



Teignmouth Town Council Risk Register 2018-19

	Consequences		
Likelihood	Minor	Moderate	Major
Likely	Yellow	Red	Red
Possible	Green	Yellow	Red
Unlikely	Green	Green	Yellow

Risk Treatment Key

Intolerable Risk Level Immediate action required.
Tolerable Risk Level Risks to be reduced so far as reasonably practicable.
Broadly accepted Risk Level Monitor and reduce further where reasonable and practicable

Risk No	Risk/Hazard	Who is at risk Risk category	Likelihood	Consequence	Controls in place	Risk Owner	Further Action
1 Corporate and Strategic							
1.1	Failure to comply with legislation and/or regulations	TTC. Financial, Compliance and Legal Reputation			<p>Standing Orders</p> <p>Code of Conduct</p> <p>Policies and Procedures as required by law or by internal and external influences and regulations.</p> <p>Members of NALC & SLCC</p> <p>Procedures in place for regular production of, distribution and publication of Agendas and Minutes.</p>	TTC	<p>Seek to obtain General Power of Competence.</p> <p>Review procedures if changes to external or internal influences necessitate a review.</p> <p>Ensure annual reviews.</p>
1.2	Failure to provide timely and adequate notice of TTC meetings, agendas and production of minutes	TTC Compliance & legal reputation.			<p>Procedures in place.</p> <p>Advice from DALC,SLCC,NALC</p>	TC	Ensure annual review

1.3	Failure to inform	TTC, TTC Councillors Compliance & Legal Reputation			TTC publicises business via website, social media, local press and notices. Town Clerk meets with Mayor, Dep Mayor and Chairman of standing committee(s)	TC	Improve Clerks office communication with Chairs and Mayor.
1.4	Devolvement of services – insufficient resources and failure to deliver services	TTC Financial, Compliance & Legal delivery, quality & reputation.			Any decision to take on additional services must be agreed by TTC. Resources – staff/finance etc must be reviewed as part of the decision making process.	TC	
1.5	Failure to agree precept or precept set at an inadequate level	TTC Financial, Compliance & Legal, Service delivery and reputation.			TTC agrees financial plan and set annual budget and precept. Adequate general and earmarked reserves kept. Budget mounting every quarter.	TC	
1.6	TTC expenditure significantly exceeds budget.	TTC			Monthly Income and Expenditure reports	TC	

		Financial, Compliance & Legal delivery, quality & reputation			<p>produced and presented to Council.</p> <p>Quarterly budget reporting to Council.</p> <p>Monthly bank reconciliations.</p> <p>Quarterly VAT reclaims.</p> <p>Level of reserves (earmarked) reviewed at the budget setting process.</p>		
1.7	Loss of funds due to error, theft, fraud or misappropriation due to failure to keep proper financial records	TTC Financial, Compliance & Legal, Reputation			<p>FMS in place. (RBS Omega) Cheques must be signed by two Councillors</p> <p>Income received kept securely and banked regularly</p> <p>Receipts issued for cash</p> <p>Standing Orders and Financial Regulations in</p>	TC/RFO	<p>An update needed to the TTC banking mandate.</p> <p>Staffing committee to be reformed. ToR to include approval of expenses.</p> <p>Consideration to be given to <i>'separation of</i></p>

					<p>place.</p> <p>Town Clerk approves monthly payment of salaries via timesheets.</p> <p>Chair Staffing Committee to approve Town Clerk expenses</p>		<p>roles' i.e. separate RFO from the TC's role.</p>
1.8	Expenditure incurred without proper authority	TTC Financial, Compliance & Legal, Reputation			<p>Standing Orders and Financial Regulations in place and reviewed periodically</p> <p>Financial procedures in place</p> <p>Purchase order number must be used.</p> <p>Purchase Orders authorised by Lead Officer</p>	TC	

					Internal audits carried out by external professional auditors		
1.9	Failure to comply with HMRC regulations (financial penalty incurred)	TTC Financial, Compliance & Legal, Reputation			VAT returns completed quarterly by the Finance and Administration Officer	TC	An external VAT specialist has been appointed to investigate if TTC should be VAT registered. As of yet, confirmation to be received.
1.10	Items not insured or cover too low	TTC Financial, Reputation			Cover reviewed annually by TTC	TC	
1.11	Banking – conveyance of cash/cheques to bank staff getting attacked	TTC, Staff Physical, Financial			Money banked regularly to avoid build-up of funds. Route taken to bank includes areas visible on CCTV. Risk assessments will be completed by Managers to ensure staff responsible for	TC	The amount of monies needing taking to the bank has been greatly reduced as internet payments are encouraged and promoted. Lone Worker Policy to be introduced.

					<p>taking cash to Bank are safe</p> <p>Staff advised not to resist if a theft is attempted</p> <p>Mobile phones/radios must be carried</p>		
11.12	Failure to provide strategic vision	TTC Financial, Service delivery and reputation			TTC Aims and Objectives	TTC	Monitoring, review, adjustment – a process is to put in place to undertake regular review and monitoring against targets as set.
11.13	Failure to invest – assets.	TTC Financial, Service delivery and reputation			TTC Aims and Objectives	TTC	5-year investment/ improvement plan required for all assets held either freehold or leasehold.
11.14	Failure to invest – earmarked reserves	TTC			TC currently investigating the	TC	

		Financial.			most appropriate financial body for which offers the best returns (investment).		
2 Staffing and Employment							
2.1	Inadequate staffing resources	TTC Delivery and quality of service			Employment contracts with notice period Ensure vacancies are filled.	TC	
2.2	Failure to comply with employment law	TTC Financial Compliance and Legal			All applicants for employment are issued with an application pack. Contracts are in place for all staff. Engagement of SW Councils as HR support.	TC	HR policies to be approved by TTC. Consider using alternative external HR provider.
2.3	Loss of key staff	TTC Delivery & Quality of service			Revised organisation structure in place. Employment contracts with notice periods.	TC	Staff development training relevant to the role to be undertaken

