

## APPENDIX B

### **a note on service risks**

Service risks have been reviewed as part of the development of this plan. A separate risk document is held by the service, to be reviewed every six months.

At the time of writing, the risks are organised into themes around the following.

- Systems and processes
- Resources and 'single points of failure'
- Financial
- External factors

These will be updated during each review point.

Some examples of actions taken in response to the latest service risk review include the following.

- An updated approach to social media management, with a single team member to act as the social media lead each week.
- A thorough review of access to our systems and accounts, with the removal of any individuals not directly linked to the team or specific campaign activities.
- All account passwords have been updated.