



## **ST AUSTELL TOWN COUNCIL**

### **RISK REGISTER 2024 (to be reviewed February 2025)**

#### **Contents:**

- 1. Corporate and Strategic**
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- 10. Members and civic activities**
- 11. Allotments and gardens**
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- 14. The House**
- 15. Pandemics and epidemics**
- 16. Climate change and extreme weather**

#### **Key:**

**Probability** – 1 Improbable/very unlikely, 2 Unlikely, 3 Even chance/may happen, 4 Likely, 5 Almost certain/imminent

**Impact** – 1 Negligible, 2 Slight (minor injury, damage, disruption), 3 Moderate (injury, illness, damage, lost business), 4 Severe (major injury/damage, lost time, business interruption), 5 Very severe (fatality, business closure, disaster)

**Risk Owner-**

TC = Town Clerk, DTC = Deputy Town Clerk, OM = Operations Manager, LM = Library Manager, FASO = Finance/Admin Support Officer

**Committee ownership -**

Finance & General Purposes	
Community	
Planning and Regeneration	
Climate and Environment	
Town Council (SATC)	

**Risk score –**

Adequate/acceptable risk <5	
Medium risk 6-10	
High risk >11	

Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>1. Corporate &amp; Strategic</b>								
1.1	Failure to comply with legislation and/or regulations	SATC  Financial, Compliance & Legal, Reputation	2	4	8	SATC induction booklet issued to all SATC Councillors. Standing Orders, Code of Conduct and scheme of delegation.  Town Clerk, Deputy Town Clerk & Finance/Admin Officer have obtained CiLCA qualification. The Town Clerk is a Chartered Accountant (FCPFA), Deputy Town Clerk has a CIPD Level 3 HR qualification and the Operations Manager has an	TC	To obtain a higher level Quality Status Award

					<p>IOSH Managing Safety qualification. Both the Deputy Town Clerk and the Finance/Admin Officer have attained the SLCC FILCA.</p> <p>SATC is a member of NALC &amp; CALC. Town Clerk &amp; Deputy Town Clerk are members of SLCC. Officers attend professional conferences /seminars.</p> <p>Policies and procedures governed by external and internal influences, nationally recognised bodies and internal regulations</p> <p>Procedures in place for regular production, distribution and publication of Agenda and Minutes.</p> <p>Ellis Whittam appointed to advise on HR and Health and Safety issues.</p> <p>Foundation Quality Status achieved.</p>	
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1.2	Failure to provide timely and adequate notice of SATC meetings, agendas and production of SATC minutes	SATC  Compliance and Legal, Reputation	1	2	2	Procedures in place for regular production, distribution and publication of Agenda and Minutes.  Advice available from CALC, NALC & SLCC	TC	Consider more use of electronic agendas (reduction in paper use).
1.3	Failure to inform SATC Councillors	SATC, SATC Councillors Compliance and Legal, Reputation	2	3	6	SATC business publicised through notices, website and Facebook.  Weekly brief drafted.  Mayor/Deputy Mayor engagement list produced on a weekly basis.  Mayor/Deputy Mayor have a weekly catch-up with Town Clerk.	TC	Town Clerk to instigate regular meetings with Mayor, Deputy Mayor and Chairs of standing committees.
1.4 (i)	Devolution of services –insufficient resources and failure to deliver services	SATC Staff, Members of Public  Compliance & Legal, Service delivery & quality, Reputation	2	4	8	Any decision to take on additional services would need to be agreed by the SATC.  Resources – staff /finance etc. would need to be reviewed as part of the decision-making process.  Temporary Regeneration Officer recruited.	TC	Report to Staffing Committee annually to review resources.  Priorities to be discussed regularly with Councillors.
(ii)	Town Centre Revitalisation Project – insufficient capacity to deliver							

1.5	Failure to agree precept or precept set at inadequate level	SATC  Financial, Compliance & Legal, Service delivery & quality, Reputation	1	4	4	SATC agrees financial plan and sets Annual budget. Adequate reserves maintained.  Adequate budget and level of reserves reviewed during budget process. TC to indicate if budget & reserves not adequate during budget process.  TC is a qualified accountant. (FCPFA)	TC	Consider developing a more comprehensive medium-term business plan
1.6	SATC expenditure significantly exceeding budget	SATC  Financial, Compliance & Legal, Service delivery & quality, Reputation	1	3	3	Monthly Income and Expenditure report reviewed by Lead Officers  Regular budgetary control reviews undertaken by DTC/OM and significant issues raised with Town Clerk  Monthly bank reconciliations take place  Actions taken to respond to variances  Regular budgetary control reports to standing committees	TC/DTC/OM  TC/DTC  TC	Monitor impact of inflation and global economic changes on running costs.