					All staff have job descriptions and person specs		
2.4	Long term sickness / loss of knowledge & experience	TTC, Staff Financial, service Delivery & quality of service			Revised organisation structure in place. All staff have job descriptions, recently revised as part of staff review .	TC	Long term and regular bouts of sickness to be closely monitored especially as the impact on such a small team can may result in work related stress and extra burdens placed on other members of the team.
2.5	Low staff morale / Performance / Absenteeism	TTC, Staff Financial, Service Delivery and Quality			Job descriptions for all officers. Annual training budget. Ad-hoc team meetings and a one to ones	TC	Regularise team meetings and one-ones. Review of absence management policy Staff Appraisal
2.6	Bullying & Harassment/stress /performance / sickness	TTC, Staff Financial, Legal & Compliance, Delivery & Quality of			Daily contact with staff member. Team meetings.	TC	Approve Whistle Blowing Policy.

		Service			One-One discussion Code of Conduct (Councillors).		Approve Equality & Diversity Policy.
2.7	Inadequate training	TTC, Staff Financial, Legal & Compliance, Delivery & Quality of Service			TTC sets annual training budget. Staff offered local and national courses and conferences relevant to role	TC	Staff appraisal identify training needs.
2.8	Inappropriate gifts to staff and TTC Councillors	TTC Compliance & Legal, Reputation			Members Code of Conduct & signed declarations Members Code of Conduct & signed declarations.	TC	All gifts over £25 to be recorded in gift register.
2.9	Personnel security / injury to staff	TTC, Staff Physical, Financial, Compliance & Legal.			CCTV – entrance to building covered.	TC	Access to office under review for staff and Councillors. Lone Worker Policy to be introduced.
2.10	Health & safety - general	TTC, Staff			Working in offices health & safety risk	TC	Consider staff eye test paid for

		Physical, Financial, Compliance & Legal, Reputation			<p>assessments carried out.</p> <p>Fire Risk assessments undertaken. Fire Safety given as part of induction and in Staff Handbook. Appropriate and suitable PPE provided.</p> <p>Staff given training on use of Fire Extinguishers. Officer trained as first aider</p>		<p>and frequency of eye tests monitored.</p> <p>DSE assessments.</p> <p>Manual Handling to be introduced.</p>
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2.11	Employee qualifications & employment history incorrect / fraud / inappropriate behaviour	TTC, Staff, Public Financial, Compliance & Legal, Delivery & Quality of Service			All Staff subject to standard recruitment process. References to be taken out before contracts signed. Probationary period	TC	
2.12	Display Screens.	TTC staff			New screens recently purchased.		DSE assessment. Regular eye tests.
3 Information, Website & Social Media							
3.1	Non-compliance under Freedom of Information Act	TTC Financial, Legal & Compliance			Freedom of Information procedure and information request log in place.	TC	Introduce FOI Policy. FOI requests and responses to be placed on website. Charging policy and fee notice for large amounts of information.

3.2	GDPR registration & compliance	TTC, Staff, Councillors, Contractors & Debtors, Public Financial, Legal & Compliance			<p>Privacy Statement in place</p> <p>Firewall in place on network – managed by Computer provider.</p> <p>Cloud storage (server)</p> <p>Annual renewal of registration with Information Commissioners Office</p> <p>Computer usage policy in place</p>	TC	<p>Staff policy for Data Protection and use of personal data to be introduced.</p> <p>Computer usage policy to be introduced to include mobile devices.</p>
3.3	Loss of data & information - theft, fire, flood or damage.	TTC, Staff, Councillors, Contractors & Debtors, Public Financial, Legal & Compliance			<p>Health & Safety Policy in place.</p> <p>All new Staff receive training.</p> <p>Insurance in place</p> <p>Computers and network managed by computer provider</p> <p>Fire risk assessments carried out.</p> <p>PAT testing</p>	TC	<p>Business Continuity Plan produced.</p> <p>Legal and important documents are archived and stored in fireproof safe</p> <p>All computer equipment to be numbered and labelled</p>

					Alarms in place at Bitton House which are maintained regularly.		Disciplinary and Grievance Procedure to be reviewed
3.4	Loss or damage arising from unauthorised use/theft or misappropriation	TTC, Staff, Councillors, Suppliers & Debtors, Public Financial, Legal & Compliance, Delivery & Quality of Service			Anti-virus software provided and regularly updated. Staff have individual login and password access to computers. Signing in book for visitors and contractors (Bitton House). Controlled access to CCTV room		Disciplinary and Grievance Procedure to be reviewed
3.5	Major ICT failure	TTC, Staff, Councillors, Suppliers &			Upgrades to ensure that hardware is suitable for its	TC	Business Continuity Plan to be

		Debtors, Public Financial, Legal & Compliance, Delivery & Quality of Service			requirements and up to date. Server backed up in the cloud on secure server. Network upgrade carried out on network when required. Password protection requiring system administration procedures to only be carried out by supplier		produced.
3.6	Website out of date, incorrect or misleading	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation			Agendas and minutes published without exempt pages. Officers responsible for relevant web pages. Web pages updated Periodic review of	TC	

					website contents		
3.7	Lack of TTC ownership of website.	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation			Domain name of TTC, and website owned by TTC.	TC	
3.8	Inadequate budget provision for website.	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service			Annual budget approved by TTC.	TC	
3.9	Failure of website or internet provider.	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation			Contract with web developer to maintain functioning website	TC	
3.10	Misleading or damaging information provided.	TTC, Members of Public Legal & Compliance,			Information check prior to posting.	TC	Introduction of a Communications Policy

