



Teignmouth Town Council Risk Register

Likelihood	Consequences		
	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 Actions
1 Corporate and Strategic							
1.1	Failure to comply with legislation and/or regulations	TTC. Financial, Compliance and Legal Reputation			Standing Orders Code of Conduct Policies and Procedures as required by law or by internal and external influences and regulations. Members of NALC, SLCC & DALC Procedures in place for regular production of, distribution and publication of Agendas and Minutes	TTC	Review procedures if changes to external or internal influences necessitate a review. Ensure annual reviews.
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			TTC publicises business via website,	TC	

		Compliance & Legal Reputation			social media, local press and notices. Town Clerk meets with Mayor, Dep Mayor and Chairman of standing committee(s)		
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	Business case must be presented with all necessary figures and facts for reasoned decisions to be made.
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 sets annual budget and precept. Adequate general and earmarked reserves kept. Budget monitoring every quarter	TC	
1.6	TTC expenditure significantly exceeds budget.	TTC Financial, Compliance & Legal			Monthly payments reports produced and presented to Council.	TC	

		delivery, quality & reputation			<p>Quarterly budget reporting to Council via Finance Committee</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)</p> <p>Payments must be authorised by two Councillors</p> <p>Any cash income received is kept securely and banked regularly</p> <p>Standing Orders and Financial Regulations in place</p>	TC/RFO	To be implemented as part of change of Banking to Unity Trust

					<p>Town Clerk approves monthly payment of salaries via timesheets.</p> <p>Chair of HR Committee to approve any Town Clerk expenses</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 used where appropriate</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 Finance Officers	TC	
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			Cash is discouraged and money banked regularly to avoid build-up of funds. Deposits are driven to the Bank/Post office Staff advised not to resist if a theft is attempted Mobile phones must be carried	TC	The amount of money needing to be taken to the bank has been greatly reduced as internet payments are encouraged and promoted Lone Worker Policy to be introduced
11.12	Failure to provide strategic vision	TTC			TTC Aims and Objectives	TTC	Monitoring, review, adjustment – a process is to be put in place to undertake regular

		Financial, Service delivery and reputation					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. 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 (investment).	TC	CCLA investment fund now in place.
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			All applicants for employment are issued with an application pack	TC	HR policies approved by TTC

		Financial Compliance and Legal			Contracts are in place for all staff Engagement of SW Councils as HR support		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 appraisals.
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	TC	Regularise team meetings and one-ones. Review of absence management policy

					Ad-hoc team meetings and a one to ones		Staff Appraisal
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 discussions 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 & Compliance, Delivery & Quality of Service			TTC sets annual training budget Staff offered local and national courses and conferences relevant to role	TC	Staff appraisals identify training needs 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	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)	TC	HR committee to review all policies regularly

					Main office door locked		
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 and in Staff Handbook Appropriate and suitable PPE provided Staff given training on use of Fire Extinguishers Officer trained as first aider	TC	DSE assessments Cllrs to be reminded of 'Code of Conduct' when necessary (bullying and harassment) HR committee to review all policies regularly

2.11	Employee qualifications & employment history incorrect / fraud / inappropriate behaviour	TTC, Staff, Public Financial, Compliance & Legal, Delivery & Quality of Service			All officers subject to standard recruitment process References to be taken out before contracts signed Probationary period	TC	'Breath HR' software to be introduced
2.12	Display Screens	TTC staff			DSE assessments being undertaken		Regular eye tests
2.13	Safeguarding	TTC, Staff, Public			Key members of staff enhance DBS checked		Consideration to be given to Cllrs and all officers 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	Review 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			Privacy statement requires update Firewall in place on network – managed by IT provider Cloud storage (server) Annual renewal of registration with Information Commissioners Office Computer usage policy in place Register completed DPO appointed	TC Privacy statement to be reviewed Staff policy for Data Protection and use of personal data to be introduced IT 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 &			Health & Safety Policy in draft All new staff receive training	TC H&S policy to be reviewed and accepted Business continuity plan produced

