



**Teignmouth Town Council Risk Register 2023-24**

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

**Risk Treatment Key**

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

Risk No	Risk/Hazard	Who is at risk Risk category	Likelihood	Consequence	Controls in place	Risk Owner	Further Action
<b>1 Corporate and Strategic</b>							
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 &amp; DALC</p> <p>Procedures in place for regular production of, distribution and publication of Agendas and Minutes.</p>	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.			<p>Procedures in place to ensure adequate notice of meetings.</p> <p>Advice from DALC, SLCC, NALC</p>	TC	Ensure annual review

1.3	Failure to inform	TTC, TTC Councillors  Compliance & Legal Reputation			TTC publicises business via website, social media, local press and notices.  Town Clerk meets with Mayor, Dep Mayor and Chairman of standing committee(s) – 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 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 set annual budget and precept.  Adequate general and earmarked reserves kept.	TC	

					Budget monitoring every quarter.		
1.6	TTC expenditure significantly exceeds budget.	TTC Financial, Compliance & Legal delivery, quality & reputation			<p>Monthly Income and Expenditure reports produced and presented to Council.</p> <p>Quarterly budget reporting to Council.</p> <p>Monthly bank reconciliations.</p> <p>Quarterly VAT reclaims.</p> <p>Level of reserves (earmarked) reviewed at the budget setting process.</p>	TC	
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>Separate RFO appointed.</p> <p>Income received kept securely and banked</p>	TC/RFO	Petty cash to be removed as use of secure payment cards in place.

					<p>regularly</p> <p>Receipts issued for cash</p> <p>Standing Orders and Financial Regulations in place.</p> <p>Town Clerk approves monthly payment of salaries via timesheets.</p> <p>Chair Staffing Committee to approve Town Clerk expenses</p> <p>Petty Cash checked regularly</p> <p>Insurance in place.</p>		
1.8	Expenditure incurred without proper authority	TTC Financial, Compliance & Legal, Reputation			Standing Orders and Financial Regulations in place and reviewed	TC	

					<p>periodically</p> <p>Financial procedures in place</p> <p>Purchase order number must be used.</p> <p>Purchase Orders authorised by Lead Officer</p> <p>Internal audits carried out by external professional auditors</p>		
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 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	TC	The amount of monies needing taking to the bank has been greatly reduced as internet

					<p>build-up of funds.</p> <p>Deposits are driven to the Bank/Post office</p> <p>Staff advised not to resist if a theft is attempted</p> <p>Mobile phones must be carried</p>		<p>payments are encouraged and promoted.</p> <p>Lone Worker Policy to be introduced.</p>
11.12	Failure to provide strategic vision	<p>TTC</p> <p>Financial, Service delivery and reputation</p>			TTC Aims and Objectives	TTC	<p>Monitoring, review, adjustment – a process is to put in place to undertake regular review and monitoring against targets as set.</p>
11.13	Failure to invest – assets.	<p>TTC</p> <p>Financial, Service delivery and reputation</p>			TTC Aims and Objectives	TTC	<p>5-year investment/ improvement plan required for all assets held either freehold or leasehold.</p> <p>Monies to be made available or borrowed to ensure that assets are fit for purpose and aid income generation.</p>

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.
<b>2 Staffing and Employment</b>							
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.	TC	Staff development training relevant to the role to be undertaken and constantly reviewed at appraisals.



					All staff have job descriptions and person specs		
2.4	Long term sickness / loss of knowledge & experience	TTC, Staff  Financial, service Delivery & quality of service			Revised organisation structure in place.  All staff have job descriptions, recently revised as part of staff review	TC	Long term and regular bouts of sickness to be closely monitored especially as the impact on such a small team can may result in work related stress and extra burdens placed on other members of the team.
2.5	Low staff morale / Performance / Absenteeism	TTC, Staff  Financial, Service Delivery and Quality			Job descriptions for all officers.  Annual training budget.  Ad-hoc team meetings and a one to ones	TC	Regularise team meetings and one-ones.  Review of absence management policy  Staff Appraisal
2.6	Bullying & Harassment/stress /performance / sickness	TTC, Staff  Financial, Legal & Compliance, Delivery & Quality of 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 & Compliance, Delivery & Quality of Service			TTC sets annual training budget.  Staff offered local and national courses and conferences relevant to role	TC	Staff appraisal identify training needs.  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 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	TC	Consider staff eye test paid for and frequency of eye tests monitored.  DSE assessments.

