



Wilton Town Council Risk Management Policy

Adopted by Wilton Town Council on 08 December 2025
Minute reference: FC247
Review date: June 2026

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:
 - Integrate risk management into the culture of the Council.
 - Manage risk in accordance with best practice.
 - Consider and respond to changing social environmental and legislative requirements.
 - Put in controls to minimise risk.

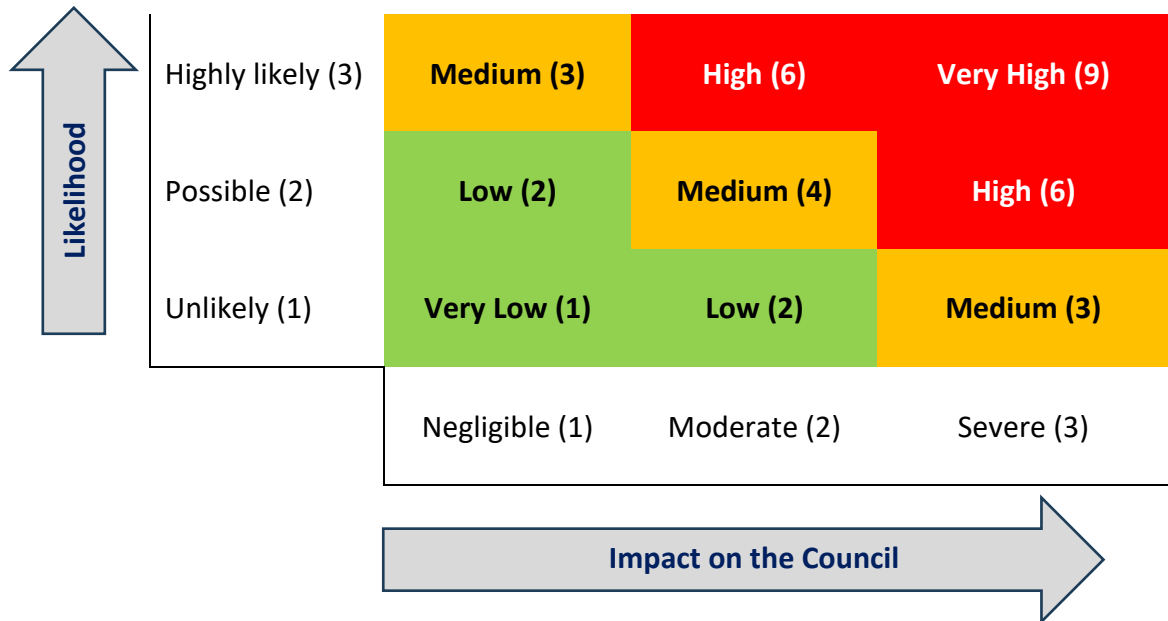
2. Identifying risks

- 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:

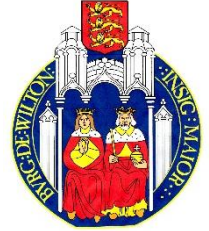
- a) Security and maintenance for vulnerable buildings, amenities or equipment.
- b) The provision of services being carried out under agency/partnership agreements with principal authorities.
- c) Banking arrangements, including borrowing or lending.
- d) Ad hoc provision of amenities/ facilities for 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 Full Council
- 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

10 November 2025



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	Wilton Town Clerk	Draft Document prepared by the Town Clerk 28 October 2025 Submitted to Wilton Town Full Council: 08 December 2025
Approval required by	Wilton Town Council	Target: 08 December 2025
Approved and adopted	Wilton Town Council	FC247 08 December 2025
Next Review Date: June 2026		

1. Financial

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Mitigation
1.1		Precept not sufficient for intended purpose	Wilton Town Council has insufficient income for the forthcoming year	1	2	2	<p>Budgeting process is robust – workshops are held with all councilors and Wilton Town Council formally considers and approves the budget before 20 January annually. Budgeting is now fully undertaken using SCRIBE software. Variations and spend is monitored on a monthly basis.</p> <p>Revisions can be made using the forecasting tool on SCRIBE to accurately assess financial management position throughout the year.</p> <p>Further Actions Required: None</p>
1.2		Loss of cash through theft or dishonesty (fidelity guarantee)	Wilton Town Council loses income and assets	1	2	2	<p>No cash is kept in the Office. 100% of transactions online. All payments subject to approval by two elected members of Wilton Town Council. Staff debit cards covered by new policy. Insurance cover maintained.</p> <p>Further Actions Required: None</p>
1.3		Wilton Town Council does not identify its risks	Financial, criminal or reputational loss.	1	2	2	<p>Annual review of risk undertaken by Wilton Town Council and larger scale activities such as the Christmas Lights event have a separate risk assessment carried out and reviewed by the Clerk.</p> <p>Further Actions Required: None</p>
1.4		Wilton Town Council is not insured adequately	Financial, criminal or reputational loss.	2	3	6	<p>Wilton Town Council reviews insurance policy annually to ensure adequate cover is maintained. Responsible Finance Officer works with the broker annually to confirm adequate cover.</p> <p>Properties revalued in March 2025.</p> <p>Further Actions Required: Further investigation is needed to ensure all historic artefacts have adequate insurance provision and are safeguarded for future generations.</p>

