



Teignmouth Town Council Risk Register 2021-22

	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 & DALC</p> <p>Procedures in place for regular production of, distribution and publication of Agendas and Minutes.</p> <p>General Power of Competence adopted by the Council on 2nd February 2021.</p>	TC	Review procedures if changes to external or internal influences necessitate a review. Ensure annual reviews as appropriate.

1.2	Failure to provide timely and adequate notice of TTC meetings, agendas and production of minutes	TTC Compliance & legal reputation.			Procedures in place to ensure adequate notice of meetings. Advice from DALC, SLCC, NALC	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. And issuing of information through Wavelength newsletter. Town Clerk and Projects and Facilities Manager meet with Mayor, Deputy Mayor and Chairs of standing committee(s) – via zoom if necessary.	TC	
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	TC	Business case must be presented with all necessary figures and facts for reasoned decisions to be made.

					the decision-making process.		
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 monitoring every quarter by the Finance Committee.	TC	
1.6	TTC expenditure significantly exceeds budget.	TTC Financial, Compliance & Legal delivery, quality & reputation			Monthly Income and Expenditure reports produced and presented to Council. Quarterly budget reporting to Council through the Finance Committee. Monthly bank reconciliations. Quarterly VAT reclaims.	TC	

					Level of reserves (earmarked) reviewed at the budget setting process.		
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			FMS in place. (RBS Omega) Payments must be authorised by two Councillors Separate RFO appointed. Income received kept securely and banked regularly Receipts issued for cash Standing Orders and Financial Regulations in place and regularly reviewed. Town Clerk approves monthly payment of salaries via timesheets. Chair Staffing	TC/RFO	Petty cash to be removed and use of secure payment cards to be put in place through the Finance Committee

					<p>Committee to approve Town Clerk expenses</p> <p>Petty Cash no longer used.</p> <p>Insurance in place.</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 appropriate officer</p> <p>Internal audits carried out by external professional auditors</p>	TC	

1.9	Failure to comply with HMRC regulations (financial penalty incurred)	TTC Financial, Compliance & Legal, Reputation			VAT returns completed quarterly by the RFO	TC	
1.10	Items not insured or cover too low	TTC Financial, Reputation			Cover reviewed annually by the Clerk and Projects and Facilities Manager.	TC	
1.11	Banking – conveyance of cash/cheques to bank staff getting attacked	TTC, Staff Physical, Financial			<p>Money banked regularly to avoid build-up of funds.</p> <p>Route taken to bank includes areas visible on CCTV.</p> <p>Risk assessments will be completed by Managers to ensure staff responsible for taking cash to Bank are safe</p>	TC	<p>The amount of monies needing taking to the bank has been greatly reduced as internet payments are encouraged and promoted.</p> <p>Lone Worker Policy to be introduced.</p>

					Staff advised not to resist if a theft is attempted Mobile phones/radios must be carried		
11.12	Failure to provide strategic vision	TTC Financial, Service delivery and reputation			TTC Aims and Objectives	TC	Monitoring, review, adjustment – a process is to be 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	RFO	5-year investment/ improvement plan required for all assets held either freehold or leasehold. Monies to be made available or borrowed to ensure that assets are fit for purpose and aid income generation.
11.14	Failure to invest – earmarked reserves	TTC Financial.			TC investigated the most appropriate financial body for which offers the best returns	RFO	CCLA investment fund now in place.

