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LYDD TOWN COUNCIL

RISK MANAGEMENT DOCUMENT 2022-23

TOWN CLERK
Angela Alexander
Updated FEBRUARY 2022

ITEM	RISKS IDENTIFIED	LEVEL	MANAGEMENT MEASURES
THE RYPE	Injury to persons using the area	Low	Public Liability Insurance Regular checks by Handyperson. Annual independent inspection by RoSPA
	Damage to trees, benches, surface and condition of the Rype, football pitches, bins and play equipment No items to be attached to trees Dogs on play area Risk to children under 5s using play area	Medium	Inspection by handyperson -weekly Repair work by handyperson or contractor if required. RoSPA annual inspection Trees inspected annually by Invicta Arborcultural No dogs on play area by order To monitor and to take advice on safety
THE BANKS	Damage by users e.g., Lydd Club Day, Circus, Footballers, Fairs, residents, other users, residents' vehicles, visitors parking	Medium	Regular check by handyperson and maintenance by contractors if required. Claim on users' insurance. Vandalism to be reported to Police Event organisers to be responsible for removal of any litter and rubbish resulting from their event or activity. No parking to be allowed except around the boundary edge No driving of vehicles on the Rype
	Risk of occupation by Travellers	Medium	To be monitored by the Town Mayor, Councillors and handyperson. To be reported to the Police at the earliest opportunity (by the Mayor or Councillors if out of office hours – Councillors to contact the Mayor if aware of a problem). Folkestone and Hythe District Council to be informed.
THE BANKS	Injury to persons using area.	Low	Public Liability Insurance Regular checks by Handyperson Reporting of risk by BSSC Vehicles parked at owner's risk.
	Risk of damage to vehicles parking in car park	Low	
	Damage by users		Regular check by handyperson and maintenance by contractors if required. Claim on users' insurance

	Risk of occupation by Travellers	Medium	To be monitored by the Town Mayor and Councillors. To be reported to the Police at the earliest opportunity (by the Mayor or Councillors if out of office hours – Councillors to contact the Mayor if aware of a problem)
GUILD HALL	Injury to persons visiting and working in the Guild Hall	Low	Regular inspections of building Public liability and Employers liability insurance H&S guidance to cleaner for slips/trips/falls etc when cleaning. Use of wet floor signs Annual maintenance of Alarm system (including fire) Annual maintenance of stair lift Annual inspection of fire extinguishers
	Risk of Fire – general	Medium	Now that repairs and renovation have been carried out and building is of a usable standard to ensure that this is assessed annually and a maintenance programme be put in place where necessary. N.B. Windows are now of fit standard to be professionally cleaned at height.
	Risk of Fire – Council chamber	Medium	Fire Risk Assessment carried out of offices, Chamber, Parlour, reception, kitchen, staff room and ambulance response post.
	Security of the building	Medium	A fire at the base of the external fire exit would compromise escape and the ground floor corridor leaving the only exit the double doors to the street that open inwards. The capacity for the Chamber for all types of events is 60 persons maximum. Access to be controlled and limited to a maximum of 60 people at any time which includes councillors, staff members and visitors Town Sergeant is the main keyholder for the building and first call on the Alarm code. Only 3 key holders in total for insurance purposes. Town Sergeant, Town Clerk and 1