1.5		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.	1	2	2	<p>Standing Orders were reviewed in March 2025 (due for review March 2026)</p> <p>Financial Regulations were reviewed in March 2025 (due for review in March 2026)</p> <p>Further Actions Required: None</p>
1.6		Wilton Town Council does not act legally and exceeds its powers.	Wilton Town Council risks financial and reputational loss.	1	2	2	<p>Wilton Town Clerk qualified in CILCA to ensure high standard of competency; Other Staff will be appropriately trained.</p> <p>Section 137 expenditure reported separately within the budget.</p> <p>Two Wilton Town Councillors sign off payments and check payment against invoices.</p> <p>Further Actions Required: None</p>
1.7		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 presented to Full Council on a monthly basis for ratification.</p> <p>All online payments require 2 Wilton Town Councillors to authorise invoices before payments are made.</p> <p>Password protection for online and telephone banking.</p> <p>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		Contracts are not reviewed annually.	Wilton Town Council does not achieve value	1	2	2	<p>Wilton Town Council toilet cleaning contract reviewed December 2021.</p>

			for money or works are not carried out correctly.				<p>Grounds maintenance contract renewed 01/04/22 after tender process including a full review of the contract.</p> <p>Transferred to a Net Zero Carbon energy provider on 15th May 25 under a 5-year contract.</p> <p>Phone and broadband contract renewal reviewed in 2023.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> • WTC to review Grounds Maintenance contract in September 2026 and considers the tender information ahead of the renewal in April 2027. • Public WC cleaning to be managed in-house from January 2027.
1.9		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		Failure to regularly reconcile bank accounts.	Wilton Town Council is unaware of its financial position. Financial loss to the Council.	1	2	2	<p>Monthly reconciliation undertaken by RFO using SCRIBE 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		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.</p> <p>Quarterly budget monitoring reports submitted to Wilton Town Council.</p> <p>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>

1.12		Salaries and contributions are not paid correctly.	Wilton Town Councils risks reputational and financial loss	1	2	2	<p>Salaries, Tax and Pensions of staff are prepared by the external Payroll provider and payments are authorised independently by the RFO and Chair of the Staffing Committee and ratified by Wilton Town Council.</p> <p>Salaries reported to Wilton Town Council Staffing Committee – including increases approved by the National Joint Council.</p> <p>Pension calculations checked annually. All items checked by Internal Auditor.</p> <p>Further Actions Required: None</p>
1.13		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	<p>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.</p> <p>Further Actions Required: None</p>
1.14		Wilton Town Council does not charge or claim back appropriate VAT	Wilton Town Council risks financial loss.	1	2	2	<p>Financial regulations set out requirements. VAT returns submitted online quarterly by the Clerk. Internal Auditor checks Annually.</p> <p>Further Actions Required: None</p>
1.15		Wilton Town Council fails to make required submissions to HMRC and/or Wiltshire Pension Fund.	Wilton Town Council risks being fined.	1	2	2	<p>HMRC submissions are prepared by Payroll Provider. Authorised and paid by Wilton Town Council.</p> <p>Pension contributions prepared by Payroll Provider, submitted by Town Clerk and authorised and paid by Wilton Town Council.</p> <p>Further Actions Required: None</p>
1.16		Wilton Town Council does not	Wilton Town Council is unaware of its income	1	2	2	<p>Regular budget monitoring statements & forecasts prepared by Responsible Finance Officer and presented to Full Council.</p>

	monitor its budgets adequately.	or expenditure against targets set. Financial loss to Wilton Town Council.				Further Actions Required: None
1.17	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 Full Council. Further Actions Required: None
1.18	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	Mitigation
2.1	WTC	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	WTC	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 and items of a historical significance
2.3	WTC	Castle Meadow Pavilion – fire, loss or damage.	Loss of income from hire fees	2	2	4	<ul style="list-style-type: none"> • 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>Further Actions Required:</p> <ul style="list-style-type: none"> • Repair and maintenance schedule to be prepared • Legionella Risk Assessment due November 2026