						<p>Level of reserves, general and ring fenced reviewed by SATC during budget process</p> <p>Reserves regularly reviewed by Town Clerk</p>	
1.7	Loss of funds due to error, theft, fraud or misappropriation due to failure to keep proper financial records	SATC Financial, Compliance & Legal, Reputation	2	3	6	<p>Financial Management System (FMS) in place. Cheques must be signed by two SATC Councillors.</p> <p>All BACS Payments are signed off by the Mayor and Deputy Mayor and two staff.</p> <p>Chairman of Finance Committee reviews the Town Council's expenditure on a monthly basis.</p> <p>Income received, kept securely and banked regularly. Security company used for car park and library cash handling and bankings reconciled 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</p>	TC/DTC

						<p>Lead Officers approve expenses Mayor approves Town Clerk expenses Income and expenditure reviewed against budget regularly and reported periodically to SATC via standing committees.</p> <p>Fidelity Guarantee Insurance in place</p>		
1.8	Expenditure incurred without proper authority	SATC Financial, Compliance & Legal, Reputation	2	2	4	<p>Standing Orders and Financial Regulations in place and reviewed periodically</p> <p>General Power of Competency achieved and adopted</p> <p>Financial procedures and delegations in place</p> <p>Purchase Orders authorised by Lead Officer</p> <p>Internal audits carried out by external contractor/Members</p>	TC/DTC/OM	
1.9	Failure to comply with HMRC regulations (financial penalty incurred)	SATC Financial, Compliance & Legal, Reputation	2	3	6	Electronic VAT returns completed quarterly by TC	TC	

						<p>Electronic PAYE returns completed monthly by payroll provider</p> <p>HMRC issues reminders</p> <p>Finance system accounts for VAT on purchases and sales. Town Clerk receives periodic updates from HMRC which are reviewed.</p>		
1.10	Items not insured or cover too low	SATC Financial, Reputation	2	2	4	<p>Cover reviewed annually by Town Clerk and DTC/OM</p> <p>Asset register updated at least annually</p> <p>Insurance contract re-let with advice from broker to strengthen review process. Annual review undertaken by broker. Tender sought.</p>	TC/DTC/OM	
1.11	Banking – conveyance of cash/cheques to bank	SATC, Staff Physical, Financial	1	4	4	<p>Money banked regularly to avoid build-up of funds</p> <p>Member of staff responsible for transporting cash must be accompanied.</p> <p>Security company used for banking of cash (car park/library).</p>	TC/DTC/OM	



						<p>Staff advised not to resist if a theft is attempted.</p> <p>Lone Working policy in force.</p> <p>Mobile phones must be carried.</p>		
1.12	Risk of losses or claims arising from generating commercial income and/or undertaking contract work for other organisations.	Physical, financial and reputational.	2	3	6	<p>Extensive staff training provided.</p> <p>Business case assessed thoroughly before committing to contracting to other organisations.</p> <p>Risk levels to be kept commensurate with financial means.</p>	TC	<p>All proposals to be approved by Members.</p> <p>Clerk closely supervising Town Revitalisation Project procurement and contracts.</p>
1.13	Deterioration of relationships with Cornwall Council	SATC Financial, Compliance & Legal, Reputation	2	3	6	<p>Good communications maintained</p> <p>Regular meetings with Cornwall Councillors</p> <p>Regular meetings with property officers</p> <p>Ad hoc briefings with Cornwall Council Place Shaping Officers</p>	TC/DTC	<p>Engage further with place shaping work and property officers.</p> <p>Engage with Treveth officers.</p>

						Cornwall Councillors part of Town Council		
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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>2. Staffing and Employment</b>								
2.1	Inadequate staffing resources	SATC Delivery and quality of service	4	3	12	<p>Employment contracts with notice period</p> <p>Staff establishment reviewed annually with Staffing Committee</p> <p>Priorities discussed regularly with members.</p> <p>Ensure vacancies advertised and filled</p> <p>Sickness absence reviewed regularly and reported to the Staffing Committee annually.</p>	TC/DTC/OM	<p>Impact of Town Centre Revitalisation Project to be monitored.</p> <p>Staffing review to be undertaken at least annually.</p>
2.2	Failure to comply with employment law	SATC Financial/compliance and Legal, Reputation	2	3	6	<p>All applicants for employment are issued with an application pack.</p> <p>Contracts are in place for all staff.</p> <p>DTC qualified CIPD level 3</p>	TC/DTC	