		Delivery & Quality of Service Reputation					
3.11	Libel, Slander	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation			Code of conduct. Press releases and publications reviewed by Town Clerk before publication	TC	Introduction of a Communications Policy Press releases and publications reviewed by Town Clerk before publication Introduction of a Social Media Policy for staff and Councillors.
3.12	Laptop and portable media – theft, misappropriation & loss of data.	TTC Staff, Physical, Financial, Legal & Compliance				TC	TTC owns laptop used for Planning meetings only. Introduction of Portable Media Policy which is to include the use of portable storage media.
3.13	Health problems arising from computer use	TTC Staff, Physical, Financial, Legal			Health & Safety Policy (includes display screen regulations).	TC	Consider staff eye test paid for and frequency of eye tests

		& Compliance,			<p>Health & Safety training for all new staff.</p> <p>Appropriate furniture for computer use. Staff encouraged to report any concerns.</p> <p>Health implications considered when making changes to the office layout.</p>		monitored
4 Premises and Assets							
4.1	Theft / Loss of asset	TTC Physical, Financial, Legal & Compliance, Delivery & Quality of Service			<p>Title to property and land assets recorded with Land Registry.</p> <p>Buildings have regularly maintained intruder alarms.</p> <p>Insurance cover in place for larger assets.</p>		<p>Capital assets are recorded on the financial asset register, if appropriate</p> <p>Asset Register updating plus inventory.</p>
4.2	Fire / Flood / Vandalism - Damage to assets	TTC Physical, Financial, Legal & Compliance,			<p>Repairs and maintenance budgets in place.</p> <p>Fire extinguisher</p>	TC	<p>Fire risk assessments in place for Bitton House and CCTV room subject to</p>

		Delivery & Quality of Service			training provided to staff at Bitton House		two yearly review. CCTV volunteers to be trained in the use of fire extinguishers Access to Town Council offices to be restricted by secure door.
4.3	Changes in market conditions or legislation - reduction in value of asset / increased costs due	TTC Environmental, Financial, Legal & Compliance, Delivery & Quality of Service			Changes in legislation and environmental regulations monitored. Where appropriate assets conform to current legislation in respect of Health & Safety and environmental matters.		
4.4	Failure of tenant - Loss of tenant income	TTC Financial, Legal & Compliance			Payments in respect of leases and licenses monitored and debts chased promptly. Contracts in place	TC	

					for long term arrangements. Negotiations over revised lease arrangements consider tenants position.		
4.5	Assets not recorded properly.	TTC Financial, Compliance & Legal, Reputation			Insurance reviewed annually. List of possessions and financial asset register reviewed annually.	TC	Insurance valuations for property to be reviewed in 2018
4.6	Incorrect or inappropriate professional advice received.	TTC Financial, Compliance & Legal, Reputation			Town Clerk ensures all professional consultants have relevant qualifications and takes up references if appropriate. Town Clerk fully briefs professionals and TTC Councillors.	TC	

					<p>Town Clerk monitors progress and actions.</p> <p>Members of SLCC, DALC abnd have access to NALC legal if needed.</p>		
4.7	Negative media coverage.	TTC Compliance & Legal Reputation			<p>TTC makes democratic decisions to ensure majority agreement.</p> <p>TTC takes specialist advice when required.</p> <p>Town Clerk fully briefs TTC Councillors.</p> <p>Press releases in line with approved procedures.</p> <p>Public informed via TTC media including website.</p>	TC	Introduction of a Communications Policy

4.8	Lack of investment – assets.	TTC, Staff, Councillors, Members of Public Financial, Legal & Compliance, Reputation, Service delivery.			Aims and Objectives.	TTC	5-year investment/ improvement plan required for all assets held either freehold or leasehold.
5 Events							
5.1	Damage or injury to members of the public	TTC, Staff, Councillors, Members of Public Physical, Financial, Legal & Compliance, Reputation			Health and safety policy in place. Service risk assessments carried out regularly by Lead officer and reviewed by Town Clerk. Fire risk assessments undertaken. Annual staff appraisals to identify any training gaps which need to be addressed. Public liability insurance in place	TC	

					TTC Councillors made aware of risk management by adoption of risk management strategy		
5.2	Events organised on Town TTC premises by third parties – injury / damage to property	Public, TTC Council Councillors, Staff, Contractors, Event organiser & staff Physical, Financial, Legal & Compliance, Reputation			TTC is responsible for all activities on its property. Third parties must submit and adhere to the submission of relevant risk and Health & Safety documents. TTC permission must be obtained prior to any event taking place on Town PZTC owned land via L&A committee or by appropriate delegated body. Full written details of the event must be provided to the TTC,		An event plan may have to be submitted to TSAG (Teignbridge Advisory Safety Group)

					including copies of the event plan and liability insurance cover.		
5.3	Weather - adverse conditions	<p>Council Councillors, Staff, Contractors, Event organiser & staff</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			<p>TTC staff provided with sun cream and suitable clothing for all outside working.</p> <p>Event attendees (stalls, entertainers) advised to bring sun cream and suitable clothing for all weathers.</p> <p>Risk assessment – weather conditions.</p>	TC	
5.4	Events organised by the Town TTC – injury / property damage	<p>Members of Public, TTC Councillors, Staff, Contractors</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			<p>A risk assessment is prepared for all events organised by the Town TTC.</p> <p>Fire risk assessment carried out prior to event.</p> <p>Confirmation of insurance cover is obtained from the TTC insurers.</p>	TC	