2.4	WTC	Castle Meadow Sports Field - risks to users	Claims for compensation arising from accidents, injuries and physical harm. Reputational risk.	2	2	4	<ul style="list-style-type: none"> 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. Deep water signs installed in 2025. <p>Further Actions Required:</p> <ul style="list-style-type: none"> Information boards required
2.5	WTC	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	<p>Security alarm installed but no fire alarm. Regular inspections by qualified contractors.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> Arrange fire safety inspection by qualified contractor.
2.6	WTC	Cemetery	Claims for compensation arising from accidents, injuries and physical harm. Reputational risk.	2	3	6	<p>Regular weekly inspections by qualified contractors.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> Train [new] Facilities Officer to carry out weekly visual inspections. Commission qualified contractors to carry out memorial testing Memorial Garden to be closed [resolved on 10 November] until further notice.
2.6 b	WTC	Cemetery Administration	Inaccurate records could result in legal claims for compensation and reputational risk	2	3	6	<p>All hard copy records must match online records and a thorough review of all documentation is being reviewed ahead of mapping individual plots which is a legal requirement.</p> <p>Further Actions Required:</p> <p>Upon completion of this thorough review WTC to be updated and next steps considered and resolved upon.</p>

2.7	WTC	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	<ul style="list-style-type: none"> ● All play equipment and associated furniture and facilities insured by Wilton Town Council are 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 a qualified defibrillator technician. <p>Further Actions Required:</p> <ul style="list-style-type: none"> ● The [new] Play Equipment database will be reported to WTC on a quarterly basis. ● Train [new] Facilities Officer to carry out weekly visual inspections.
2.8	WTC	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.	2	2	4	<ul style="list-style-type: none"> ● 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 a qualified defibrillator technician. <p>Further Actions Required: The [new] Play Equipment database will be reported to WTC on a quarterly basis.</p>

2.9	WTC	Public conveniences – risk of accidents and/or loss/damage	Slips, trips and falls hazards. Risk of legal claims for compensation and associated, reputational harm.	2	2	4	<ul style="list-style-type: none"> • 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. <p>Further Actions Required: From January 2026 the facility will be inspected daily by the Facilities Officer and records will be kept to demonstrate due diligence.</p>
2.10	WTC	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	<ul style="list-style-type: none"> • 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. <p>Further Actions Required:</p> <ul style="list-style-type: none"> • Legal documentation to evidence WTC responsibility for managing the churchyard needs to be investigated. • Reaffirm the need for weekly inspection with the WTC Grounds Contractor. • From January 2026 the facility will be inspected daily by the Facilities Officer and records will be kept to demonstrate due diligence. • Commission qualified contractors to carry out memorial testing

2.11	WTC	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	<ul style="list-style-type: none"> 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. <p>Further Actions Required: Assets are not currently checked by Grounds Contractor however from January 2026 this task will be the responsibility of the Facilities Officer.</p>
2.12	WTC	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	<p>All contractors who carry out work for Wilton Town Council must have PLI insurance to a minimum of £5m.</p> <p>Further Actions Required: None</p>
2.13	WTC	Water Features – Rivers, ditches and fountain.	Risk of injury or drowning to public if signs are disregarded	1	3	3	<p>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.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> Seek technical advice by suitable qualified H&S expert on the need for signage. Review of fountain safety required by qualified assessor.

2.13 a	WTC	Water Features – Rivers	Risk of not maintaining the rivers and banks	3	3	9	<p>Castle Meadow and Minster Street have adjoining rivers and watercourses. Wilton Town Council is taking steps to minimise associated maintenance risks.</p> <p>Further Actions Required:</p> <ul style="list-style-type: none"> • The council needs to be guided by the recent recommendations as outlined in the Wilton Flow and Erosion ECI Technical Report. • WTC needs to develop a river management plan in consultation with stakeholders at Wiltshire Council and the Environment Agency.
2.14	WTC	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	<ul style="list-style-type: none"> • 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. <p>Further Actions Required: None</p>
2.15	WTC	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	<ul style="list-style-type: none"> • Wilton Town Council Trees are inspected by Wilton Town Council’s Grounds Maintenance Contractors on a regular basis. Issues are reported to the Wilton Town Clerk and action taken where necessary following inspection by arboricultural contractor. • Full tree survey completed in April 2025. <p>Further Actions Required: None</p>