					<p>undertaken. Fire Safety given as part of induction and in Staff Handbook. Appropriate and suitable PPE provided.</p> <p>Staff given training on use of Fire Extinguishers. Officer trained as first aider</p> <p>Staff first aid trained.</p>		<p>Manual Handling to be introduced.</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			All Staff subject to standard recruitment process.  References to be taken out before contracts signed.  Probationary period	TC	
2.12	Display Screens.	TTC staff			New screens purchased.  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 members of staff to be DBS checked dependent upon need e.g. contact with children, vulnerable adults etc.
<b>3 Information, Website &amp; Social Media</b>							
3.1	Non-compliance under Freedom of Information Act	TTC  Financial, Legal & Compliance			Freedom of Information procedure and	TC	Introduce FOI Policy.

					information request log in place.		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	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 &			Health & Safety Policy in place.  All new Staff receive training.	TC	Business Continuity Plan produced.  Legal and important documents are

		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 Alarms in place at Bitton House which are maintained regularly.</p> <p>All computer equipment numbered and labelled.</p>		<p>archived and stored in fireproof safe</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 &amp; Debtors, Public</p> <p>Financial, Legal &amp; Compliance, Delivery &amp; Quality</p>			<p>Anti-virus software provided and regularly updated.</p> <p>Staff have individual login and password access to computers.</p>		Disciplinary and Grievance Procedure to be regularly reviewed

		of Service			<p>Signing in book for visitors and contractors (Bitton House).</p> <p>Controlled access to CCTV room</p>		
3.5	Major ICT failure	<p>TTC, Staff, Councillors, Suppliers &amp; Debtors, Public</p> <p>Financial, Legal &amp; Compliance, Delivery &amp; 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>	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  Legal & Compliance, Delivery & Quality of Service, Reputation			Contract with web developer to maintain functioning website	TC	
3.10	Misleading or damaging information provided.	TTC, Members of Public  Legal & Compliance, 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.	TC	TTC owns laptop used for Planning meetings only.  Cyber Security audit to be arranged.
3.13	Health problems arising from computer use	TTC Staff, Physical, Financial, Legal & Compliance,			Health & Safety Policy (includes display screen regulations).  Health & Safety training for all new staff.  Appropriate furniture for computer use. Staff encouraged to report any concerns.  Health implications considered when making changes to the office layout.	TC	Consider staff eye test paid for and frequency of eye tests monitored
<b>4 Premises and Assets</b>							
4.1	Theft / Loss of asset	TTC Physical, Financial, Legal &			Title to property and land assets recorded with Land Registry.		

		Compliance, Delivery & Quality of Service			Buildings have regularly maintained intruder alarms.  Insurance cover in place for larger  Capital assets are recorded on the financial asset register, as appropriate  Asset Register 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 under review	TC	CCTV volunteers to be trained in the use of fire extinguishers  Access to Town Council offices to restricted by secure door.  Fire risk assessment basement.
4.3	Changes in market conditions or legislation - reduction in value of asset / increased costs	TTC  Environmental, Financial, Legal &			Asset register up to date and complete		

	due	Compliance, Delivery & Quality of Service					
4.4	Failure of tenant - Loss of tenant income	TTC  Financial, Legal & Compliance			<p>Payments in respect of leases and licenses monitored and debts chased promptly.</p> <p>Contracts in place for long term arrangements.</p> <p>Negotiations over revised lease arrangements consider tenants position.</p>	TC	
4.5	Assets not recorded properly.	TTC  Financial, Compliance & Legal, Reputation			<p>Insurance reviewed annually.</p> <p>List of possessions and financial asset register reviewed annually.</p>	TC	

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 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	