					<p>Checks are carried out on third party participators as appropriate – risk assessments / food hygiene / insurance etc.</p> <p>Appropriate first aid facilities are put in place.</p> <p>TTC staff organise event on site and are easily identifiable. Event organisers contact point identified.</p> <p>Road closures considered and put in place where appropriate managed by suitably staff.</p> <p>Staff Chapter 8 trained.</p>		
5.5	Equipment hire – damage to equipment resulting in injury,	TTC staff, event organisers, contractors.			Event risk assessment, public liability.		Consider producing usage guidance for

	incorrect use of equipment hired	Physical, Financial, Legal & Compliance, Reputation			Indemnify TTC against claims.		event organisers
6 Contractors							
6.1	Use of contractors damage / fire / injury	Member of Public, TTC Councillors, Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			All relevant method statements and risk assessments to be submitted alongside relevant quotations References will be taken were appropriate. All contractors must hold valid relevant qualifications and accreditations Contractors removing waste material, handing sanitary waste, clinical waste, herbicides, pesticides etc. are appropriately licensed Work of all contractors is monitored and where	TC	Introduction of a 'select contractors list'.

					appropriate records kept.		
6.2	Site safety – damage / injury / death	Members of Public, TTC Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			TTC provide contractors with relevant induction were appropriate. All parties are aware of the necessity to maintain a safe working environment	TC	
6.3	Site safety – Fire/Asbestos	Members of Public, TTC Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			TTC will advise all contractors of fire procedures/ asbestos register where appropriate. Risk register freely available.	TC	
7 Open Spaces							
7.1	Injury – fallen & low-lying branches (Bitton Park)	Members of Public, TTC Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			Inspected every 5 years and as required and after excessive wind speeds. Visual inspections and or formal health and	TC	

					<p>safety survey by professional arboriculture consultant / contractor.</p> <p>Tree inspection report and risk assessment available.</p> <p>TTC staff regularly monitor the park for any fallen branches, trees etc. Any problems identified are dealt with as soon as practicable possible</p>		
7.2	Railings, signage, sudden drops – injury or death	<p>Members of Public, TTC Staff and Contractors</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			TTC staff regularly monitor the park. Any problems identified are dealt with as soon as practicable possible	TC	<p>Formal inspection regime to be implemented</p> <p>Install railings to prevent access to sudden drops</p>
7.3	Poorly maintained banks. Risk of landslide.	Members of Public, TTC Staff and Contractors				TC	

		Physical, Financial, Legal & Compliance, Reputation					
7.4	Town Council managed car parks	Members of Public TTC staff and Contractors Physical, Financial, Legal & Compliance, Reputation			None at present	TC	Erect information signage Introduce inspection regime for car park (defect reporting) Budgetary provision for repair and maintenance works.
7.5	Grass cutting, litter clearance, park furniture	Members of Public TTC staff and Contractors Physical, Financial, Legal & Compliance, Reputation			Grass cut regularly by TTC outside services staff during growing season Bitton Park litter picked daily (includes removal hazardous waste) Bins are emptied in accordance with the TDC schedule. Frequently can be	TC/ PFM	Park furniture is formally inspected annually and reported to the LAM. Periodic failures and damage to be rectified as required.

					<p>'upped' if required.</p> <p>Bins cleaned Regularly. Graffiti removed as and when identified</p> <p>Town Clerk meets periodically with PCSO's to discuss anti-social behaviour</p>		
7.6	Dogs – emotional upset / injury / attack/bacterial infection of dog faeces.	<p>Members of Public TTC staff and Contractors</p> <p>Physical, Legal & Compliance, Reputation, Environmental</p>			<p>Dog bins installed Bitton Park</p> <p>Dogs on leads signage.</p>	TC/ PFM	Improve signage
7.7	Dead animals - contamination	<p>Members of Public TTC staff and Contractors</p> <p>Physical, Legal & Compliance,</p>			<p>TTC staff using appropriate PPE – gloves, hand sanitizer.</p> <p>If the animal is a pet, every effort is made to ascertain</p>	TC	

		Reputation, Environmental			who the owner is, check for micro chipping collar etc		
7.8	Weed spraying	Members of Public TTC staff, animals and Contractors Physical, Legal & Compliance, Reputation, Environmental			Only by directly employed specialist contractor (large areas) or for small areas TTC council staff under supervision by the Project and Facilities Manager.	TC/ PFM	
7.9	Weather - flooding/hot/ excessive cold	Members of Public TTC staff and Contractors Physical, Legal & Compliance, Reputation, Environmental			TTC staff provided with sun cream and suitable clothing for all outside working. Risk assessment – weather conditions Flood Risk plan (coastal)	TC	Training required for coastal flooding
7.10	Japanese Knotweed/other invasive species/	Members of Public TTC staff and			Guidance from TDC, DCC or DEFRA	TC	Consider training in the identification of

	poisonous plant species	Contractors Physical, Legal & Compliance, Reputation, Environmental			Employ suitably qualified contractor to remove plant species if required to do so.		non-native and invasive plant species.
7.11	Organised user's groups – injury	Members of Public TTC staff and event organisers Physical, Legal & Compliance, Reputation, Environmental			All visiting event organisers to provide TTC with a copy of their public liability insurance, food hygiene, necessary electrical testing certificates, street trading license where applicable and risk assessment.	TC	An event plan may have to be submitted to TSAG (Teignbridge Advisory Safety Group)
7.12	Illegal occupation of Bitton Park	TTC, members of Public, TTC staff Physical, Legal & Compliance, Reputation, Environmental			Contact with local Police.	TC	
7.13	Use of garden	TTC staff,			Machinery to be	TC	Arrange suitable

	machinery (handtools & electric/petrol)	members of the public Physical, Legal & Compliance, Reputation, Environmental			operated by competent person. PPE issued. Machinery annually serviced Appropriate signage advising of working area to be erected. Task specific Risk assessment.		training for staff. Contractors if employed to provide suitable H&S documentation.
7.14	Manual Handling – heavy loads/injury -	TTC staff, contractors, Councillors Physical, Legal & Compliance, Reputation, Environmental			The lifting of heavy loads is discouraged. If loads do need to be moved the correct manual handling procedure is adopted Any excessively heavy loads can be moved by mechanical means if necessary. Task specific Risk assessment	TC/ PFM	