2.16	WTC	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	<p>The Castle Meadow compound is secured and monitored by CCTV. Insured.</p> <p>Further Actions Required: If additional containers are installed then the WTC insurance provider will be informed (note; the insurance will be covered by others – the owners).</p>
2.17	WTC	Unauthorised traveller encampment	Damage caused to land or assets due to an unauthorised traveller encampment; costs incurred.	1	3	3	<p>The following procedure is in place to deal with unauthorised traveller encampments; the Wilton Town Clerk will:</p> <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 authorise 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. <p>Further Actions Required: Carry out annual assessment of sites to assess for vulnerability.</p>
2.18	WTC	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	<ul style="list-style-type: none"> • Wilton Town Council’s Grounds Maintenance Contractor has a monthly meeting with the Wilton Town Clerk 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 in line with contract are subject to review by Wilton Town Council and payments may be held until resolved. <p>Further Actions Required: Set up monthly meetings with the grounds contractor</p>

3. Legal

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Mitigation
3.1	WTC	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	2	2	<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	WTC	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	<ul style="list-style-type: none"> • 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. • Facilities are monitored weekly by Wilton Town Council's principal contractor. <p>Further Actions Required: Amenities are not currently checked by Grounds Contractor however from January 2026 this task will be the responsibility of the Facilities Officer.</p>

3.3	WTC	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	<ul style="list-style-type: none"> • 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>Further Actions Required: Risk Assessment required each event.</p>
3.4	WTC	Failure of professional services employed by Wilton Town Council.	Wilton Town Council may use unqualified or insufficiently qualified professionals leading to loss.	2	2	4	<ul style="list-style-type: none"> • 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>Further Actions Required: None</p>
3.5	WTC	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	2	2	4	<ul style="list-style-type: none"> • 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 Assistant Town Clerk (ATC) has been trained on key aspects of the role in the event that the Wilton Town Clerk was unavailable. <p>Further Actions Required: New ATC [starting in December 2025] will be trained on all aspects of the WTC operation.</p>

4. IT

Risk No.	Resp	Description	Impact	Likelihood score	Impact score	Risk rating	Mitigation
4.1	WTC	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. All currently under review.</p> <p>Further Actions Required: A lease database is being set up as a control document to coordinate reviews and a this information will form an annual report to WTC.</p>
4.2	WTC	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: Full review of access levels underway and a Councillor Team is the process of being set up with Channels so Councillors can access relevant documentation.</p>
4.3	WTC	Unrestricted access to Wilton Town Council data	Wilton Town Council data is accessible to non-Council staff	2	2	4	<ul style="list-style-type: none"> • Passwords are in place to access computers, datafiles, and finance systems. • Filing cabinets are locked. • A Councillor team has been set up with channels for accessing relevant documentation; information needed to fulfill role as a Councillor. <p>Further Actions Required: Liaise with Cloudy IT to perform a review of online teams to ensure that access is controlled as per the Councillor and Officer protocol relating to data management.</p>
4.4	WTC	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	Mitigation
5.1	WTC	Wilton Town Council does not respond to enquiries from the public	Wilton Town Council risks reputational damage.	2	2	4	<ul style="list-style-type: none"> Telephone enquiries dealt with at the time and summary of communications received by phone is shared with all members of Wilton Town Council via the Weekly Digest. E-mail and other mail dealt with and filed. A summary of email communications is shared with all members of Wilton Town Council via the Weekly Digest. <p>Further Actions Required: Set up a database of all resident communication to share on the annual report.</p>
5.2	WTC	Wilton Town Council fails to handle documents correctly.	Wilton Town Council risks reputational damage.	1	2	2	<ul style="list-style-type: none"> 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. <p>Further Actions Required: A review of all policies is underway</p>
5.3	WTC	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	<ul style="list-style-type: none"> 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	WTC	Members (or employees) do not behave to the standards expected (Nolan Principles)	Wilton Town Council risks reputational damage.	1	1	1	<ul style="list-style-type: none"> • New Code of Conduct for Members adopted October 2022. • WTC has adopted the Civility and Respect pledge further reinforcing the need for WTC to follow this national commitment to standards. <p>Further Actions Required: The Policy should be reviewed by Wilton Town Council on an annual basis.</p>

Risks reviewed: 08 December 2025

Minute reference: TBC