		Compliance			<p>Insurance in place</p> <p>Computers and network managed by computer provider</p> <p>Fire risk assessments carried out</p> <p>PAT testing records in place at Bitton House which are maintained regularly</p> <p>All computer equipment numbered and labelled</p>	<p>Legal and important documents are to be archived and stored appropriately</p> <p>Disciplinary and Grievance Procedure to be regularly reviewed</p>
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>Disciplinary and Grievance procedure to be regularly reviewed</p>

					Signing in book for visitors and contractors (Bitton House) Controlled access to CCTV room		
3.5	Major IT failure	TTC, Staff, Councillors, Suppliers & Debtors, Public Financial, Legal & Compliance, Delivery & Quality of Service			Upgrades to ensure that hardware is suitable for its requirements and up to date Server backed up in the cloud and in secure remote location Network upgrade carried out on network when required Password protection requiring system administration procedures to only be carried out by supplier Insurance Policy	TC	Business Continuity Plan to be produced
3.6	Website out of date,	TTC, Members of			Agendas and	TC	

	incorrect or misleading	Public Legal & Compliance, Delivery & Quality of Service, Reputation			minutes published without exempt pages Officers responsible for relevant web pages 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	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			Contract with web developer to maintain functioning website	TC	

		Legal & Compliance, Delivery & Quality of Service, Reputation					
3.10	Misleading or damaging information provided	TTC, Members of Public Legal & Compliance, Delivery & Quality of Service Reputation			Information check prior to posting	TC	Communications Policy to be introduced
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
3.12	Laptop and portable media – theft, misappropriation & loss of data	TTC Staff, Physical, Financial, Legal & Compliance			Encrypted equipment	TC	TTC owned laptops used for meetings only
3.13	Health problems arising from computer use	TTC Staff, Physical, Financial,			Health & Safety Policy (includes display screen)	TC	Eye test paid for by TTC where appropriate

		Legal & Compliance,			<p>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>		
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 Capital assets which are recorded on the asset register, as appropriate</p> <p>Asset Register</p>		

					updated plus inventory of assets		
4.2	Fire / Flood / Vandalism - Damage to assets	TTC Physical, Financial, Legal & Compliance, Delivery & Quality of Service			Repairs and maintenance budgets in place Fire extinguisher training provided to staff at Bitton House Fire Risk Assessment in place	TC	Access to Town Council offices by secure door access
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		
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 / licences in place for long term arrangements	TC	
4.5	Assets not recorded properly	TTC Financial, Compliance &			Insurance reviewed annually List of possessions	TC	

		Legal, Reputation			and financial asset register reviewed annually		
4.6	Incorrect or inappropriate professional advice received	TTC Financial, Compliance & Legal, Reputation			<p>Town Clerk ensures all professional consultants have relevant qualifications and takes up references if appropriate</p> <p>Town Clerk fully briefs professionals and TTC officers and Councillors</p> <p>Town Clerk monitors progress and actions</p> <p>Members of SLCC, DALC and have access to NALC legal if needed</p>	TC	
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</p>	TC	

					briefs TTC Councillors Press releases in line with approved procedures Public informed via TTC media including website Communications Policy introduced		
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	TC	

					<p>undertaken</p> <p>Annual staff appraisals to identify any training gaps which need to be addressed</p> <p>Public liability insurance in place</p> <p>TTC Councillors made aware of risk management by adoption of risk register</p>		
5.2	Events organised on Town TTC premises by third parties – injury / damage to property	<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</p> <p>Third parties must submit and adhere to the submission of relevant risk and Health & Safety documents.</p> <p>Full written details of the event must be provided to TTC, including copies of the event plan and public liability</p>		An event plan may have to be submitted to TSAG (Teignbridge Advisory Safety Group)

					insurance cover		
5.3	Weather - adverse conditions	Council Councillors, Staff, Contractors, Event organiser & staff Physical, Financial, Legal & Compliance, Reputation			TTC staff provided with suitable PPE for all outside working Event attendees (stalls, entertainers) advised to bring suitable PPE for all weather Risk assessment – weather conditions	TC	
5.4	Events organised by 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. Fire risk assessment carried out prior to event. Confirmation of insurance cover is obtained from the TTC insurers. Checks are carried out on third party participators as appropriate – risk assessments / food	TC	