7.15	Working on/near the highway	TTC staff/ Contractors Physical, Legal & Compliance, Reputation, Environmental			TTC Staff working near any roads to wear appropriate PPE, work in pairs and have completed the adequate training if required Task specific Risk assessment Dependent on the task – suitably qualified contractor employed.	TC	
7.16	Cutting of grass verges and visibility splays – highways	TTC staff/ Contractors Physical, Legal & Compliance, Reputation, Environmental			Contractor employed to carry grass cutting works as per TTC specification and DCC Highways specification.	TC/PFM	
8 Allotments							
8.1	Lack of suitable lease/licence agreement with	TTC Legal & Compliance,					TTC has very little/no contact with the allotment

	allotment association. Allotment associations no longer wish to lease the allotments from TTC – loss of income	Environmental					associations. Annual inspection to be introduced. Review of lease agreement.
9 Bitton Park/George Street Garden							
9.1	Public access	TTC staff, members of the public Physical, Legal & Compliance, Reputation, Environmental			The general public's use of the Park and/or garden at their own risk TTC staff monitor areas.	TC/PFM	Inspection regime to be introduced – daily Bitton Park, weekly George St garden.
9.2	Poorly maintained path/walkways -slips trips and falls.	TTC staff, members of the public Physical, Legal & Compliance, Reputation, Environmental			Any defects found or reported to TTC are repaired as soon as practicably possible. Any large hole, rut, obstruction etc are filled in / removed if situated on any desire line, car park or path. Leaf clearance and	TC/PFM	Inspection and reporting regime to be introduced

					moss / algae on paths are treated / removed by TTC staff		
9.3	Unauthorised vehicular access onto/across-Bitton Park – injury/death.	TTC staff, members of the public, contractors Physical, Legal & Compliance, Reputation, Environmental			Monitored by TTC staff (Mon -Fri daytime). CCTV	TC/PFM	Erect signage Consider what other measures (if any) are needed to prevent access.
9.3	Poorly maintained fencing, benches, flower boxes	TTC staff, members of the public, contractors Physical, Legal & Compliance, Reputation, Environmental			Any defects found or reported to TTC are repaired as soon as practicably possible Budgetary provision for repair and maintenance	TC/PFM	Inspection and reporting regime to be introduced
10 Vehicles							
10.1	Poorly maintained vehicles – injury/death	TTC staff, Councillors, members of the public Physical, Legal &			MOT, regular servicing, checks.	TC/PFM	Introduce vehicle check sheets.

		Compliance, Reputation, Environmental					
10.2	Towing – injury/damage	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			A daily checklist is completed of the trailer before use. Only TTC staff or authorised Councillors are able to drive the vehicle and tow the trailer. Trailer is taken for repair if any defects found and works are recorded. Tyres regularly checked for condition / pressures	TC/PFM	Consider towing training for TTC staff.
10.3	Conveyancing of goods & items – injury/damage	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			All loads carried on or in the vehicles are secured to ensure they cannot fall out / off the vehicle. Load limit adhered to as per manufacturer's guidance	TC/PFM	

10.4	RTA – injury, death	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental</p>			<p>All drivers must have a full UK driving licence.</p> <p>All Staff driving the company vehicles will have their licences checked annual for any validity endorsements</p> <p>Any Councillor authorised to drive the company vehicle will have their licences checked annual for any validity endorsements</p> <p>Staff and Councillors insured on TTC company vehicle insurance.</p> <p>Vehicle is taxed & has an up to date MOT certificate Both the vehicle and trailer are regularly serviced. Vehicle, trailer is taken for repair if any</p>	TC/ PFM	
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					defects found and works are recorded.		
10.5	Storage & use of machinery i.e., strimmer, turf cutter, combi-drill /chainsaw – injury	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			PTC owned machinery stored appropriately as per manufacturers recommendations Machinery operated by qualified staff only and a daily check is completed of the machinery before use. Appropriate certification held on file at the Town Clerks Office. PPE issued. Machinery is regularly serviced, and annual servicing is scheduled in. Repairs to be completed by reputable companies	TC/ PFM	Ensure that all staff remain qualified to use the equipment in accordance with manufactures guidelines.
10.6	Theft/loss/	TTC			Vehicle is to be	TC/	

	vandalism	Physical, Legal & Compliance, Reputation, Environmental			<p>parked overnight in TTC offices car park or at an agreed location (subject to insurers approval)</p> <p>CCTV at TTC offices car park.</p> <p>Keys to lockable garages controlled by the Clerk's office.</p>	PFM	
11 Town Centre							
11.1	Public toilets – poor service delivery	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental</p>			<p>TTC are responsible for maintenance, buildings and access.</p> <p>Cleansing contract in place</p> <p>Contractors ensure daily cleanliness standards are met, checklist for cleaning regime</p>	TC/ PFM	<p>Inspection checklists to be in place.</p> <p>Regular meetings with the contractors.</p>
11.2	Public Toilets - Inappropriate use e.g. drug use / sexual activities	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance,</p>			Should drug paraphernalia/ bodily fluids excreta be discovered the affected is closed until the toilets have	TC/ PFM	<p>Regular meetings with local Police team.</p> <p>Regular meeting with cleaning</p>