					(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 approved by TTC. Regularly review external HR provider.
2.3	Loss of key staff	TTC Delivery & Quality of service			Revised organisation structure in place. Employment contracts with notice periods. All staff have job descriptions and person specs	TC	Staff development training relevant to the role to be undertaken and constantly reviewed at annual appraisals.
2.4	Long term sickness / loss of knowledge & experience	TTC, Staff			Revised organisation structure in	TC	Long term and regular bouts of sickness to be closely monitored

		Financial, service Delivery & quality of service			place. All staff have job descriptions, revised as part of staff review		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. Tempora time recording system in place to monitor absences.
2.5	Low staff morale / Performance / Absenteeism	TTC, Staff Financial, Service Delivery and Quality			Job descriptions for all officers. Annual training budget. Team meetings held bi-weekly and one to ones with line managers.	TC	Regularise team meetings and one-ones. Review of absence management policy Annual Staff Appraisals
2.6	Bullying & Harassment/stress /performance / sickness	TTC, Staff Financial, Legal & Compliance, Delivery & Quality of Service			Daily contact with staff member. Team meetings. One-One discussion Code of Conduct (Councillors).	TC	Whistle Blowing Policy and Equality & Diversity Policy both adopted Review of absence management policy
2.7	Inadequate training	TTC, Staff Financial, Legal &			TTC sets annual training budget.	TC	Staff appraisals to identify training needs.

		Compliance, Delivery & Quality of Service			Staff offered local and national courses and conferences relevant to role		HR committee to regularly review all policies.
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. Panic alarms issued to staff (BH) who are deemed to be at risk (lone working) Main office door locked.	TC	Lone Worker Policy to be introduced. HR committee to review all policies regularly.
2.10	Health & safety - general	TTC, Staff Physical, Financial, Compliance & Legal, Reputation			Working in offices health & safety risk assessments carried out. Fire Risk assessments undertaken. Fire Safety given as part of induction	TC	Consider staff eye test paid for and frequency of eye tests monitored. DSE assessments. Manual Handling to be introduced.

					<p>and in Staff Handbook. Appropriate and suitable PPE provided.</p> <p>Staff given training on use of Fire Extinguishers as appropriate. Officer trained as first aider</p> <p>Staff first aid trained.</p>		<p>Cllrs to be reminded of 'Code of Conduct' when necessary (bullying and harassment)</p> <p>HR committee to review all policies regularly.</p>
2.11	Employee qualifications & employment history incorrect / fraud / inappropriate behaviour	TTC, Staff, Public Financial, Compliance & Legal, Delivery & Quality of Service			<p>All Staff subject to standard recruitment process.</p> <p>References to be taken out before contracts signed.</p> <p>Probationary period</p>	TC	

2.12	Display Screens.	TTC staff			DSE assessments being undertaken.	P&FM	Facilities Manager to continue to carry out regular DSE assessments for all workstations.
2.13	Safeguarding	TTC, Staff, Public			Key members of staff enhance DBS checked	TC	Consideration to be given to Cllrs and all members of staff to be DBS checked dependent upon need e.g. contact with children, vulnerable adults etc.
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	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			Privacy Statement in place Firewall in place on network – managed by Computer provider. Cloud storage (server) Annual renewal of registration with Information Commissioners Office Computer usage policy in place Register completed DPO appointed.	TC P&FM P&FM TC TC TC	Staff policy for Data Protection and use of personal data to be introduced. Computer usage policy to be introduced to include mobile devices.
3.3	Loss of data & information - theft, fire, flood or damage.	TTC, Staff, Councillors, Contractors & Debtors, Public Financial, Legal & Compliance			Health & Safety Policy in place. All new Staff receive training. Insurance in place Computers and network managed by computer provider Fire risk	TC TC P&FM P&FM P&FM	Business Continuity Plan produced. Legal and important documents are archived and stored in fireproof safe Disciplinary and Grievance Procedure to be

					<p>assessments carried out.</p> <p>PAT testing Alarms in place at Bitton House which are maintained regularly.</p> <p>All computer equipment numbered and labelled.</p>	<p>P&FM</p> <p>P&FM</p>	regularly reviewed
3.4	Loss or damage arising from unauthorised use/theft or misappropriation	<p>TTC, Staff, Councillors, Suppliers & Debtors, Public</p> <p>Financial, Legal & Compliance, Delivery & Quality of Service</p>			<p>Anti-virus software provided and regularly updated.</p> <p>Staff have individual login and password access to computers.</p> <p>Signing in book for visitors and contractors (Bitton House).</p> <p>Controlled access to CCTV room</p>	<p>P&FM</p> <p>P&FM</p> <p>P&FM</p> <p>P&FM</p>	Disciplinary and Grievance Procedure to be regularly reviewed