					<p>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	<p>TTC staff, event organisers, contractors.</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			<p>Event risk assessment, public liability</p> <p>Indemnify TTC against claims</p>	Usage guidance available for event organisers

6 Contractors

6.1	Use of contractors - damage / fire / injury	<p>Member of Public, TTC Councillors, Staff and Contractors</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			<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 Contractors removing waste material, handling sanitary waste, clinical waste, herbicides, pesticides etc. are appropriately licensed Work of all contractors is monitored and where appropriate records kept</p>	TC	Safeguarding dependent upon work contracted
6.2	Site safety – damage / injury / death	<p>Members of Public, TTC Staff and Contractors</p> <p>Physical, Financial,</p>			TTC provide contractors with relevant induction where appropriate. All parties are aware of	TC	

		Legal & Compliance, Reputation			the necessity to maintain a safe working environment		
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	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 safety survey by professional arboriculture consultant / contractor Tree inspection report and risk assessment available TTC staff regularly	TC	

					monitor the park for any fallen branches, trees etc. Any problems identified are dealt with as soon as practicable and possible		
7.2	Railings, signage, sudden drops – injury or death	Members of Public, TTC Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			TTC staff regularly monitor the park. Any problems identified are dealt with as soon as practicable possible Formal inspection regime implemented	TC	
7.3	Poorly maintained banks. Risk of landslide.	Members of Public, TTC Staff and Contractors Physical, Financial, Legal & Compliance, Reputation			Geologist reviewed bank, structure and recommendations made to be brought to Cllr in 2019 Formal inspection regime implemented	TC	Geologist to be reengaged to design path structure through the park
7.4	Town Council managed car parks	Members of Public TTC staff and Contractors Physical, Financial, Legal & Compliance, Reputation			Information signage in place Formal inspection regime implemented	TC	Budgetary provision for repair and maintenance works in progress

7.5	Grass cutting, litter clearance, park furniture	<p>Members of Public TTC staff and Contractors</p> <p>Physical, Financial, Legal & Compliance, Reputation</p>			<p>Grass cut regularly by TTC staff during growing season</p> <p>Bitton Park litter picked daily (includes removal hazardous waste)</p> <p>Bins are emptied in accordance with the TDC schedule.</p> <p>Bins cleaned Regularly. Graffiti removed as and when identified</p> <p>Town Clerk meets periodically with Police to discuss anti-social behaviour</p>	TC/ PFM	<p>Park furniture is to be formally inspected annually</p> <p>Periodic failures and damage to be rectified as required.</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 in Bitton Park</p> <p>Dogs on leads signage</p> <p>Removal of dog faeces</p>	TC/ PFM	
7.7	Dead animals -	Members of Public			TTC staff using	TC	

	contamination	TTC staff and Contractors Physical, Legal & Compliance, Reputation, Environmental			appropriate PPE – gloves, hand sanitizer etc. If the animal is a pet, every effort is made to ascertain who the owner is (check for microchip in 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 suitable PPE for all outside working Risk assessment – weather conditions	TC	
7.10	Japanese Knotweed / other invasive species / poisonous plant species	Members of Public TTC staff and Contractors Physical, Legal &			Guidance from TDC, DCC or DEFRA Employ suitably qualified contractor to	TC	Consider training in the identification of non-native and invasive plant species.

		Compliance, Reputation, Environmental			remove plant species if required to do so.		
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 machinery (hand tools & 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	TC	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	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	TC	

					qualified contractor employed		
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 Documentation i.e. PL, RAM to be provided	TC/PFM	
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					TTC has very little/no contact with the allotment associations. Review of lease agreement.
9 Bitton Park							
9.1	Public access	TTC staff, members of the public Physical, Legal & Compliance, Reputation, Environmental			The general public's use of Bitton Park and/or garden at their own risk TTC staff monitor areas.	TC/PFM	
9.2	Poorly maintained path/walkways -slips	TTC staff, members of the public			Any defects found or reported to TTC are	TC/PFM	

	trips and falls.	Physical, Legal & Compliance, Reputation, Environmental			addresses 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		
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. Bollard to be provided
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 addressed as soon as practicably possible Budgetary provision for repair and maintenance	TC/PFM	
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 Checking of documents i.e. driving licence	TC/PFM	
10.2	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 of / off the vehicle Load limit adhered to as per manufacturer's guidance	TC/PFM	
10.3	RTA – injury, death	TTC staff, member of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			All drivers must hold a current 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	TC / PFM	