		Reputation, Environmental			<p>been thoroughly cleaned. The area is to be cleaned appropriately using require PPE and observing best practice methods</p> <p>Contractors are aware of problems and have advised TTC liaises closely with local Neighbourhood Police Team to monitor.</p> <p>Contract cleaners to report any anti-social behaviour straight to the Police.</p> <p>Facilities closed at varying times (seasonality) which is reviewed and implemented as per TTC decision</p> <p>PFM will close facilities if deemed unsafe for the public</p>		<p>contractor.</p> <p>Staff to be appropriately vaccinated against Hepatitis and transmittable diseases.</p>
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					to use. Hazardous substance control and disposal of waste maintained under agreement with Contractors and health and safety guidelines		
11.3	Public Toilets - Slips, trips, falls - Injury.	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			Public toilet cleaning contract ensures daily standards are met by identifying requirements and performance standards In the event of wet flooring wet floor signs are displayed Damage to flooring reported by contractor to PFM	TC/ PFM	

					Lighting sufficient		
11.4	Public Toilets - electrical installations / lighting - injury.	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			All electrical installations should be subject to a full electrical inspection every 5 years.	TC/ PFM	Wallgates are 25 years old and are now getting beyond repair and are a dangerous (electrical shorting) Consideration is needed to replace the units especially at the Beachcomber.
11.5	Failure to achieve standard of cleanliness and hygiene	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			Contractor ensures daily standards are met by completing a daily checklist Contract with sanitary contractors for cleaning and disposal of waste defines minimum standards. Contractors carry out all cleaning	TC/ PFM	

					<p>and supply their own chemicals and PPE.</p> <p>Contractors have carried out their own COSHH and Health & Safety risk assessments.</p> <p>PFM client's contractors work.</p> <p>Contact details for members of the public – who to phone to report a problem.</p>		
11.6	Public Toilets - closure	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental, Quality</p>			<p>Signage placed to advise members of the public where to find other facilities. Closure time kept to a minimum (dependent</p>	TC/ PFM	

					upon reason for closure). If necessary, depending upon circumstances port-a-loo facilities may brought in.		
11.7	Legionella risk toilet facilities	TTC, TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			Monthly legionella checks made by local contractor who specialises in Legionella checks and risk assessments.		
11.8	Fountain – legionella risk.				Fountain switched off	TC/ PFM	Report being brought to TTC - legionella risk.
11.9	Christmas Lights – erection and removal. Working at height – injury/damage litigation	TTC, TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			Contractors comply with the PLG06 Guidance on installation and maintenance of seasonal decorations and lighting column attachment where	TC /PFM	TTC outside services staff to receive relevant ladder or IPAF training TTC Staff to receive instruction in Manual Handling

					<p>applicable</p> <p>Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the work each year</p>		<p>TTC to ensure that Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the work each year</p>
11.10	Christmas Lights fail to illuminate	<p>TTC, TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental, Quality</p>			<p>Replace lights</p> <p>PFM arranges inspection of lighting column and lights before erection</p>	TC/PFM	
11.11	Christmas Lights – failure in contractual arrangements	TTC, TTC staff, contractors			Tender process to commence in line with TTC financial	TC/PFM	

		Physical, Legal & Compliance, Reputation, Environmental, Quality			regulations.		
11.12	Christmas lights - Inadequate budget provision.	TTC Physical, Legal & Compliance, Reputation, Quality			Adequate budget provision requested as part of the annual budget process by Town Clerk	TC	
11.13	Christmas Lights - personal injury	TTC, TTC staff, members of the public, contractors Physical, Legal & Compliance, Reputation, Quality			None.	TC/ PFM	Support wires are to be tested annually, as per the code of practice
11.14	Christmas Lights - Damage or vandalism	TTC Physical, Financial Reputation, Service delivery, Environmental, Quality			Electrical equipment less than 2.5m high is low voltage or barrier in place All electricity supplies are fitted with RCDs.	TC/ PFM	

					Public liability cover TTC is checked annually.		
					CCTV		
11.15	Christmas Lights - Damage during storage	TTC Physical, Financial, Service Delivery & Quality			Lights tested prior to installation Lights stored securely at Bitton House	TC /PFM	
11.16	Christmas Lights Electrical cable – trips & falls	TTC, TTC staff, members of the public, contractors Physical, Financial, Service Delivery & Quality			Cables are located out of the way, where the general public are not expected to walk or have access to. Event risk assessment. Cable matting used.	TC/ PFM	
11.17	Christmas lights Electrical fire - burns	TTC, TTC staff, members of the public, contractors Physical, Legal & Compliance, Reputation, Quality			Electric supplies protected via RCD. No switchgear/ apparatus within reach of the Public	TC/PFM	Engage a qualified electrical contractor to connect all electrical cables and cabling.

11.18	Christmas lights Personal injury	TTC staff Physical, Legal & Compliance			PPE issued Task specific risk assessment	TC/PFM	Staff to receive manual handling training.
11.19	Weed spraying	TTC staff, members of the public, contractors, animals Physical, Financial, Service Delivery & Quality			Qualified contractor employed to carry weed spraying	TC/PFM	
11.20	Town Centre events (Triangles)	TTC, TTC staff, members of the public, contractors Physical, Compliance Financial, Service Delivery & Quality			Booking form required. PL/RA/event plan required before permissions granted.	TC/PFM	
11.21	Electrical supply Triangles	TTC staff, members of the public, contractors Physical, Compliance Financial, Service Delivery & Quality			TTC staff and TTC engaged electrical contractors are solely authorised to access the cabinet and cabling. TTC staff meet event organisers (those requiring	TC/PFM	To annually inspect cabinet and cabling. Document inspection.

					power) and set up.		
11.22	Cafe Pavements – slips, trips, falls, obstruction of highway.	TTC staff, members of the public, contractors Physical, Compliance Financial, Service Delivery & Quality			Cafe pavement licences issued. Non-compliance is reported to DCC DCC set guidelines (cafe furniture, signage, area) to be adhered to TTC & DCC enforce. Cafes to have no less than 5 million public liability.	TC/PFM	Introduce monthly inspection of cafe pavement licences holders ensuring that terms and conditions are being adhered to
11.23	Trees – injury/damage	TTC staff, members of the public, contractors Physical, Compliance Financial, Service Delivery & Quality			TTC staff report issues to DCC local representative or via DCC reporting portal DCC to ensure that the trees are assessed and works that are needed are done so.	DCC	
11.24	Seagulls – aggressive/attacking	TTC staff, members of the public, contractors			Public education. Newly installed	TC/TDC	