3.5	Major ICT failure	<p>TTC, Staff, Councillors, Suppliers & Debtors, Public</p> <p>Financial, Legal & Compliance, Delivery & Quality of Service</p>			<p>Upgrades to ensure that hardware is suitable for its requirements and up to date.</p> <p>Server backed up in the cloud on secure server.</p> <p>Network upgrade carried out on network when required.</p> <p>Password protection requiring system administration procedures to only be carried out by supplier</p> <p>Insurance Policy</p>	P&FM	Business Continuity Plan to be produced.
3.6	Website out of date, incorrect or misleading	<p>TTC, Members of Public</p> <p>Legal & Compliance, Delivery & Quality of Service, Reputation</p>			<p>Agendas and minutes published without exempt pages.</p> <p>Officers responsible for relevant web pages.</p>	TC	

					Web pages updated Periodic review of 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.	P&FM	
3.8	Inadequate budget provision for website.	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service			Annual budget approved by TTC.	TC/RFO /P&FM	
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	P&FM	

3.10	Misleading or damaging information provided.	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service Reputation			Information check prior to posting.	TC	Introduction of a Communications Policy
3.11	Libel/Defamation, 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 Introduction of a Social Media Policy for staff and Councillors. Solicitor engaged Advice from SLCC, DALC.	TC	Introduction of a Communications Policy Press releases and publications reviewed by Town Clerk before publication
3.12	Laptop and portable media – theft, misappropriation & loss of data.	TTC Staff, Physical, Financial, Legal & Compliance			Encrypted equipment. Introduction of Portable Media Policy which includes the use of portable storage media.	P&FM/ TC	

3.13	Health problems arising from computer use	TTC Staff, Physical, Financial, Legal & Compliance,			<p>Health & Safety Policy (includes display screen regulations).</p> <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>	<p>TC</p> <p>Line Manager</p> <p>P&FM</p> <p>P&FM</p>	Consider staff eye test paid for and frequency of eye tests 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 high value items?</p> <p>Capital assets are</p>	<p>TC/P&FM</p> <p>P&FM</p> <p>P&FM</p>	

					recorded on the financial asset register, as appropriate Asset Register updated plus inventory of assets.	RFO P&FM	
4.2	Fire / Flood / Vandalism - Damage to assets	TTC Physical, Financial, Legal & Compliance, Delivery & Quality of Service			Repairs and maintenance budgets in place. Not compulsory Fire Risk Assessment under review	TC/RFO /P&FM	Not compulsory Remedial measures to be costed, budgeted and implemented
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			Asset register up to date and complete	P&FM	
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	RFO/P&FM	

					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.	P&FM RFO/P&FM	
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 and 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	

					Communications Policy introduced		
4.8	Lack of investment – assets.	TTC, Staff, Councillors, Members of Public Financial, Legal & Compliance, Reputation, Service delivery.			Aims and Objectives.	RFO	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 Line manager and reviewed by Town Clerk. Fire risk assessments undertaken. Annual staff appraisals to identify any training gaps which need to be addressed.	TC TC/LM P&FM LM	

