



Dodderhill Parish Council

COMMUNICATIONS RISK ASSESSMENT

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

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

Approved at the Dodderhill Parish Council Meeting 8 June 2021

Date of next Review: June 2023

Signed by the Chair:
Alyson Keane [Alyson Keane | Jun 10, 2021, 12:16 GMT+1]

Jun 10, 2021