		Physical			bins (seagull proof bins).		
11.25	Slips, trips and falls - loose pavers, damaged pavers, raised iron work.	TTC staff, members of the public, contractors Physical			DCC reporting portal	DCC	
11.26 11.27	Hanging baskets – falling and causing injury Erection of Bunting - contractual arrangements	TTC staff, members of the public, contractors Physical TTC, TTC staff, contractors Physical, Legal & Compliance, Reputation, Environmental, Quality			Hanging baskets secured by wire fixings. Tender process to commence in line with TTC financial regulations	TC/PFM TC/PFM	Introduce monthly inspection of hanging baskets fixings.
11.28	Erection and removal of bunting - Working at height – injury/damage litigation	TTC, TTC staff, contractors, member sof the public Physical, Legal & Compliance, Reputation, Environmental,			Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the work each year	TC/PFM	TTC to ensure that Contractor sends in risk assessments, health and safety

		Quality					policies and public liability insurance prior to starting the work each year
12 Car Parks							
12.1	Badly maintained – slips trips and falls	TTC, TTC staff, contractors, members of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			Budgetary provision made towards repair and maintenance	TC/PFM	Planned maintenance programme required. Introduce routine inspection of asset.
12.2	Loss of income – poor asset management	TTC			Budgetary provision made towards repair and maintenance	TC/PFM	Consider engaging a parking enforcement firm to ensure that customers are able to use spaces paid for.
13 Orangery							
13.1	Deterioration of building – Grade 11*	TTC, TTC staff, contractors,			Condition survey carried out by a	TC/PFM	Planned maintenance

	listed	volunteers, members of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			qualified Surveyor and results recorded. Any defects highlighted are rectified dependent upon severity Budgetary provision made towards repairs and maintenance.		programme required.
14 Bitton House							
14.1	Theft of paintings and artefacts	TTC, TTC staff, , members of the public Physical, Reputation			Alarm system in operation. Adequate insurance CCTV	TC/PFM	Continued reviewing of security arrangements.
14.2	Damage to paintings and/or artefacts	TTC, TTC staff, , members of the public Physical, Reputation			Alarm system in operation. Adequate insurance CCTV	TC/PFM	Consider review of hangings and storage
14.3	Slips, Trips & Falls – injury	Members of Public TTC staff, tenants and Councillors Physical, Reputation			Staff asked to be mindful of identifying risks and putting measures in place to reduce risk	TC/ PFM	

					All defects are rectified as soon as possible.		
14.4	Lighting - failure	Members of Public TTC staff, tenants and Councillors Physical, Reputation			Emergency lighting available in Council chambers	TC/PFM	Review of emergency lighting throughout the building
14.5	Security of staff – injury/attack	TTC staff Physical, Reputation			CCTV Office primarily manned by two member so staff. Housekeeper locks all doors when in the building.	TC/PFM	Review Lone Working Introduction of 'locked door' policy with bell for public. Consider panic alarm system.
14.6	Deterioration of building – Grade 11* listed	TTC, TTC staff, contractors, tenants, members of the public Physical, Legal &			Condition survey carried out by a qualified Surveyor and results recorded. Any defects	TC/PFM	

		Compliance, Reputation, Environmental, Quality			highlighted are rectified dependent upon severity Budgetary provision made towards repairs and maintenance		
14.7	Fire escape routes blocker – injury/death	TTC, TTC staff, contractors, tenants, members of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			Fire escape emergency lighting checked. Fire escape routes kept clear at all times Room hire bookings terms and conditions advise keeping fire escapes clear.	TC/PFM	
14.8	Use of equipment - injury	TTC staff, Councillors, Physical, Financial, Reputation			Staff are frequently reminded to use equipment sensibly and not to take risks. They are to report any concerns to the relevant persons	TC/PFM	
14.9	Electrical equipment – fire/burns/ electric shock	Members of Public, TTC and Contractors Physical, Financial			Most of all electrical equipment is PAT (if applicable) tested / inspected regularly or as recommended	TC/PFM	Inventory to be taken of all electrical equipment and ensure all is PAT

		and Reputation			by qualified electrician. All equipment (if safe) is marked date of test and details logged. All electrical sockets are 'protected' via RCD		tested by Aug 2018.
14.10	Combustibles (paper/textiles/aerosols) storage - fire	Members of Public, TTC staff, tenants and Contractors Physical, Financial and Reputation.			Paper stored away from main office. Bins regularly emptied Shred bin stored away from main office.	TC/PFM	Insurers will now require an inspection and recording of inspection.
14.11	Gas – appliances leaking, not for purpose, carbon monoxide poisoning	TTC, TTC staff, contractors, tenants, members of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			Annual Gas appliance inspection.	TC/PFM	Carbon gas monoxide monitors to be fitted throughout the building.
14.15	Housekeeping – injury	Members of			Staff to report	TC/PFM	

