

BARNT GREEN PARISH COUNCIL

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COMMUNICATIONS RISK ASSESSMENT

Topic	Risk	Freq	Impact	Suggested Action
Complaints	Responding to complaints	Low	High	Keep the Parish Council's complaints procedure under annual review and follow its guidance.
Executive Officer's absence	Delayed responses Missed deadlines	Med	Low	<p>The Executive Officer to advise parish councillors of anticipated absences from the office on days when it is advertised as open.</p> <p>The Chair, Vice-Chair and one other councillor to hold keys to the Parish Council office.</p> <p>Councillors to cover, as appropriate, the Executive Officer's known absences from the office.</p> <p>Councillors covering the office to open mail and review answerphone messages for matters requiring urgent attention. In the absence of the Executive Officer, urgent matters to be referred, under delegated powers, to the Chair and Vice-Chair.</p> <p>If the Executive Officer is unable to respond to email communications for a period of more than 2 working days an out of office message shall identify an alternative point of contact.</p> <p>Parish Councillors should advise the Executive Officer and other councillors if away from home for more than 5 weekdays.</p> <p>See sections on newsletter and website.</p>
Communications	Policy and reputation	Med	High	<p>The Executive Officer shall undertake email and written correspondence on behalf of the Parish Council.</p> <p>Parish Councillors shall not normally enter into written communications in the name of the Parish Council.</p> <p>The Executive Officer shall communicate clearly, accurately and in a manner that does not bring the name of the Parish Council into disrepute.</p>
Communications	Confidentiality	Low	High	<p>The Executive Officer to maintain an email address specifically for Parish Council business.</p> <p>Parish Councillors to maintain a private email address specifically for Parish Council business.</p>
Communications	Conduct	Low	High	Parish Councillors shall follow the guidance given by the Parish Council's Code of Conduct.
Paper records	Filing, storage and archive	Low	Med	<p>The filing of Parish Council's records be carried out in such a way that documents can be easily retrieved.</p> <p>Parish Council records to be securely retained for the period required by legislation.</p> <p>Assets such as payment cards to be securely retained.</p> <p>The Parish Council shall provide, such storage and archive facilities as are required for its records and assets to be retained securely and accessibly.</p>

Topic	Risk	Freq	Impact	Suggested Action
Computer records	Filing, storage and archive	Low	High	<p>The Executive Officer –</p> <p>Will ensure that the Parish Council's computer facilities are protected by industry standard anti-virus software.</p> <p>Will organise the regular back-up of parish council files to cloud based software.</p> <p>Will file the Parish Council's records in such a way that available documents can be easily retrieved.</p> <p>Shall arrange for Parish Council records to be securely retained for the period required by legislation.</p> <p>Will provide the Chairman with a list of passwords in a sealed envelope which shall be opened only in an emergency and in the presence of another councillor who shall verify that the envelope had not been previously opened.</p>
Meetings	Representation	Med	High	Use professional equipment, rehearse/run through.
Newsletter	Quality, errors and omissions, absence	Low	High	<p>The Parish Council to review annually its libel cover.</p> <p>Executive Officer to be mindful of copyright when preparing copy.</p> <p>Parish Councillors to offer copy to the Executive Officer for inclusion in the newsletter. The Executive Officer will check the copy and edit it for inclusion in the space available.</p> <p>Executive Officer to send copy to contributors, event organisers and those mentioned in the publication for checking and permission (where necessary) prior to print.</p> <p>The Executive Officer shall communicate clearly, accurately and in a manner that does not bring the name of the Parish Council into disrepute.</p> <p>Executive Officer to send copy to Parish Councillors for comment and checking prior to print.</p>
Website	Quality, errors and omissions, absence	Med	Low	<p>The Executive Officer and Parish Councillors to be mindful of the need to produce appropriate copy for the website on a regular basis.</p> <p>Parish Councillors to monitor agreed sections of the website in order to ensure up to date copy and to ensure that any broken links are quickly identified.</p>
	Website ownership Website Protection	Low	High	<p>The Parish Council possesses correspondence from the website developer confirming the Parish Council's ownership of its website and url www.barntgreenparishcouncil.gov.uk</p> <p>The company hosting the website uses industry standard protections against viruses and hacking.</p>

Approved at the Barnt Green Parish Council Meeting 16 October 2023

Reviewed 21st October 2024

Date 25/11/24

Signed:


 Robert Choimondeley (Nov 20, 2024 20:01 GMT)

Chairman, Barnt Green Parish Council

Date of next Review: October 2025







14. Communications Risk Assessment October 2023

Final Audit Report

2023-10-24

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14. Communications Risk Assessment October 2024

Final Audit Report

2024-11-25

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