					<p>briefs TTC Councillors.</p> <p>Press releases in line with approved procedures.</p> <p>Public informed via TTC media including website.</p> <p>Communications Policy introduced</p>		
4.8	Lack of investment – assets.	<p>TTC, Staff, Councillors, Members of Public</p> <p>Financial, Legal &amp; Compliance, Reputation, Service delivery.</p>			Aims and Objectives.	TTC	5-year investment/ improvement plan required for all assets held either freehold or leasehold.
<b>5 Events</b>							
5.1	Damage or injury to members of the public	<p>TTC, Staff, Councillors, Members of Public</p> <p>Physical, Financial, Legal &amp; Compliance, Reputation</p>			<p>Health and safety policy in place.</p> <p>Service risk assessments carried out regularly by Lead officer and reviewed by Town</p>	TC	

					<p>Clerk.</p> <p>Fire risk assessments 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 management strategy</p>		
5.2	Events organised on Town TTC premises by third parties – injury / damage to property	Public, TTC Council Councillors, Staff, Contractors, Event organiser & staff			<p>TTC is responsible for all activities on its property. Third parties must submit and adhere to the submission of relevant risk and Health &amp; Safety documents.</p>		An event plan may have to be submitted to TSAG (Teignbridge Advisory Safety Group)

		Physical, Financial, Legal & Compliance, Reputation			<p>TTC permission must be obtained prior to any event taking place on Town PZTC owned land via L&amp;A committee or by appropriate delegated body.</p> <p>Full written details of the event must be provided to the TTC, including copies of the event plan and liability insurance cover.</p>		
5.3	Weather - adverse conditions	<p>Council Councillors, Staff, Contractors, Event organiser &amp; staff</p> <p>Physical, Financial, Legal &amp; Compliance, Reputation</p>			<p>TTC staff provided with sun cream and suitable clothing for all outside working.</p> <p>Event attendees (stalls, entertainers) advised to bring sun cream and suitable clothing for all weathers.</p> <p>Risk assessment –</p>	TC	



					weather conditions.		
5.4	Events organised by the Town TTC – injury / property damage	Members of Public, TTC Councillors, Staff, Contractors  Physical, Financial, Legal & Compliance, Reputation			<p>A risk assessment is prepared for all events organised by the Town TTC.</p> <p>Fire risk assessment carried out prior to event.</p> <p>Confirmation of insurance cover is obtained from the TTC insurers.</p> <p>Checks are carried out on third party participators as appropriate – risk assessments / food hygiene / insurance etc.</p> <p>Appropriate first aid facilities are put in place.</p> <p>TTC staff organise event on site and are easily identifiable. Event organisers contact point</p>	TC	

					<p>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 &amp; Compliance, Reputation</p>			<p>Event risk assessment, public liability.</p> <p>Indemnify TTC against claims.</p>		Consider producing usage guidance for event organisers
<b>6 Contractors</b>							
6.1	Use of contractors damage / fire / injury	<p>Member of Public, TTC Councillors, Staff and Contractors</p> <p>Physical, Financial, Legal &amp; 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>	TC	<p>Introduction of a 'select contractors list'.</p> <p>Safeguarding dependent upon work contracted.</p>

					<p>All contractors must hold valid relevant qualifications and accreditations</p> <p>Contractors removing waste material, handling sanitary waste, clinical waste, herbicides, pesticides etc. are appropriately licensed</p> <p>Work of all contractors is monitored and where appropriate records kept.</p>		
6.2	Site safety – damage / injury / death	<p>Members of Public, TTC Staff and Contractors</p> <p>Physical, Financial, Legal &amp; Compliance, Reputation</p>			TTC provide contractors with relevant induction where appropriate. All parties are aware of the necessity to maintain a safe working environment	TC	
6.3	Site safety – Fire/Asbestos	Members of Public, TTC Staff and Contractors			TTC will advise all contractors of fire procedures/ asbestos register	TC	

		Physical, Financial, Legal & Compliance, Reputation			where appropriate. Asbestos risk register freely available plus an annual review and update as required.		
<b>7 Open Spaces</b>							
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 monitor the park for any fallen branches, trees etc. Any problems identified	TC	

					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	Install railings to prevent access to sudden drops
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	
7.4	Town Council managed car parks	Members of Public TTC staff and Contractors  Physical, Financial, Legal & Compliance, Reputation			None at present	TC	Erect information signage  Introduce inspection regime for car park (defect reporting)  Budgetary provision for repair and maintenance works.