		Public, TTC staff, tenants and Contractors Physical, Financial and Reputation.			damage/wear and tear.		
14.15	Security – Physical & verbal abuse	Members of Public, TTC staff Physical, Service delivery & Quality.			CCTV	TC/PFM	Complete review to be completed with regard to staff security as well that of the general public.
14.16	Flood – disruption / damage / injury	Members of Public, TTC, Contractors and Councillors, tenants Physical, Legal & Compliance, Reputation, Environmental, Quality			Ensure that all contractors are appropriately qualified to carry out works and have completed the risk assessment and have valid insurance.	TC/PFM	
14.17	Disruption of services – electrical, IT, fire, adverse weather	Members of Public, TTC, staff			There is no current provision for business continuity.	TC/PFM	Business continuity plan to be drafted

	conditions.	Reputation, Environmental, Quality					covering all aspects of business continuity – what to do in the event of service failure.
14.18	Misuse of confidential documents	Members of Public, and TTC. Legal & Compliance, Reputation, Quality			Shredding bin in the Town Clerks office foyer. All staff briefed on procedure for confidential documents. TTC Councillors are aware that confidential papers must be disposed of responsibly e.g. shredded. New TTC Councillors receive briefing.	TC	Locked cabinets. Introduce password protected systems Code of Conduct
15 Members and Civic Activities							
15.1	Town Mayor and or Consort acts unprofessionally or unreliably - damage to TTC and Town Mayor's reputation	TTC, Mayor/Deputy Mayor, third party. Reputation.			Town Mayor is fully briefed prior to an event. Guidance on the Role of the Town Mayor in place	TC/PA to Mayor	

					<p>Code of conduct in place</p> <ul style="list-style-type: none"> Any significant issues brought to the attention of the Town Clerk. <p>Press releases to be checked by the Town Clerk prior to distribution to local media.</p>		
15.2	Town Mayor /Deputy Town Mayor attends an unsuitable event – Town Mayor/Deputy Town Mayor failing to notify Town Clerk or PA to Town Mayor.	TTC, Mayor/Deputy Mayor, third party. Reputation			PA to Mayor checks all invitations received into the office and seeks clarification about an invitation if needed.		

15.3	Social Media – engaging in inappropriate messaging and conversations.	TTC, Mayor/Deputy Mayor, third party. Reputation			Guidance on the Role of the Town Mayor in place Code of conduct in place Any significant issues brought to the attention of the Town Clerk	TC/PA to Mayor	
15.4	Loss or theft of Town Mayors/Deputy Mayors chain of office	TTC and Mayor/Deputy Mayor Financial Reputation			Insurance in place.	TC/PA to Mayor	
15.5	Personal injury to Town Mayor/Deputy Town Mayor or representative.	TTC and Mayor/Deputy Mayor Financial Reputation			If necessary, RA's prepared. Office procedures in place for mayor invitations – suitability check venue and invitee	TC/PA to Mayor	
15.6	Extreme weather – unable to attend event (i.e. snow)	TTC and Mayor/Deputy Mayor Reputation			The Town Mayor to inform the PA to Town Mayor or Town Clerk asap if	TC/PA to Mayor	

					unable to make an event so that alternative transport arrangements might be made (e.g. arranging a suitable vehicle / taxi to take the Mayor), or so that apologies can be forwarded to the invitees and alternative arrangements made.		
15.7	Poor organisation of Civic events	TTC and Mayor/Deputy Mayor Reputation			Procedures in place.	TC/PA to Mayor	
15.8	Budget overspends. – Civic Events	TTC and Mayor/Deputy Mayor Reputation			TC/RFO monitors income and expenditure.	TC	
15.9	Illness of Mayor or TTC Councillors at Civic events	Members of public, staff, TTC and Mayor/Deputy Mayor. Legal, Compliance,			Caterers used must provided TTC with copies of all Health and Safety, Food Handling, Public Liability documents before being engaged.	TC/PA to Mayor	

		Reputational, Financial					
15.10	Remembrance Day - Slips, trips & falls – injury/death	Members of Public TTC, Councillors, Members of the Public, Participants. Including elderly young persons. Reputational,			Event management plan produced and reviewed annually.	TC/PA to Mayor	
15.11	Remembrance Day - Bad Weather - Slips,	Members of Public TTC, Councillors, Members of the Public, Participants. Including elderly young persons Reputational,			Event management plan produced and reviewed annually	TC/PA to Mayor	
15.12	Remembrance Day –War Memorial Traffic control – RTA – injury / death	Members of Public TTC, Councillors, Participants. Including elderly young persons Reputational,			Temporary Road Closure Order in place and will be managed throughout the event. Sub-Committee set up to address all of the planning of the event.	TC/PA to Mayor	

15.13	TTC meetings - Slips, trips & falls injury	Members of Public TTC, Councillors, Participants. Reputational, Legal, Compliance			Housekeeper checks the house and notifies the PFM of any defects.	TC/ PFM	
15.14	TTC Meetings – verbal abuse from the gallery.	Members of Public TTC, Councillors, Participants. Reputational, Legal, Compliance			Public participation procedures in place. Standing Orders	TC/ Chair	
15.16	Members – inappropriate behaviours	TTC, Members of the public Reputational, Legal, Compliance			Code of Conduct Standing Orders		
16 CCTV							
16.1	GDPR – non- compliance	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			CCTV Code of Practice.	TC/ PFM	Current Provision is being reviewed as with the implementation of GDPR – legislative compliance is required. ICO seeking certification of CCTV provision which includes town and parish councils.

							Volunteers – training required as data controllers.
16.2	System resilience	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			Budgetary provision plus earmarked reserves within TTC budget.	TC/ PFM	
16.3	CCTV room suitability	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			Current provision is adequate however should the landlord wish to serve notice then an alternative room is to be found.	TC/ PFM	
16.4	Risk of fire	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			Fire risk assessment undertaken	TC/ PFM	Ensure actions have been completed and implemented.
16.5	Lack of volunteers	TTC, staff, volunteers, members of the public					Consider what alternative provisions there may be i.e.

		Financial, Reputational					Linking up with another provider.
16.6	Lone working	TTC, volunteers Legal, Compliance, Reputational			Volunteers log on with the local Police.		Introduce Lone Working policy for CCTV volunteers.