					<p>Public liability insurance in place</p> <p>TTC Councillors made aware of risk management by adoption of risk management strategy</p>	<p>TC/RFO /P&FM</p> <p>TC</p>	
5.2	<p>Events organised on Town TTC premises by third parties – injury / damage to property</p>	<p>Public, TTC Council Councillors, Staff, Contractors, Event organiser & staff</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			<p>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.</p> <p>TTC permission must be obtained prior to any event taking place on Town Council owned land via A&F committee or by appropriate delegated body.</p> <p>Full written details of</p>	<p>TC/P&FM</p>	<p>An event plan may have to be submitted to TSAG (Teignbridge Safety Advisory Group)</p>

					the event must be provided to the TTC, including copies of the event plan and liability insurance cover.		
5.3	Weather - adverse conditions	Council Councillors, Staff, Contractors, Event organiser & staff Physical, Financial, Legal & Compliance, Reputation			TTC staff provided with appropriate PPE. Risk assessment – weather conditions.	LM	
5.4	Events organised by the Town TTC – injury / property damage	Members of Public, TTC Councillors, Staff, Contractors Physical, Financial, Legal & Compliance, Reputation			A risk assessment is prepared for all events organised by the Town TTC. Confirmation of insurance cover is obtained from the TTC insurers. Checks are carried out on third party participators as	EO	

					<p>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 trained staff.</p> <p>Staff Chapter 8 trained.</p>		
5.5	Equipment hire – damage to equipment resulting in injury, incorrect use of equipment hired	TTC staff, event organisers, contractors. Physical, Financial, Legal &			<p>Event risk assessment, public liability.</p> <p>Indemnify TTC against claims.</p>	EO	Consider producing usage guidance for event organisers

		Compliance, Reputation					
6 Contractors							
6.1	Use of contractors damage / fire / injury	Member of Public, TTC Councillors, Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			<p>All relevant method statements and risk assessments to be submitted alongside relevant quotations</p> <p>References will be taken where appropriate.</p> <p>All contractors must hold valid relevant qualifications and accreditations</p> <p>Contractors removing waste material, handing sanitary waste, clinical waste, herbicides, pesticides etc. are appropriately licensed</p> <p>Work of all contractors is monitored and where appropriate records kept.</p>	P&FM	<p>Introduction of a 'select contractors list'.</p> <p>Safeguarding dependent upon work contracted.</p>

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	P&FM	
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. Asbestos risk register freely available plus an annual review and update as required.	P&FM	
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 annually and as required and after excessive wind speeds. Visual inspections and / or formal health and safety survey by professional	P&FM	Recent RoSPA assessment and recommendations to be implemented

					<p>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 and 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>			<p>TTC staff regularly monitor the park. Any problems identified are dealt with as soon as practically possible.</p> <p>Formal inspection regime implemented</p>	P&FM	Recent RoSPA assessment and recommendations to be implemented
7.3	Poorly maintained banks. Risk of landslide.	<p>Members of Public, TTC Staff and Contractors</p> <p>Physical, Financial, Legal &</p>			<p>Geologist reviewed bank, structure and recommendations made to be brought to Cllr in 2019.</p>	P&FM	Recent RoSPA assessment and recommendations to be implemented

		Compliance, Reputation			Formal inspection regime implemented		
7.4	Town Council managed car parks	Members of Public TTC staff and Contractors Physical, Financial, Legal & Compliance, Reputation			None at present	P&FM	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 'upped' if required. Bins cleaned Regularly. Graffiti	P&FM	Park furniture is to be formally inspected annually. Periodic failures and damage to be rectified as required.

					removed as and when identified P&FM meets periodically with Police to discuss anti-social behaviour		
7.6	Dogs – emotional upset / injury / attack/bacterial infection of dog faeces.	Members of Public TTC staff and Contractors Physical, Legal & Compliance, Reputation, Environmental			Dog bins installed Bitton Park Dogs on leads signage. Removal of dog faeces.	P&FM	Improve signage
7.7	Dead animals - contamination	Members of Public TTC staff and Contractors Physical, Legal & Compliance, Reputation, Environmental			TTC staff using appropriate PPE – gloves, hand sanitizer. If the animal is a pet, every effort is made to ascertain who the owner is, check for micro chipping collar etc.	P&FM	
7.8	Weed spraying	Members of Public TTC staff, animals and			Only by directly employed specialist contractor (large areas) or for small	PFM	