						<p>HR policies approved by SATC are available for all staff.</p> <p>Ellis Whittam advise on HR issues</p>		
2.3	Loss of key staff	<p>SATC</p> <p>Delivery &amp; Quality of service</p>	3	3	9	<p>Organisation structure reviewed annually.</p> <p>Employment contracts with notice periods.</p> <p>All staff have job descriptions and person specs.</p> <p>Key staff insurance cover.</p> <p>Staff development training relevant to the role undertaken.</p> <p>Succession planning considered during SDR process</p>	TC/DTC	Service and procedural documentation to be improved.
2.4	Long term sickness / loss of knowledge & experience	<p>SATC, Staff</p> <p>Financial, service Delivery &amp; quality of service</p>	2	3	6	<p>Sickness monitored and reported to Staffing Committee.</p> <p>All staff have job descriptions.</p> <p>Written office procedures which are regularly updated.</p>	TC/DTC	Monitor sickness patterns.

2.5	Low staff morale / Performance / Absenteeism	SATC, Staff  Financial, Service Delivery and Quality	2	2	4	<p>Job descriptions for all officers.</p> <p>Annual training budget.</p> <p>Regular team meetings and one to one meetings</p> <p>Absence management policy in place</p> <p>Regular staff appraisal scheme (SDR)</p>	TC/DTC/OM	
2.6	Bullying & Harassment / stress / performance / sickness	SATC, Staff  Financial, Compliance, & Legal, Delivery & Quality of service	3	2	6	<p>Regular team meetings</p> <p>Annual staff appraisal (SDR)</p> <p>Harassment and Whistle-blowing policy in place.</p>	TC/DTC/OM	
2.7	Inadequate training	SATC Financial, Legal & Compliance, Delivery & Quality of Service	2	3	6	<p>SATC sets annual training budget.</p> <p>Staff appraisal identifies training needs. (SDR)</p> <p>Fire and First Aid training provided.</p> <p>Training in use of machinery reviewed and updated regularly.</p>	TC/DTC/OM	First aid training to be refreshed.

						Staff offered local and national courses and conferences relevant to role.		
2.8	Inappropriate gifts to staff and SATC Councillors	SATC Compliance & Legal, Reputation	2	2	4	All gifts over £25 to be recorded in gift register. Members Code of Conduct & signed declarations.	TC	
2.9	Personnel security / injury to staff	SATC, Staff Physical, Financial, Compliance & Legal.	2	3	6	Lone working policy in place. Radio issued to library. Mobile phones issued to grounds maintenance staff. CCTV available in many areas.	TC/DTC/OM	Review persistent offender arrangements at the Library.
2.10	Health & safety.	SATC, Staff Physical, Financial, Compliance & Legal, Reputation	2	4	8	Health & safety risk assessments carried out. Operations Manager completed diploma in Health and Safety. Ellis Whittam appointed as advisers. Annual inspection. DSE risk assessments carried out when changes to desk or office set –up. Staff eye test paid for and frequency of eye tests monitored.	TC/OM/DTC	

						<p>Chapter 8 training provided. Appropriate grounds maintenance training provided and accreditations reviewed regularly.</p> <p>Fire Risk assessments undertaken and Fire Safety training given as part of induction and in Staff Handbook.</p> <p>Officers trained as first aiders</p>		
2.11	Employee qualifications & employment history incorrect / fraud / inappropriate behaviour.	SATC, Staff Public  Financial, Compliance & Legal, Delivery & Quality of Service	1	3	3	<p>All Staff subject to standard recruitment process.</p> <p>References taken before contracts signed.</p> <p>Anti-fraud and corruption policy in place.</p> <p>DBS checks to be carried out if employee to work regularly and closely with young people or vulnerable adults and meet guidelines.</p>	TC	

Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>3. Information, website &amp; social media</b>								
3.1	Non-compliance under Freedom of Information Act.	SATC  Financial, Legal & Compliance,	1	3	3	Freedom of Information Policy, procedure and information request log in place.	TC	
3.2	Data protection registration & compliance	SATC, Staff, SATC Councillors, Contractors & Debtors, Public  Financial, Legal & Compliance	2	3	6	Policies in place for Data Protection and use of personal data.  Data inventory and privacy impact assessments completed.  Firewall in place on network – managed by Computer provider and training provided for staff and SATC Councillors.  Annual renewal of registration with ICO.  Computer usage policy in place.	TC/DTC	Cyber essentials to be attained  Guidelines for members to be drafted
3.3	Loss of data &	SATC, Staff,	2	4	8	Health & Safety Policy in	TC	Cyber insurance cover to



	information - theft, fire, flood or damage.	SATC Councillors, Contractors & Debtors, Public  Financial, Legal & Compliance				place. All new Staff receive training.  Insurance in place  Computers and network managed by computer provider.  Fire assessments carried out. Electrical appliances turned off at night. Electrical testing & PAT undertaken.  Data backed up to Cloud.  Legal and important documents archived and stored in fire resistant safe.		be considered.  Business continuity plan to be developed.
3.4	Loss or damage arising from unauthorised use/theft or misappropriation.	SATC, Staff, SATC Councillors, Suppliers & Debtors, Public  Financial, Legal & Compliance, Delivery & Quality of Service	2	3	6	Alarms and CCTV in place at Stable Block and Library which are maintained regularly.  Anti-virus software provided and regularly updated.  Access to office restricted.  Staff have individual login and password access to computers. Dual authentication introduced.	TC/DTC/OM	All computer equipment numbered and labelled.

						Disciplinary and Grievance Procedure.		
3.5	Major ICT failure	SATC, Staff, SATC Councillors, Suppliers & Debtors, Public  Financial, Legal & Compliance, Delivery & Quality of Service	2	3	6	Upgrades to ensure that hardware/software is suitable for its requirements and up to date.  Data backed up on the Cloud.  Further independent back up introduced.  Password protection requiring system administration procedures to only be carried out by consultant	TC	
3.6	Website out of date, incorrect or misleading	SATC, Members of Public  Legal & Compliance, Delivery & Quality of Service, Reputation	2	3	6	Agendas and minutes published without exempt pages.  Officer responsible for relevant web pages.  Web pages updated. New accessibility standards met.  Periodic review of website contents.	TC/DTC/FASO	Some updating required when resource permits.

3.7	Inadequate budget provision for website.	SATC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation	1	3	3	Annual budget approved by SATC.	DTC	
3.8	Failure of website or internet provider.	SATC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation	2	2	4	Contract with web developer to maintain functioning website.  Domain name of SATC, and website owned by SATC.	TC/DTC	
3.9	Misleading or damaging information provided.	SATC, Members of Public Legal & Compliance, Delivery & Quality of Service, Reputation	2	2	4	Social Media policy developed.  Website content controlled/reviewed.  Town Council press releases authorised by the Mayor and/or Town Clerk.  Facebook page updated regularly.	TC/DTC/FASO  TC/DTC	
3.10	Libel, Slander	SATC Staff, SATC Councillors,	2	3	6	Staff risk aware.  Code of conduct.	TC	

		Members of Public  Financial, Legal & Compliance, Reputation				Press releases and publications reviewed by Town Clerk before publication.		
3.11	Laptop and portable media – theft, misappropriation & loss of data.	SATC Staff, Councillors, Members of Public Suppliers  Financial, Legal & Compliance, Delivery & Quality of Service, Reputation	2	3	6	SATC has 5 laptops which are encrypted and login and password protected and discourages the use of portable storage media.  Removal of laptop from the SATC offices requires approval by the Town Clerk but will happen occasionally.	TC	
3.12	Health problems arising from computer use.	SATC Staff,  Physical, Financial, Legal & Compliance,	2	2	4	Health & Safety Policy (includes display screen regulations).  Free eye tests.  Health & Safety training for all new staff.  Appropriate furniture for computer use.  Staff encouraged to report any concerns.	TC/DTC (Stable Block)  DTC (Library)	

						Health implications considered when making changes to the office layout.		
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<b>4. Premises and Assets</b>								
4.1	Theft / Loss of asset	SATC  Physical, Financial, Legal & Compliance, Delivery & Quality of Service	3	2	6	Title to property and land assets recorded with Land Registry.  Buildings have regularly maintained intruder alarms.  Capital assets are recorded on the financial asset register, if appropriate.  Main office covered by CCTV.  Insurance cover in place for larger or more valuable assets.	TC/OM	Security patrols to be arranged if deemed necessary.
4.2	Fire / Flood / Vandalism - Damage to assets.	SATC  Physical, Financial, Legal & Compliance, Delivery & Quality of Service	2	3	6	Buildings have regularly maintained intruder and fire alarms and are locked every night.  Fire risk assessments in place  Insurance cover in place.	TC/OM/DTC	Fire training refresh needed.