	<p>Alarm – burglary or fire and activated during power cuts</p>	<p>Low</p> <p>other member of staff. Access to the Guild Hall for collecting of Mayoral robes and chains to be by the main keyholder (Town Sergeant). No keys or alarm codes to be issued to other users including Mayor and councillors. Town Sergeant to have responsibility for access to the Guild Hall when Town Clerk or office staff not on duty. Doors to the building to be kept locked apart from reception via the single door during opening hours. Middle door into the building to be kept locked unless opened to allow access to a Councillor, member of the public, or supplier of contractor for a meeting in the Parlour or Chamber.</p> <p>Access to a contractor who has been appointed to carry out work to the Guild Hall. They should be briefed on security of the building.</p> <p>Double doors to be opened to allow access to Councillors and members of the public for meetings and functions. Doors to the outside to be closed 5 minutes prior to the start of a meeting. Town Sergeant on hand for security of double doors during functions in the Chamber.</p> <p>Egress is still possible due to Yale from double doors or via fire exit from Chamber.</p> <p>Inside door to be kept open to allow access to toilets when Town Sergeant is in attendance at events or whilst staff are working downstairs. Door to be kept locked at other times.</p> <p>Hirers of the Meeting rooms to be briefed on building security.</p> <p>All employees, councillors and visitors to the Guild Hall to sign in and out of the building.</p> <p>All staff have been briefed on security of the building and car park.</p> <p>Town Sergeant on call with alarm company and will receive phone call to respond as key holder in emergency</p>
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			and reset alarm or inform emergency services.
MANOR ROAD PAVILION	Injury to persons using the Pavilion	Low	Public Liability Insurance Regular checks by Handy person. Terms of use set out in hire agreement and football teams to have own insurance cover. Annual inspection No cooking equipment installed on premises. No portable cooking appliances to be brought to the Pavilion No barbeques to be brought to or used at the Pavilion No combustible or flammable materials to be kept on premises. Annual service of fire extinguishers Fire Risk Assessment
	Risk of Fire	Low	
	Risk of theft	Medium	Any equipment belonging to users to be removed after using. LTC football goals insured. Padlock to be in place at all times when not in use. No hirers to be given key to padlock. Hirers of the Pavilion and other users to be responsible for their own belongings. No claim for loss on LTD insurance
	Unauthorised use by key holders and damage to Pavilion by users.	Medium	Padlock in place as well as key lock. Padlock key held by The Mayor (OR Deputy Mayor) who unlocks on arrival of home team for match and then inspects building at the end of the match to ensure no damage and that all belongings and rubbish removed and then relocks padlock. Deposit to be retained if damage on inspection to pay for repairs.
BANKS PAVILION and CONTAINER	Risk of damage or fire	Medium	Pavilion Building and metal container on LTC Asset register and covered by LTC insurance, Regular checks by Handy person.

	Risk of theft	Medium	Interior of building responsibility of BSSC and covered by their insurance
MANOR ROAD GARAGES	Injury to employee using garages Risk of theft		COSHH assessments Council accident insurance cover. Handyperson to ensure security of garages at all times
MEMORIAL GARDEN AND CROSS OF REMEMBRANCE	Injury to persons using the Memorial Gardens Dog fouling Yew Hedge and Lime Trees	Low	Public liability insurance Regular checks by handyperson Pathway recently replaced to manage trip hazards No dogs and No ball games signs Annual Inspection and report by Invicta Arborcultural. Contractor to be provided with inspection report and cut hedge and pollard trees in accordance with the report
ROBES/CHAINS ETC	Risk of theft or damage	Low	Stored in Guild Hall safe when not in use or kept in possession of the Mayor in a suitable safe for short periods only. Insurance cover states to be stored in a safe if not in his/her use and not to be out of Mayor's possession if travelling. Town Sergeant to know whereabouts of Mayoral Chains at all times Recent repair of Mayoral robes.
ARTWORKS ETC	Risk of theft or damage	Medium	Covered by Insurance. Building locked and alarmed when not in use. Additional sensors installed in Chamber
EMPLOYEES	Attack / injury by third party Injury in course of work Sued for libel or slander Legal liability for negligent act or accidental error or omission.	Low Medium Low Low	Council Personal Accident Insurance Policy Council Personal Accident Insurance Insurance cover by council Training. Support and guidance from associations i.e. NALC, KALC. Council insurance cover