		Contractors Physical, Legal & Compliance, Reputation, Environmental			areas TTC council staff under supervision by the Project and Facilities Manager.		
7.9	Weather - flooding/hot/excessive cold	Members of Public TTC staff and Contractors Physical, Legal & Compliance, Reputation, Environmental			TTC staff provided with appropriate PPE. Risk assessment – weather conditions Flood Risk plan (coastal)	LM	
7.10	Japanese Knotweed/other invasive species/poisonous plant species	Members of Public TTC staff and Contractors Physical, Legal & Compliance, Reputation, Environmental			Guidance from TDC, DCC or DEFRA Employ suitably qualified contractor to remove plant species if required to do so.	P&FM	
7.11	Organised user's	Members of			All visiting event	EO	An event plan may have

	groups – injury	Public TTC staff and event organisers Physical, Legal & Compliance, Reputation, Environmental			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.		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.	P&FM	
7.13	Use of garden machinery (handtools & electric/petrol)	TTC staff, members of the public Physical, Legal & Compliance, Reputation, Environmental			Machinery to be operated by competent person. PPE issued. Machinery annually serviced Appropriate signage advising of working	P&FM	Arrange suitable training for staff. Contractors if employed to provide suitable H&S documentation.

					area to be erected. Task specific Risk assessment.		
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	LM	
7.15	Working on/near the highway	TTC staff/ Contractors Physical, Legal & Compliance,			TTC Staff working near any roads to wear appropriate PPE, work in pairs?and have completed the	LM	Ensure appropriate staff are trained to 'Chapter 8'.

		Reputation, Environmental			adequate training if required Task specific Risk assessment Dependent on the task – suitably qualified contractor employed.		
7.16	Cutting of grass verges and visibility splays – highways	Contractors Physical, Legal & Compliance, Reputation, Environmental			Contractor employed to carry grass cutting works as per TTC specification and DCC Highways specification. Documentation i.e. PL, RAM to be provided	P&FM	
8 Allotments							
8.1	Lack of suitable lease/licence agreement with allotment association. Allotment associations no longer wish to lease the allotments from TTC – loss of income	TTC Legal & Compliance, Environmental				TC/RFO	TTC has minimal contact with the allotment associations. Annual inspection to be introduced. Review of lease agreements.
9 Bitton Park							

9.1	Public access	TTC staff, members of the public Physical, Legal & Compliance, Reputation, Environmental			The general public's use of the Park at their own risk TTC staff monitor areas.	P&FM	Inspection regime to be introduced – weekly Bitton Park
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 moss / algae on paths are treated / removed by TTC staff	P&FM	Inspection and reporting regime to be introduced
9.3	Unauthorised vehicular access onto/across- Bitton Park – injury/death.	TTC staff, members of the public, contractors			Monitored by TTC staff (Mon-Fri daytime).	P&FM	Consider what other

		Physical, Legal & Compliance, Reputation, Environmental			CCTV		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	P&FM	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 & Compliance, Reputation, Environmental			MOT, regular servicing, checks. Collation of documents i.e. driving licence.	PFM LM	Statutory Log Books apply
10.2							Trailer to be disposed of.
10.3	Conveyancing of	TTC staff, member			All loads carried on	Driver	

	goods & items – injury/damage	of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			or in the vehicles are secured to ensure they cannot fall out / off the vehicle. Load limit adhered to as per manufacturer’s guidance		
10.4	RTA – injury, death	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			All drivers must have a full UK driving licence. All Staff driving the company vehicles will have their licences checked annually for any validity endorsements Staff insured on TTC company vehicle insurance. Vehicle is taxed & has an up to date MOT certificate and is serviced / repaired as per manufacturers recommendations. .	P&FM LM P&FM P&FM	