7.5	Grass cutting, litter clearance, park furniture	<p>Members of Public TTC staff and Contractors</p> <p>Physical, Financial, Legal &amp; Compliance, Reputation</p>			<p>Grass cut regularly by TTC outside services 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. Frequently can be 'upped' if required.</p> <p>Bins cleaned Regularly. Graffiti removed as and when identified</p> <p>Town Clerk meets periodically with PCSO's to discuss anti-social behaviour</p>	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	Members of Public TTC			Dog bins installed Bitton Park	TC/ PFM	Improve signage

	infection of dog faeces.	staff and Contractors  Physical, Legal & Compliance, Reputation, Environmental			Dogs on leads signage.  Removal of dog faeces.		
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	TC	
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			TTC staff provided with sun cream and	TC	Training required for coastal flooding

		<p>staff and Contractors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>suitable clothing for all outside working.</p> <p>Risk assessment – weather conditions</p> <p>Flood Risk plan (coastal)</p>		
7.10	Japanese Knotweed/other invasive species/ poisonous plant species	<p>Members of Public TTC staff and Contractors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>Guidance from TDC, DCC or DEFRA</p> <p>Employ suitably qualified contractor to remove plant species if required to do so.</p>	TC	Consider training in the identification of non-native and invasive plant species.
7.11	Organised user's groups – injury	<p>Members of Public TTC staff and event organisers</p> <p>Physical, Legal &amp; Compliance, Reputation,</p>			<p>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</p>	TC	An event plan may have to be submitted to TSAG (Teignbridge Advisory Safety Group)



		Environmental			applicable and risk assessment.		
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 (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 area to be erected.  Task specific Risk assessment.	TC	Arrange suitable training for staff.  Contractors if employed to provide suitable H&S documentation.
7.14	Manual Handling – heavy loads/injury -	TTC staff, contractors,			The lifting of heavy loads is	TC/ PFM	

		<p>Councillors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>discouraged.</p> <p>If loads do need to be moved the correct manual handling procedure is adopted</p> <p>Any excessively heavy loads can be moved by mechanical means if necessary.</p> <p>Task specific Risk assessment</p>		
7.15	Working on/near the highway	<p>TTC staff/ Contractors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>TTC Staff working near any roads to wear appropriate PPE, work in pairs and have completed the adequate training if required</p> <p>Task specific Risk assessment</p> <p>Dependent on the task – suitably qualified contractor</p>	TC	Ensure appropriate staff are trained to 'Chapter 8'.

					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	
<b>8 Allotments</b>							
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.  Annual inspection to be introduced.  Review of lease agreement.
<b>9 Bitton Park/George Street Garden</b>							
9.1	Public access	TTC staff, members of the public  Physical, Legal & Compliance, Reputation, Environmental			The general public's use of the Park and/or garden at their own risk  TTC staff monitor areas.	TC/PFM	Inspection regime to be introduced – daily Bitton Park, weekly George St garden.

9.2	Poorly maintained path/walkways -slips trips and falls.	TTC staff, members of the public  Physical, Legal & Compliance, Reputation, Environmental			Any defects found or reported to TTC are repaired as soon as practicably possible.  Any large hole, rut, obstruction etc are filled in / removed if situated on any desire line, car park or path.  Leaf clearance and moss / algae on paths are treated / removed by TTC staff	TC/PFM	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  Physical, Legal & Compliance, Reputation, Environmental			Monitored by TTC staff (Mon -Fri daytime).  CCTV	TC/PFM	Erect signage  Consider what other measures (if any) are needed to prevent access.
9.3	Poorly maintained fencing, benches,	TTC staff, members of the			Any defects found or reported to TTC are	TC/PFM	Inspection and reporting regime to be introduced

	flower boxes	public, contractors  Physical, Legal & Compliance, Reputation, Environmental			repaired as soon as practicably possible  Budgetary provision for repair and maintenance		
<b>10 Vehicles</b>							
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.	TC/PFM	Introduce vehicle check sheets.
10.2	Towing – injury/damage	TTC staff, member of the public, Councillors  Physical, Legal & Compliance, Reputation, Environmental			A daily checklist is completed of the trailer before use.  Only TTC staff or authorised Councillors are able to drive the vehicle and tow the trailer.  Trailer is taken for repair if any defects found and works are recorded.	TC/PFM	Consider towing training for TTC staff.