						<p>CCTV in public areas of town and in public buildings (exc. toilets)</p> <p>Repairs and maintenance budgets in place.</p> <p>Fire extinguisher training provided to staff</p>		
4.3	Changes in market conditions or legislation - reduction in value of asset / increased costs due.	<p>SATC</p> <p>Environmental, Financial, Legal &amp; Compliance, Delivery &amp; Quality of Service</p>	2	2	4	<p>Changes in legislation and environmental regulations monitored.</p> <p>Where appropriate assets conform to current legislation in respect of Health &amp; Safety and environmental matters.</p>	TC/DTC/OM	Car park usage needs to be kept under review.
4.4	Failure of tenant - Loss of tenant income	<p>SATC</p> <p>Financial, Legal &amp; Compliance,</p>	2	2	4	<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 tenant's position.</p>	TC/DTC	Need to liaise regularly with tenants.
4.5	Assets not recorded properly.	<p>SATC</p> <p>Financial,</p>	2	2	4	Insurance reviewed annually.	TC	Monitor insurance valuations, excesses and premiums.

		Legal & Compliance,				<p>New purchases reviewed quarterly.</p> <p>List of possessions and financial asset register reviewed annually.</p> <p>Insurance valuations for major property reviewed annually.</p>		
4.6	Incorrect or inappropriate professional advice received.	SATC  Financial, Compliance & Legal, Reputation	2	3	6	<p>Town Clerk ensures all professional consultants have relevant qualifications and takes up references if appropriate.</p> <p>Town Clerk fully briefs professionals and SATC Councillors.</p> <p>Town Clerk monitors progress and actions.</p>	TC	
4.7	Negative media coverage.	SATC  Compliance & Legal Reputation	3	3	9	<p>SATC makes democratic decisions to ensure majority agreement.</p> <p>Assets inspected regularly</p> <p>SATC takes specialist advice when required.</p> <p>Town Clerk briefs SATC Councillors.</p>	TC/DTC	



						<p>Press releases in line with approved procedures. All approved by Town Clerk/Mayor.</p> <p>Public informed via SATC media including website.</p>		
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<b>5. Events</b>								
5.1	Damage or injury to members of the public.	SATC Staff, Councillors, Members of Public  Physical, Financial, Legal & Compliance, Reputation	2	4	8	Health and safety policy in place.  Risk assessments carried out regularly by Lead Officer and reviewed by Town Clerk.  Fire risk assessments undertaken.  Playground and parks inspections undertaken.  Annual staff appraisals to identify any training gaps which need to be addressed.  Public liability insurance in place.  SATC Councillors made aware of risk management by adoption of risk management strategy.	TC  OM/DTC  OM  OM  DTC  TC  TC	Expand training of staff in playground safety inspections.

5.2	Events organised on SATC premises by third parties – injury / damage to property	Public, SATC Council Councillors, Staff, Contractors, Event Organiser & staff  Physical, Financial, Legal & Compliance, Reputation	2	4	8	<p>SATC 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> <p>SATC permission must be obtained prior to any event taking place on SATC owned land via agreed procedure.</p> <p>Full written details of the event must be provided to the SATC, including copies of the event plan and liability insurance cover.</p> <p>An event plan for large scale events should be submitted to the Safety Advisory Group of Cornwall Council. Any required actions will need to be completed before obtaining permission from SATC.</p>	DTC/OM	Monitor professional advice on the use of inflatable play equipment/bouncy castles.
5.3	Events organised by SATC – injury / property damage	Members of Public, SATC Councillors, Staff, Contractors  Physical, Financial, Legal & Compliance, Reputation	2	3	6	<p>A risk assessment is prepared for all events organised by SATC.</p> <p>Fire risk assessment carried out prior to event.</p> <p>Confirmation of insurance</p>	DTC/OM	