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			TTC owned machinery appropriately maintained as per manufacturers' recommendations. Machinery operated by qualified staff only and a check is completed of the machinery before use. Appropriate certification held on file at the Town Clerk's Office. PPE issued. Repairs to be completed by reputable companies	P&FM	Ensure that all staff remain qualified to use the equipment in accordance with manufacturers' guidelines.
10.6	Theft/loss/vandalism	TTC Physical, Legal & Compliance, Reputation, Environmental			Vehicle is to be parked overnight in TTC offices car park or at an agreed location (subject to insurers approval)	P&FM	

					CCTV at TTC offices car park. Keys to lockable garages controlled by the P&FM department.		
11 Town Centre							
11.1	Public toilets – poor service delivery	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			TTC are responsible for maintenance, buildings and access. Cleansing contract in place Contractors ensure daily cleanliness standards are met, checklist for cleaning regime	P&FM	Inspection checklists to be in place. Regular meetings with the contractors.
11.2	Public Toilets - Inappropriate use e.g. drug use / sexual activities	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			Should drug paraphernalia/ body fluids, excreta be discovered the affected area is closed until the toilets have been thoroughly cleaned. The area is to be cleaned	P&FM	Regular meetings with local Police team. Regular meeting with cleaning contractor. Staff to be appropriately vaccinated against Hepatitis and

					<p>appropriately using required PPE and observing best practice methods</p> <p>Contractors are aware of problems and have advised TTC. Liaise 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 to use.</p> <p>Hazardous</p>		transmittable diseases.
--	--	--	--	--	---	--	-------------------------

					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 Lighting sufficient	P&FM	
11.4	Public Toilets - electrical installations / lighting - injury.	TTC staff, member of the public, Councillors			All electrical installations should be subject to a full electrical	P&FM	Wallgates are 25 +years old and are now getting beyond repair and are potentially dangerous

		Physical, Legal & Compliance, Reputation, Environmental, Quality			inspection every 5 years.		(electrical shorting). Units to be replaced when new toilet refurbishment is carried out in 2021.
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 and supply their own chemicals and PPE. Contractors have carried out their own COSHH and Health & Safety risk assessments. PFM client's contractors work.	P&FM	

					Contact details for members of the public – who to phone to report a problem.		
11.6	Public Toilets - closure	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			Signage placed to advise members of the public where to find other facilities. Closure time kept to a minimum (dependent upon reason for closure). If necessary, depending upon circumstances port-a-loo facilities may be brought in.	P&FM	
11.7	Legionella risk toilet facilities	TTC, TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation,			Monthly legionella checks made by local contractor who specialises in Legionella checks and risk	P&FM	

		Environmental, Quality			assessments. Defects reported and rectified.		
11.8	Fountain – legionella risk.				Fountain switched off	P&FM	
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 applicable Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the work each year Light sockets	P&FM	TTC outside services staff to receive relevant ladder or IPAF training TTC Staff to receive instruction in Manual Handling TTC to ensure that Contractor sends in risk assessment, health and safety policies and public liability insurance prior to starting the work each year

					checked in Dec 2018.		
11.10	Christmas Lights fail to illuminate	TTC, TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			Replace lights PFM arranges inspection of lighting column and lights before erection Light sockets checked in Dec 2018.	P&FM	
11.11	Christmas Lights – failure in contractual arrangements	TTC, TTC staff, contractors Physical, Legal & Compliance, Reputation, Environmental, Quality			Tender process to commence in line with TTC financial regulations.	P&FM	
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/RFO	
11.13	Christmas Lights -	TTC, TTC staff,			None.	P&FM	Support wires are

	personal injury	members of the public, contractors Physical, Legal & Compliance, Reputation, Quality					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. Public liability cover TTC is checked annually. CCTV	P&FM	
11.15	Christmas Lights - Damage during storage	TTC Physical, Financial, Service Delivery & Quality			Lights tested prior to installation Lights stored securely at Bitton House	P&FM	
11.16	Christmas Lights Electrical cable – trips & falls	TTC, TTC staff, members of the public, contractors			Cables are located out of the way, where the general public are not	P&FM	