					Tyres regularly checked for condition / pressures		
10.3	Conveyancing of goods & items – injury/damage	TTC staff, member of the public, Councillors  Physical, Legal & Compliance, Reputation, Environmental			All loads carried on or in the vehicles are secured to ensure they cannot fall out / off the vehicle.  Load limit adhered to as per manufacturer's guidance	TC/PFM	
10.4	RTA – injury, death	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 annual for any validity endorsements  Any Councillor authorised to drive the company vehicle will have their licences checked annually for any validity	TC/PFM	

					<p>endorsements</p> <p>Staff and Councillors insured on TTC company vehicle insurance.</p> <p>Vehicle is taxed &amp; has an up to date MOT certificate. Both the vehicle and trailer are regularly serviced. Vehicle and trailer are taken for repair if any defects found and works are recorded.</p>		
10.5	<p>Storage &amp; 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 &amp; Compliance, Reputation, Environmental</p>			<p>PTC owned machinery stored appropriately as per manufacturers' recommendations</p> <p>Machinery operated by qualified staff only and a daily check is completed of the machinery before use.</p> <p>Appropriate</p>	TC/ PFM	<p>Ensure that all staff remain qualified to use the equipment in accordance with manufacturers' guidelines.</p>

					<p>certification held on file at the Town Clerk's Office.</p> <p>PPE issued.</p> <p>Machinery is regularly serviced, and annual servicing is scheduled in. Repairs to be completed by reputable companies</p>		
10.6	Theft/loss/vandalism	<p>TTC</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>Vehicle is to be parked overnight in TTC offices car park or at an agreed location (subject to insurers approval)</p> <p>CCTV at TTC offices car park.</p> <p>Keys to lockable garages controlled by the Clerk's office.</p>	TC/PFM	
<b>11 Town Centre</b>							
11.1	Public toilets – poor service delivery	TTC staff, member of the public,			TTC are responsible for	TC/PFM	Inspection checklists to be in place.



		<p>Councillors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>maintenance, buildings and access.</p> <p>Cleansing contract in place</p> <p>Contractors ensure daily cleanliness standards are met, checklist for cleaning regime</p>		<p>Regular meetings with the contractors.</p>
11.2	<p>Public Toilets - Inappropriate use e.g. drug use / sexual activities</p>	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental</p>			<p>Should drug paraphernalia/ bodily fluids, excreta be discovered the affected area is 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 advised TTC liaises closely with local Neighbourhood Police Team to</p>	TC/ PFM	<p>Regular meetings with local Police team.</p> <p>Regular meeting with cleaning contractor.</p> <p>Staff to be appropriately vaccinated against Hepatitis and transmittable diseases.</p>

					<p>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 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.	TTC staff, member of the public, Councillors			Public toilet cleaning contract	TC/ PFM	

		Physical, Legal & Compliance, Reputation, Environmental, Quality			<p>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>		
11.4	Public Toilets - electrical installations / lighting - injury.	<p>TTC staff, member of the public, Councillors</p> <p>Physical, Legal &amp; Compliance, Reputation, Environmental, Quality</p>			All electrical installations should be subject to a full electrical inspection every 5 years.	TC/ PFM	Wallgates are 25 +years old and are now getting beyond repair and are 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			Contractor ensures daily standards are	TC/ PFM	