	Working alone in building or outside-- risk of attack, illness, injury, physical or verbal abuse.	Low	Lone Working – updated at January 2022 Personnel Committee. Lone working no longer necessary now that Town Clerk and Assistant Town Clerk are able to work from home since Covid as equipment provided. Two members of staff at all times when the Guild Hall is 'open to public.' A 'No Visitors' rule after closing hours All Appointments noted in diary. Visitors only seen during opening hours. Handyperson to report to Town Clerk or delegated person at beginning and end of shift and specifically when using the tractor or powered equipment
	Safety during meeting with Councillors or visitors	Low	Members of staff may request to be accompanied at a meeting with a Councillor or member of the public. Members of staff may leave a meeting where they are made to feel uncomfortable or threatened. To note that Visitors include the Mayor and other Councillors. Members of staff to report abusive behaviour to Town Clerk
	Working at an evening meeting when no staff members on duty downstairs	Medium	Refer to building security Chairman of meeting or senior councillor to remain until staff have vacated and locked the building
	Health and Safety	Low	Members of staff issued with Health and Safety guidance and risk assessments for tasks.
	Handling suspect packages and substances	High	Kent Police guidance issued to all staff May 2018
	Employee Rights of Employment	Medium	Following a recommendation from the Internal Auditor reported to Councillors at the August 2020 Zoom meeting

			regarding the legal responsibility of the Council to the employees it was Resolved that the Council must maintain a personnel Committee with appropriate councillors as the dissolution of the Personnel Committee had broken staff contracts.
DOG FOULING PLAY AREA	Unpleasant and risk to health in public and recreational areas	Medium	Dog Exclusion on Rype play area Under 5s area to be monitored to establish if localised fencing is required by recommendation of RoSPA inspector.
MONEY & FINANCIAL PROCEDURES	Risk of loss of cash	Low	Allotment payments and petty cash kept in locked drawer. When received kept in locked drawer – banked promptly. All funds held in regular bank accounts. Two elected councillors sign cheques for payment. Proper accounting practices and controls – Financial Regulations adopted. Two councillors monitor / check all receipts and payments. Annual internal audit by independent auditor Annual external audit.
	Loss of cheques (including theft)	Low	
	Loss of funds	Low	
	Fraud or dishonesty of employees or members	Low	Fidelity Insurance cover to level suggested by External Auditor. Monthly inspection by two Councillors
KEYS	Risk of keys being taken or lost or unauthorised access	Low	Keys kept in locked key safe. Key to key cupboard limited to Town Clerk and Assistant Town Clerk only. Keys taken out of the building to be signed for.
LAPTOPS	Risk of loss of laptop and data Most risk to Finance laptop which has HMRC RTI information – this is the only laptop with this data and risk to non-payment of salaries if lost or damaged	High	Finance laptop to be kept in locked drawer when not in use. No eating or drinking at desks. Laptops for home working to be kept out of sight of windows and unlocked doors.

NOTICE BOARDS	Damage by vandalism	Medium	Insured but excess level may determine claim
BENCHES/ SEATS	Risk of damage by vandalism	Medium	Insurance cover. To be regularly checked by handy person Renovation by Handy person if required Replacement when necessary
VILLAGE SIGNS	Risk of damage by accident or vandalism	Medium	Periodic check by handy person Cleaning and Maintenance to be carried out by handyman Professional refurbishment as required
STAIR LIFT AT GUILD HALL	Breakdown in use Failure due to power cut	Low Low	Annual service agreement in place Signage to inform users Research new stairlift with battery back up
DEFIBRILATORS 1 X TOWN 1 X COAST	Failure to work Vandalism	Low Medium	Regular Inspection by appointed contractor Replacement parts and service after use Inspections by Handy person and contractor and removed if damaged between inspections. Sign to be put in place advising potential users. Contractor to be contacted for repair.
CONTRACTORS	Injury to self Injury to another person Damage to property	Low Low Low	Contractors own insurance cover. Contractors own insurance cover. Contractors own insurance cover
COUNCILLORS	Injury to self-whilst on council business Sued for libel or slander Legal liability for negligent act or accidental error or omission Acting without authorisation	Low Low Low Low	Council Personal Accident Insurance Council insurance cover (does not cover slander of another councillor or the Clerk). Council insurance cover. No councillor shall issue orders, instructions or directions in accordance with NALC Model Standing Orders. Bespoke training has been given to remind councillors of