		Physical, Financial, Service Delivery & Quality			expected to walk or have access to. Event risk assessment. Cable matting used.		
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	P&FM	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	LM	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	P&FM	
11.20	Town Centre events (Triangles)	TTC, TTC staff, members of the public, contractors			Booking form required. PL/RA/event plan	EO	

		Physical, Compliance Financial, Service Delivery & Quality			required before permissions granted.		
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 power) and set up.	P&FM	To annually inspect cabinet and cabling. Document inspection.
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/P&F M	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/P& FM	
11.24	Seagulls – aggressive/ attacking	TTC staff, members of the public, contractors Physical			Public education. Newly installed bins (seagull proof bins). Local awareness campaigns.	TC/TDC .	
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	Hanging baskets – falling and causing injury	TTC staff, members of the public, contractors Physical			Hanging baskets secured by wire fixings.	TC/PFM	Introduce monthly inspection of hanging baskets fixings.
11.27	Erection of Bunting - contractual	TTC, TTC staff,			Tender process to	TC/PFM	

	arrangements	contractors Physical, Legal & Compliance, Reputation, Environmental, Quality			commence in line with TTC financial regulations		
11.28	Erection and removal of bunting - Working at height – injury/damage litigation	TTC, TTC staff, contractors, member of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the work each year	P&FM	TTC to ensure that Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the work each year
11.29	Safeguarding	TTC, TTC staff, contractors, member of the public			None	TC	Evaluate/ Implement DBS checks if required for specific works i.e. toilets.
12 Car Parks							
12.1	Badly maintained – slips trips and falls	TTC, TTC staff, contractors, members of the public Physical, Legal &			Budgetary provision made towards repair and maintenance	P&FM	Planned maintenance programme required. Introduce routine inspection of asset.

		Compliance, Reputation, Environmental, Quality					
12.2	Loss of income – poor asset management	TTC			Budgetary provision made towards repair and maintenance	P&FM/R FO	Consider engaging a parking enforcement firm to ensure that customers can use spaces paid for.
13 Orangery							
13.1	Deterioration of building – Grade 2* listed	TTC, TTC staff, contractors, volunteers, Friends of the Orangery, members of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			Condition survey carried out by a qualified Surveyor and results recorded. Any defects highlighted are rectified dependent upon severity Budgetary provision made towards repairs and maintenance.	P&FM/R FO	Planned 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	P&FM	Continued reviewing of security arrangements.

					All valuable assets alarmed.		
14.2	Damage to paintings and/or artefacts	TTC, TTC staff, members of the public Physical, Reputation			Alarm system in operation. Adequate insurance CCTV	P&FM	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 All defects are rectified as soon as possible.	P&FM	
14.4	Lighting - failure	Members of Public TTC staff, tenants and Councillors Physical, Reputation			Emergency lighting available in Council chambers	P&FM	Review of emergency lighting throughout the building
14.5	Security of staff – injury/attack	TTC staff Physical, Reputation			CCTV Office primarily manned by two members so staff.	P&FM/L M	Review Lone Working Introduction of ‘locked door’ policy with bell for public.

					Panic alarms issued to staff.		
14.6	Deterioration of building – Grade 2* listed	TTC, TTC staff, contractors, tenants, members of the public Physical, Legal & Compliance, Reputation, Environmental, Quality			Condition survey carried out by a qualified Surveyor and results recorded. Any defects highlighted are rectified dependent upon severity Budgetary provision made towards repairs and maintenance	TC/P&F M/RFO	
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 always kept clear. Room hire bookings terms and conditions advise keeping fire escapes clear.	P&FM	
14.8	Use of equipment -	TTC staff,			Staff are frequently	LM	Instigation of Tool Box