					<p>Vehicle is taxed & has an up-to-date MOT certificate. Both the vehicle and trailer are regularly serviced.</p> <p>Vehicle is taken for repair if any defects found, and works are recorded</p>		
10.4	<p>Storage & use of machinery i.e. strimmer, turf cutter, combi-drill / chainsaw – injury</p>	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental</p>			<p>TTC owned machinery stored appropriately as per manufacturers' recommendations</p> <p>Machinery operated by qualified staff only and a check is completed of the machinery before use</p> <p>Appropriate certification held on file at the Town Clerk's Office</p> <p>PPE issued.</p> <p>Machinery is regularly serviced, and servicing is</p>	TC/ PFM	<p>Ensure that all staff remain qualified to use the equipment in accordance with manufacturers' guidelines.</p>

					scheduled in. Repairs to be completed by reputable companies		
10.5	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) CCTV at TTC offices car park Keys to lockable garages controlled by the Clerk's office	TC/ PFM	
11 Town Centre							
11.1	Public toilets – poor service delivery	TTC staff, members of the public, Councillors Physical, Legal & Compliance, Reputation, Environmental			TTC are responsible for maintenance, buildings and access Cleaning contract in place Contractors ensure daily cleanliness standards are met, checklist for cleaning regime	TC/ PFM	Inspection checklists to be in place. Regular meetings with the contractors
11.2	Public Toilets - Inappropriate use	TTC staff, member of the public,			Should drug paraphernalia /	TC/ PFM	Regular meetings with local Police team

	<p>e.g. drug use / sexual activities</p>	<p>Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental</p>			<p>bodily fluids, excreta be discovered the affected area is to be closed until the toilets have been thoroughly cleaned. The area is to be cleaned appropriately using required PPE and observing best practice methods</p> <p>Contractors are aware of problems and have been 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 (seasonally) which is reviewed and implemented as per TTC decision</p>		<p>Regular meetings with cleaning contractor</p> <p>Staff to be appropriately vaccinated against Hepatitis and transmittable diseases</p>
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					<p>PFM will close the facilities if deemed unsafe for the public to use</p> <p>Hazardous substance control and disposal of waste maintained under agreement with Contractors and health and safety guidelines</p>		
11.3	Public Toilets - Slips, trips, falls - Injury.	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal & Compliance, Reputation, Environmental, Quality</p>			<p>Public toilet cleaning contract ensures daily standards are met by identifying requirements and performance standards</p> <p>In the event of wet flooring, wet floor signs are displayed</p> <p>Damage to flooring reported by contractor to PFM</p> <p>Lighting sufficient</p>	TC / PFM	
11.4	Public Toilets - electrical installations /	TTC staff, member of the public,			All electrical installations should	TC / PFM	Wallgates are 25 +years old and are now getting

	lighting - injury.	Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			be subject to a full electrical inspection every 5 years		beyond repair and are potentially dangerous (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	TC / PFM	

					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	TC/ PFM	
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 contractor who specialises in Legionella checks and risk assessments Defects reported and addressed		
11.8	Fountain – legionella risk.				Fountain switched off	TC/ PFM	
11.9	Christmas Lights – erection and removal.	TTC, TTC staff, member of the			Contractors comply with the PLG06	TC /PFM	TTC outside services staff to receive relevant

	Working at height – injury/damage litigation	public, Councillors Physical, Legal & Compliance, Reputation, Environmental, Quality			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		ladder 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
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	TC/ PFM	
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	TC /PFM	

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			Appropriate PL insurance in place. Contractors have appropriate training and insurance. All lights PAT tested	TC / PFM	
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 for TTC is in place	TC/ PFM	
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			Cables are located out of the way, where the general public are not expected to walk	TC/ PFM	