		Risk of data loss/ breach by Councillors	Medium	<p>their limitations.</p> <p>Councillors to ensure that they do not share email addresses and/or passwords with others.</p> <p>Councillors have been issued with Lydd Town Council I Pads and email addresses. All passwords must be notified to the Clerk. I Pads remain the property of the Town Council.</p> <p>Councillors to dispose of paper records in accordance with the Council's policy</p> <p>Under the Code of Conduct Councillors must not disclose confidential information.</p> <p>All breaches to be reported to the Town Clerk immediately who will then inform our Data Protection Officer and the ICO</p>
		Risk of date loss/breach by staff	Low	<p>All staff reminded of being alert to suspect emails</p> <p>Any emails, email addresses or attachments which look suspicious are not opened and are referred to IT provider</p> <p>Finance laptop not to be removed from building and locked away at end of each working day. No information to be transferred to a memory stick.</p> <p>HMRC RTI information backed up to the server</p> <p>Sophos professional anti-virus installed on all desktop computers and laptops.</p> <p>Data handled in accordance with GDPR</p>
DEEDS/ MINUTE BOOKS / INFORMATION		Loss by theft Loss or damage by fire or flood	Low Low	<p>Kept in locked fire proof safe</p> <p>Building has smoke alarms.</p>
COMPUTER ASSOCIATED EQUIPMENT	AND	Risk of theft Risk of access / sabotage to information by unauthorised person	Low Medium	<p>Building locked and alarmed when empty. Insurance cover.</p> <p>Building locked when empty Password required for access to computer data. Anti-virus software in place. However, Cyber-attacks are becoming more frequent across all</p>

	Risk of data loss	Low	<p>users. Staff advised not to open suspicious emails or click on links they are unsure of.</p> <p>I Cloud storage back up via Infini.</p> <p>Computer backup goes to a Cloud backup server (Backup Exec) over a 256Bit encrypted VPN tunnel and is stored on this server, the Data is encrypted at point of backup via Blowfish Encryption so at no point apart from backup or restore is the data unencrypted, it is replicated on a second server in the cloud to ensure Redundancy the second server receiving the data already encrypted. Only the Company Director of our IT provider and his Solicitor (Frederic Hall) have access to this. They hold the Infini Ltd Disaster recovery plan and Encrypted Sensitive Data.</p> <p>On 8th May 2018 the Lydd Town Council computers and laptop were encrypted locally.</p>
GENERAL PROTECTION LEGISLATION AND INFORMATION MANAGEMENT AND STORAGE	DATA Risk of access / sabotage to information by unauthorised person Risk of data loss Risk of fines	Low Medium	<p>The Council has appointed a Data Protection Officer. Satswana who has the expertise and insurance to deal with GDPR matters and FOI on behalf of the Council.</p> <p>The Council shall have policies and procedures in place to respond to an individual exercising statutory rights concerning his personal data.</p> <p>The Council shall have a written policy in place for responding to and managing a personal data breach.</p> <p>The Council shall keep a record of all personal data breaches comprising the facts relating to the personal data breach, its effects and the remedial action taken.</p> <p>The Council shall ensure that information communicated in its privacy notice(s) is in an easily accessible and available form and kept up to date.</p> <p>The Council shall maintain a written record of its processing activities</p> <p>The Council shall have in place and keep under review, technical and organisational measures to keep secure information (including personal data) which it holds in</p>