	injury	Councillors, Physical, Financial, Reputation			reminded to use equipment sensibly and not to take risks. They are to report any concerns to the relevant persons Regular risk review		Talks
14.9	Electrical equipment – fire/burns/ electric shock	Members of Public, TTC and Contractors Physical, Financial and Reputation			Most of all electrical equipment is PAT (if applicable) tested / inspected regularly or as recommended by qualified electrician. All equipment should be covered by PAT or EICR Inventory undertaken of all electrical equipment	P&FM	.
14.10	Combustibles (paper/textiles/ aerosols) storage - fire	Members of Public, TTC staff, tenants and Contractors Physical, Financial and Reputation.			. Bins regularly emptied	P&FM	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 Safe inspection.	P&FM	Carbon gas monoxide monitors to be fitted throughout the building.
14.15	Housekeeping – injury	Members of Public, TTC staff, tenants and Contractors Physical, Financial and Reputation.			Staff to report damage/wear and tear.	All staff	
14.15	Security – Physical & verbal abuse	Members of Public, TTC staff Physical, Service delivery & Quality.			CCTV	LM	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 &			Ensure that all contractors are appropriately qualified to carry out works and have completed the risk assessment and have valid insurance.	P&FM	

		Compliance, Reputation, Environmental, Quality					
14.17	Disruption of services – electrical, IT, fire, adverse weather conditions.	Members of Public, TTC, staff Reputation, Environmental, Quality			Office 365 for email etc.	TC/P&F M	
14.18	Misuse of confidential documents	Members of Public, and TTC. Legal & Compliance, Reputation, Quality			Shredding bin in the office 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. Password protection	TC	Locked cabinets. Code of Conduct Staff reminded about the consequences of the removal outside of the building private and confidential material including recordings. Policy to be introduced.

					introduced.		
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 Code of conduct in place Any significant issues brought to the attention of the Town Clerk. Press releases to be checked by the Town Clerk prior to distribution to local media.	TC/PA to Mayor	
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.	PA to Mayor	

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. Social Media Policy introduced.	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	Mayor/Dep Mayor to ensure that the Chain is kept in a safe place when not at the Council offices.
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			The Town Mayor to inform the PA to	TC/PA to Mayor	

		Reputation			Town Mayor or Town Clerk asap if 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/RFO	
15.9	Illness of Mayor or TTC Councillors at Civic events	Members of public, staff, TTC and Mayor/Deputy Mayor. Legal,			Caterers used must provide TTC with copies of all Health and Safety, Food Handling, Public Liability documents before being	TC/PA to Mayor	

		Compliance, Reputational, Financial			engaged.		
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	Members of Public				P&FM	

	- Slips, trips & falls injury	TTC, Councillors, Participants. Reputational, Legal, Compliance					
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	TC	
16 CCTV							
16.1	GDPR – non-compliance	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			CCTV Code of Practice. Current Provision reviewed as with the implementation of GDPR – legislative compliance confirmed by DPO. Councillors GDPR	TC	Volunteers – training required as data controllers.

					training provided by DPO.		
16.2	System resilience	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			Budgetary provision plus earmarked reserves within TTC budget.	TC/RFO /P&FM	
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 would be found.	P&FM	
16.4	Risk of fire	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			Fire risk assessment undertaken	P&FM	Ensure actions have been completed and implemented.
16.5	Lack of volunteers	TTC, staff, volunteers, members of the public				TC	Consider what alternative provisions there may be i.e. Linking up with another provider.

		Financial, Reputational					
16.6	Lone working	TTC, volunteers Legal, Compliance, Reputational			Volunteers log on with the local Police.	TC	Introduce Lone Working policy for CCTV volunteers. CCTV room to be brought into Bitton House.
16.7	Positive vetting checks	TTC, volunteers Legal, Compliance, Reputational			Those involved are required to complete a police check (positive vetting).	TC	Review all documents and procedures.