		Physical, Financial, Service Delivery & Quality			or have access to Event risk assessment Cable ramp 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 RCDs No switchgear/ apparatus within reach of the Public	TC/PFM	
11.18	Christmas lights Personal injury	TTC staff Physical, Legal & Compliance			PPE issued Task specific risk assessment	TC/PFM	
11.19	Weed spraying	TTC staff, members of the public, contractors, animals Physical, Financial, Service Delivery & Quality			Qualified contractor employed to carry out weed spraying	TC/PFM	
11.20	Town Centre events (Triangles)	TTC, TTC staff, members of the public, contractors Physical, Compliance Financial, Service			Booking form required PL / RA / event plan required before permissions granted.	TC/PFM	

		Delivery & Quality					
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	TC/PFM	To annually inspect cabinet and cabling Document inspection
11.22	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	DCC	
11.23	Seagulls – aggressive / attacking	TTC staff, members of the public, contractors Physical			Public education Newly installed bins (seagull proof bins) Local awareness campaigns.	TC/TDC	
11.24	Slips, trips and falls - loose pavers, damaged pavers,	TTC staff, members of the public, contractors			DCC reporting portal	DCC	

	raised iron work.	Physical					
11.25	Hanging baskets – falling and causing injury	TTC staff, members of the public, contractors Physical TTC, TTC staff, contractors Physical, Legal & Compliance, Reputation, Environmental, Quality			Inspection of hanging basket carried out by watering contractor	TC/PFM	
11.26	Erection of Bunting - contractual arrangements	TTC staff, members of the public, contractors Physical TTC, TTC staff, contractors Physical, Legal & Compliance, Reputation, Environmental, Quality			Tender process to commence in line with TTC financial regulations	TC/PFM	
11.27	Erection and removal of bunting - Working at height – injury/damage litigation	TTC, TTC staff, contractors, member of the public Physical, Legal &			Contractor sends in risk assessments, health and safety policies and public liability insurance prior to starting the	TC/PFM	

		Compliance, Reputation, Environmental, Quality			work each year		
11.28	Safeguarding	TTC, TTC staff, contractors, members of the public			None		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 & Compliance, Reputation, Environmental, Quality			Budgetary provision made towards repair and maintenance	TC/PFM	
12.2	Loss of income – poor asset management	TTC			DCC manage P&D carparking and enforcement	TC/PFM	
13 Orangery							
13.1	Deterioration of building – Grade II listed	TTC, TTC staff, contractors, volunteers, members of the public Physical, Legal & Compliance,			Condition survey carried out by a qualified Surveyor and results recorded Any defects highlighted are	TC/PFM	Planned maintenance programme required.

		Reputation, Environmental, Quality			rectified dependent upon severity Budgetary provision made towards repairs and maintenance.		
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 All valuable assets alarmed	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	
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	TC/ PFM	
14.4	Lighting - failure	Members of Public TTC staff, tenants and Councillors			Emergency lighting available in Council chambers	TC/PFM	Review of emergency lighting throughout the building

		Physical, Reputation					
14.5	Security of staff – injury/attack	TTC staff Physical, Reputation			CCTV Office primarily manned by two members of staff. Panic alarms issued to staff	TC/PFM	Review Lone Working Policy
14.6	Deterioration of building – Grade II* 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/PFM	
14.7	Fire escape routes blocked – injury/death	TTC, TTC staff, contractors, tenants, members of the public Physical, Legal & Compliance, Reputation, Environmental,			Fire escape emergency lighting checked Fire escape routes always kept clear Room hire bookings terms and conditions	TC/PFM	

		Quality			advise keeping fire escapes clear		
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 Regular risk review	TC/PFM	
14.9	Electrical equipment – fire / burns / electric shock	Members of Public, TTC and Contractors Physical, Financial and Reputation			All electrical equipment is PAT (if applicable) tested / inspected regularly or as recommended by a qualified electrician Electrical sockets are 'protected' via RCD where appropriate 5 year electrical inspection Inventory undertaken of all electrical equipment and PAT testing recorded	TC/PFM	.