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SUPPLEMENTARY DOCUMENT TO RISK MANAGEMENT DOCUMENT

FOR INFORMATION IN TIMES OF EMERGENCY TO ENABLE THE CONTINUATION OF COUNCIL BUSINESS

Background

From the beginning of March 2020 (following the Council meeting held on 2nd March) the Government was making policy announcements and

paper and electronic form. Such arrangements shall include deciding who has access to personal data and encryption of personal data.
The Council shall have in place, and keep under review, policies for the retention and safe destruction of all information (including personal data) which it holds in paper and electronic form. The Council's retention policy shall confirm the period for which information (including personal data) shall be retained or if this is not possible the criteria used to determine that period (e.g., the Limitation Act 1980).
The agenda, papers that support the agenda and the minutes of a meeting shall not disclose or otherwise undermine confidential information or personal data without legal justification.
Councillors, staff, the Council's contractors and agents shall not disclose confidential information or personal data without legal justification.
Paper records/files shall be kept in locked storage area and all confidential paper records/files kept behind two locked doors.
Keypad locks will be installed on office doors to prevent access where a data breach may occur.
Councillors and visitors not to have access to staff only areas.

issuing advice regarding the Coronavirus (Covid -19) pandemic. At the end of March Lydd Town Council agreed that all meetings and events would be cancelled until the end of May and then reviewed depending on the current situation and Government advice. The level of risk was difficult to predict and formalise as the Covid-19 situation changed almost daily and therefore delegated authority was important to enable the Town Council to work 'fluidly' and to make any pressing decisions due to the changes to Government advice at any one time.

This Government advice included a lockdown and working from home and the Guild Hall was closed. Notices were displayed on noticeboards and the website encouraging them to following basic guidelines and giving information on how to contact the Council. The Rype play area was closed and later re-opened on 4th July in accordance with Government permission and following inspections and cleaning and guidance issued to staff and members of the public.

Staffing

Whilst some Councils were already equipped for staff to work from home as this was already an option open to staff who did not need to go to the Council building every day, Lydd Town Council as an employer did not have this option in place and therefore equipment needed to be purchased 'in a hurry' to ensure the safety of staff members by enabling them to work from home.

This initially resulted in difficulties in working easily where staff needed to connect remotely to the server and connectivity issues in general. There had been no ergonomic assessments and provision of equipment for staff members which also caused problems. Unlike the staff, the Councillors were already well equipped for this situation as all had been issued with Lydd Town Council owned, 1 Pads and dedicated email addresses in May 2019 to comply with GDPR and there was already a service level agreement in place to support them with our IT provider

One concerning area of risk is that the Guild Hall kitchen is shared with SECAMB who are front line workers with 24/7 access so it would be impossible to put control measures in place. SECAMB currently pay £5,200 for the use of this facility and there are no other kitchen facilities for the Guild Hall staff in the building. A hot and cold-water dispenser and disposable cups are on a rental agreement for the welfare of staff. Employed office Staff will be able to work flexibly and be in the office during opening hours and work from home at other times.

Meetings

The option to hold virtual meetings was removed by the government on 6th May 2021 and in person meetings resumed when safe to hold them. From Thursday 24th February 2022 restrictions are lifted but the risk from Covid remains particularly in crowded spaces. Council to keep under review the number of publics admitted to meetings and will use a CO2 meter to monitor air quality and ventilate as required.

OVERALL CONSIDERATIONS

That lessons be learned on the way in which Lydd Town Council was positioned to 'react' to emergency situations

That the Council as a whole adapts to the new normal but keep health and wellbeing concerns under review.

That the Council reviews its risk levels in terms of facilities at the Guild Hall for example:

- Encourage payment of allotment rents by bank transfer
- Providing additional kitchen facilities so that these are not shared by staff and 'unknown' visitors to the Guild Hall. This is currently an uncontrollable risk for the Town Council.
- Purchase of additional tables so that Councillors do not share tables at meetings
- Limit to the number of members of the public admitted to a meeting on a first come first served basis to enable adequate spacing of chairs and building locked once capacity is reached. (60 people in total)
- Review other assets such as the Manor Road Pavilion and Rype Play equipment to ensure that any future renewals or replacements are well designed to ensure that they are fit for purpose in terms of social distancing if required and being kept clean and sanitised in situations such as we have experienced.