councillors, Council staff or residents should report them to the Town Clerk for referral to the moderator(s) and/or the Council as required.

7. Managing Social Media Accounts

- 7.1 The Town Clerk will be accountable for the Town Council's social media.
- 7.2 The PR & Communications Officer will be responsible for posting content on council website and social media pages, supported by the Clerk and/or Assistant Clerk as required.
- 7.3 The Council will appoint a moderator, usually the Town Clerk, to moderate Town Council social media output and be responsible for monitoring posted content to ensure it complies with the Social Media Policy.
- 7.4 The Town Clerk or any Councillor also acting as moderator will have authority, without notice or comment, to remove any posts from council social media pages which are deemed to be of an inflammatory, defamatory or libellous nature. Such posts may also be reported to the hosts (i.e. Facebook) and also to the Town Clerk for council records.
- 7.5 The Town Clerk or any Councillor acting as a moderator will also have the authority to block or ban access from an individual or company's account to WTC's social media pages.
- 7.6 When participating in online communication, WTC will generally allow posts on its social media pages from members of the public that:
- Are responsible and respectful
 - Respect the privacy of other councillors, staff and residents
 - Are objective, balanced, informative and accurate.
- 7.7 Posts may be deleted and the holder of an account banned if a comment or post:
- Gives out the personal data of others on social media, including home address and telephone numbers.
 - Mentions an individual's name in social media communications or post information about an individual unless deemed reasonable (publishing personal data of individuals without permission is a breach of Data Protection legislation)
 - Makes intentionally false or misleading statements
 - Includes potentially inflammatory, defamatory, libellous or offensive remarks
 - Makes derogatory, defamatory, discriminatory or offensive comments about any person including Council staff, Councillors, the Council or about the people, businesses and agencies the Council works with and serves, or post online activity that constitutes bullying or harassment.
 - Uses language that may be deemed offensive, in particular relating to race, sexuality, disability, gender, age or religion or belief
 - Engages in personal attacks, online fights, and/or hostile communications
 - Includes the publication of photographs or videos of minors without parental permission

- Includes any information that may be deemed libel (publishing untrue statements about a person which is damaging to their reputation is libel and can result in a court action)
- Includes obscene material (publication of some obscene material is a criminal offence and is subject to a custodial sentence)
- Conducts any online activity that violates laws, regulations or that constitutes a criminal offence

7.8 It is ultimately up to the moderators – either acting individually or in consultation - as to whether a post will be deleted and/or an account blocked.

7.9 The Town Clerk will also be responsible for checking the correct security settings are in place on the social media sites used. Councillors may assist the Town Clerk to disseminate information however all must ensure they follow this policy. Ideally this should be undertaken by sharing posts from the official Town Council channels

7.10 No Council social media account details may be changed without the permission of the Town Clerk or full council.

7.11 Councillors utilising their own social media accounts are advised to set up a separate “Councillor” page for their Wilton Town Council topics. It should be made expressly clear when posting, that views from personal accounts are those of the individual Councillor and do not necessarily represent the views of the Town Council as an organisation.