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	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 inspections Carbon Monoxide alarms in place	TC/PFM	
14.15	Housekeeping – injury	Members of Public, TTC staff, tenants and Contractors Physical, Financial and Reputation.			Staff to report damage / wear and tear where identified	TC/PFM	
14.15	Security – Physical & verbal abuse	Members of Public, TTC staff Physical, Service delivery & Quality			CCTV	TC/PFM	Additional camera to be installed to identify visitors prior to opening the door
14.16	Flood – disruption / damage / injury	Members of Public, TTC, Contractors and Councillors, tenants			Ensure that all contractors are appropriately qualified to carry out works and have	TC/PFM	

		Physical, Legal & Compliance, Reputation, Environmental, Quality			completed the risk assessment and have valid insurance		
14.17	Disruption of services – electrical, IT, fire, adverse weather conditions.	Members of Public, TTC, staff Reputation, Environmental, Quality			There is no current provision for business continuity.	TC/PFM	Business continuity plan to be drafted 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			All offices have secure access control 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	Code of Conduct Staff reminded about the consequences of the removal outside of the building of private and confidential material including recordings. Policy to be introduced.
15 Members and Civic Activities							
15.1	Town Mayor and or Consort acts unprofessionally or	TTC, Mayor/Deputy Mayor, third party.			Town Mayor is fully briefed prior to an event	TC	

	unreliably - damage to TTC and Town Mayor's reputation	Reputation			<p>Guidance on the Role of the Town Mayor in place</p> <p>Code of conduct in place</p> <p>Any significant issues brought to the attention of the Town Clerk</p> <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	TTC, Mayor/Deputy Mayor, third party. Reputation			Town Clerk's office checks all invitations received and seeks clarification about an invitation if needed	TC	

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	
15.4	Loss or theft of Town Mayors / Deputy Mayors chain of office	TTC and Mayor / Deputy Mayor Financial Reputation			Insurance in place and / or stored securely	TC	Mayor / Deputy 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, RAs prepared Office procedures in place for Mayor invitations – suitability check venue and invitee	TC	
15.6	Extreme weather – unable to attend event (i.e. snow)	TTC and Mayor/Deputy Mayor Reputation			The Town Mayor to inform Town Clerk asap if unable to make an event so that alternative	TC	

					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	
15.8	Budget overspend – Civic Events	TTC and Mayor/Deputy Mayor Reputation			TC 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, Reputational, Financial			Caterers used must provide TTC with copies of all Health and Safety, Food Handling, Public Liability documents before being engaged	TC	
15.10	Remembrance Day - Slips, trips & falls – injury/death	Members of Public TTC, Councillors, Members of the			Event management plan produced and reviewed	TC	

		Public, Participants. Including elderly young persons. Reputational					
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	TC	
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 Working Group set up to address all of the planning of the event	TC	
15.13	TTC meetings Slips, trips & falls injury	Members of Public TTC, Councillors, Participants. Reputational, Legal, Compliance			Caretakers check 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.			Public participation procedures in place Standing Orders	TC / Chair	

		Reputational, Legal, Compliance					
15.15	Members – inappropriate behaviour	TTC, Members of the public Reputational, Legal, Compliance			Code of Conduct Standing Orders Civility & Respect		
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	TC / PFM	
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			Now housed within secure access room at Bitton House	TC / PFM	

		Legal, Compliance, Financial, Reputational					
16.4	Risk of fire	TTC, staff, volunteers, members of the public Legal, Compliance, Financial, Reputational			Fire risk assessment undertaken as part of Bitton House	TC / PFM	
16.5	Lack of volunteers	TTC, staff, volunteers, members of the public Financial, Reputational				TC	Consider what alternative provisions there may be i.e. Linking up with another provider
16.6	Lone working	TTC, volunteers Legal, Compliance, Reputational				TC	Introduce Lone Working policy
16.7	Personal Security checks	TTC, volunteers Legal, Compliance, Reputational			Those involved are required to complete an Enhanced DBS and Level 2 security clearance	TC	