		Physical, Legal & Compliance, Reputation, Environmental, Quality			<p>met by completing a daily checklist</p> <p>Contract with sanitary contractors for cleaning and disposal of waste defines minimum standards.</p> <p>Contractors carry out all cleaning and supply their own chemicals and PPE.</p> <p>Contractors have carried out their own COSHH and Health &amp; Safety risk assessments.</p> <p>PFM client's contractors work.</p> <p>Contact details for members of the public – who to phone to report a problem.</p>		
11.6	Public Toilets - closure	TTC staff, member			Signage placed	TC/	

		of the public, Councillors  Physical, Legal & Compliance, Reputation, Environmental, Quality			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 brought in.	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 local contractor who specialises in Legionella checks and risk assessments.  Defects reported and rectified.		
11.8	Fountain – legionella risk.				Fountain switched off	TC/ PFM	

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 checked in Dec 2018.	TC /PFM	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
11.10	Christmas Lights fail to illuminate	TTC, TTC staff, member of the public, Councillors			Replace lights  PFM arranges	TC/ PFM	

		Physical, Legal & Compliance, Reputation, Environmental, Quality			inspection of lighting column and lights before erection  Light sockets checked in Dec 2018.		
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			None.	TC/ PFM	Support wires are to be tested annually, as per the code of practice

11.14	Christmas Lights - Damage or vandalism	TTC  Physical, Financial Reputation, Service delivery, Environmental, Quality			Electrical equipment less than 2.5m high is low voltage or barrier in place. All electricity supplies are fitted with RCDs.  Public liability cover TTC is checked annually.  CCTV	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  Physical, Financial, Service Delivery & Quality			Cables are located out of the way, where the general public are not expected to walk or have access to.  Event risk assessment.  Cable matting	TC/ PFM	



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

	Triangles	members of the public, contractors  Physical, Compliance Financial, Service Delivery & Quality			engaged electrical contractors are solely authorised to access the cabinet and cabling.  TTC staff meet event organisers (those requiring power) and set up.		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/PFM	Introduce monthly inspection of cafe pavement licences holders ensuring that terms and conditions are being adhered to
11.23	Trees – injury/damage	TTC staff, members of the public, contractors  Physical, Compliance			TTC staff report issues to DCC local representative or via DCC reporting portal	DCC	

		Financial, Service Delivery & Quality			DCC to ensure that the trees are assessed and works that are needed are done so.		
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 11.27	Hanging baskets – falling and causing injury Erection of Bunting - contractual arrangements	TTC staff, members of the public, contractors Physical TTC, TTC staff, contractors  Physical, Legal & Compliance, Reputation, Environmental,			Hanging baskets secured by wire fixings. Tender process to commence in line with TTC financial regulations	TC/PFM  TC/PFM	Introduce monthly inspection of hanging baskets fixings.

		Quality					
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	TC/PFM	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		Evaluate/ Implement DBS checks if required for specific works i.e. toilets.
<b>12 Car Parks</b>							
12.1	Badly maintained – slips trips and falls	TTC, TTC staff, contractors, members of the public  Physical, Legal & Compliance, Reputation, Environmental, Quality			Budgetary provision made towards repair and maintenance	TC/PFM	Planned maintenance programme required.  Introduce routine inspection of asset.
12.2	Loss of income – poor asset management	TTC			Budgetary provision made	TC/PFM	Consider engaging a parking enforcement

					towards repair and maintenance		firm to ensure that customers can use spaces paid for.
<b>13 Orangery</b>							
13.1	Deterioration of building – Grade 11* listed	TTC, TTC staff, contractors, volunteers, 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	Planned maintenance programme required.
<b>14 Bitton House</b>							
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			Alarm system in operation. Adequate insurance	TC/PFM	Consider review of hangings and storage

		Physical, Reputation			CCTV		
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  Physical, Reputation			Emergency lighting available in Council chambers	TC/PFM	Review of emergency lighting throughout the building
14.5	Security of staff – injury/attack	TTC staff  Physical, Reputation			CCTV  Office primarily manned by two member so staff.  Housekeeper locks all doors when in the building.  Panic alarms	TC/PFM	Review Lone Working  Introduction of 'locked door' policy with bell for public.

					issued to staff.		
14.6	Deterioration of building – Grade 11* 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  Personal panic alarms issued to vulnerable staff	TC/PFM	
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.	TC/PFM	
14.8	Use of equipment - injury	TTC staff, Councillors,			Staff are frequently reminded to use	TC/PFM	

		Physical, Financial, Reputation			equipment sensibly and not to take risks. They are to report any concerns to the relevant persons Regular risk review		
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 (if safe) is marked date of test and details logged. All electrical sockets are 'protected' via RCD  5 year electrical inspection.  Inventory undertaken of all electrical equipment and all PAT tested.	TC/PFM	.
14.10	Combustibles	Members of			Paper stored away	TC/PFM	Insurers will now require



	(paper/textiles/aerosols) storage - fire	Public, TTC staff, tenants and Contractors  Physical, Financial and Reputation.			from main office.  Bins regularly emptied  Shred bin stored away from main office.		an inspection and recording of inspection.
14.11	Gas – appliances leaking, not for purpose, carbon monoxide poisoning	TTC, TTC staff, contractors, tenants, members of the public  Physical, Legal & Compliance, Reputation, Environmental, Quality			Annual Gas appliance inspection.	TC/PFM	Carbon gas monoxide monitors to be fitted throughout the building.
14.15	Housekeeping – injury	Members of Public, TTC staff, tenants and Contractors  Physical, Financial and Reputation.			Staff to report damage/wear and tear.	TC/PFM	
14.15	Security – Physical & verbal abuse	Members of Public, TTC staff  Physical, Service delivery & Quality.			CCTV	TC/PFM	Complete review to be completed with regard to staff security as well that of the general public.

14.16	Flood – disruption / damage / injury	Members of Public, TTC, Contractors and Councillors, tenants  Physical, Legal & Compliance, Reputation, Environmental, Quality			Ensure that all contractors are appropriately qualified to carry out works and have completed the risk assessment and have valid insurance.	TC/PFM	
14.17	Disruption of services – electrical, IT, fire, adverse weather 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			Shredding bin in the Town Clerks office foyer.  All staff briefed on procedure for confidential documents.  TTC Councillors are aware that confidential	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.

					papers must be disposed of responsibly e.g. shredded.  New TTC Councillors receive briefing.  Password protection introduced.		
<b>15 Members and Civic Activities</b>							
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.		
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			If necessary, RA's prepared.  Office procedures in	TC/PA to Mayor	

		Financial Reputation			place for mayor invitations – suitability check venue and invitee		
15.6	Extreme weather – unable to attend event (i.e. snow)	TTC and Mayor/Deputy Mayor  Reputation			The Town Mayor to inform the PA to Town Mayor or Town Clerk asap if 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.	TC/PA to Mayor	
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			TC/RFO monitors income and expenditure.	TC	

		Reputation					
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/PA to Mayor	
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 /	Members of Public TTC, Councillors, Participants. Including elderly			Temporary Road Closure Order in place and will be managed throughout	TC/PA to Mayor	

	death	young persons Reputational,			the event. Sub-Committee set up to address all of the planning of the event.		
15.13	TTC meetings - Slips, trips & falls injury	Members of Public TTC, Councillors, Participants.  Reputational, Legal, Compliance			Housekeeper checks the house and notifies the PFM of any defects.	TC/ PFM	
15.14	TTC Meetings – verbal abuse from the gallery.	Members of Public TTC, Councillors, Participants.  Reputational, Legal, Compliance			Public participation procedures in place.  Standing Orders	TC/ Chair	
15.16	Members – inappropriate behaviours	TTC, Members of the public  Reputational, Legal, Compliance			Code of Conduct  Standing Orders		
<b>16 CCTV</b>							

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



16.5	Lack of volunteers	TTC, staff, volunteers, members of the public  Financial, Reputational					Consider what alternative provisions there may be i.e. Linking up with another provider.
16.6	Lone working	TTC, volunteers  Legal, Compliance, Reputational			Volunteers log on with the local Police.		Introduce Lone Working policy for CCTV volunteers.
16.7	Positive vetting checks	TTC, volunteers  Legal, Compliance, Reputational			Those involved are required to complete a police check (positive vetting).		Review all documents and procedures.