					<p>cover is obtained from the SATC 's insurers.</p> <p>Checks are carried out on third party participants as appropriate – risk assessments / food hygiene / insurance etc.</p> <p>Appropriate first aid facilities are put in place.</p> <p>SATC 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 qualified staff</p>		
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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>6.Contractors</b>								
6.1	Use of contractors damage / fire / injury	Member of Public, SATC Councillors Staff and Contractors  Physical, Financial, Legal & Compliance, Reputation	3	2	6	All relevant method statements and risk assessments to be submitted alongside relevant quotations.  References will be taken where appropriate.  All contractors must hold valid relevant qualifications and accreditations.  Contractors will be required to hold adequate public liability insurance.  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.	OM/DTC	.
6.2	Site safety –	Members of Public,	3	2	6	SATC provide contractors	OM/TC/DTC	

	damage / injury / death	SATC Staff and Contractors				with relevant induction where appropriate. All parties are aware of the necessity to maintain a safe working environment.		
6.3	Site safety - Fire	Members of Public, SATC Staff and Contractors	3	2	6	SATC will advise all contractors of fire procedures where appropriate.	TC/OM	

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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>7. Parks and Open Spaces</b>								
7.1	Injury – falling trees, fallen trees & low-lying branches	Members of Public, SATC Staff and Contractors	3	2	6	<p>Refer to tree inspection reports located in SATC Office.</p> <p>SATC staff training provided</p> <p>Trees categorised.</p> <p>All trees inspected every 12-15 months. After extreme weather and in response to public concerns trees are monitored as and when required. Visual inspections and formal health and safety survey by professional arboriculture consultant / contractor.</p> <p>For trees with a TPO or in a Conservation area before any works are undertaken to trees other than dead, dying or dangerous, an application is sent to Tree Officer at Cornwall Council for approval.</p>	OM	

						<p>All contractors and SATC staff regularly monitor the parks for any fallen branches, trees etc. Any problems identified are dealt with as soon as practicable.</p> <p>Work activities and events taking place in and around trees are cancelled in high winds.</p>		
7.2	Loss of trees due to disease	Members of Public, SATC Staff and Contractors	4	2	8	<p>All trees inspected every 12-15 months. Visual inspections and formal health and safety survey by professional arboriculture consultant / contractor.</p> <p>Trees with ash dieback being addressed. Ash Dieback Action Plan developed.</p>	OM	Monitor guidance and inspection reports.
7.3	Posts, chains, knee rails, fencing signs, gates – injury / death	Members of Public, SATC staff and Contractors	3	2	6	<p>Posts / chains are checked by SATC staff regularly for defects and results recorded. Any broken, loose, leaning posts are replaced or reset.</p>	OM/Grounds Maintenance staff	
7.4	Street furniture/signage – injury / death	Members of Public, SATC staff and Contractors	2	2	4	<p>Signage is installed in the parks, Town Centre and car parks</p>	OM/TC	



						<p>Any defects found or reported to SATC including by the Grounds Maintenance Staff are repaired as soon as practicable.</p> <p>All seat / benches on Town Council land are inspected at least annually and reports completed.</p>		
7.5	Boundary disputes and encroachment	Members of Public Legal and compliance	2	3	6	<p>Regular inspections undertaken.</p> <p>Boundaries to be checked at least annually.</p>	OM/TC	
7.6	Grass cutting, Litter, Play equipment, Park furniture - injury	Members of Public SATC staff and Contractors	2	2	4	<p>Grass cut regularly by SATC Grounds Maintenance staff during growing season and inspected/litter picked before cutting.</p> <p>Park furniture and play equipment are formally inspected annually and reported to the OM. OM inspects either fortnightly or monthly. Periodic failures and damage to be rectified as required.</p>	OM	

						<p>Staff trained to undertake play inspections to provide better coverage.</p> <p>Poltair Park, Linear Park and Truro Road Park litter picked Monday, Wednesday and Friday (includes removal of hazardous waste.) Other parks litter picked as necessary.</p> <p>Bins are emptied 3 times weekly or more frequently if required.</p> <p>Bins cleaned regularly. Graffiti removed as and when identified.</p> <p>Deputy Town Clerk meets periodically with Cornwall Council's Anti-Social Behaviour Case Officers and Safer St Austell to discuss anti-social behaviour and reports all needle finds.</p>		
7.7	Dogs – emotional upset / injury / poisoning from faeces / death	Members of Public SATC staff and Contractors	3	2	6	<p>Dog bins installed in Parks.</p> <p>Bins are emptied 3 times weekly or more frequently if required.</p> <p>Bins cleaned regularly in parks.</p>	OM	Signage to be reviewed and added.

						Public Spaces Protection Order recently reviewed by Cornwall Council		
7.8	Dead animals – contamination / disease / death	Members of Public SATC staff and Contractors  Non-targeted species  Physical, Legal & Compliance, Reputation, Environmental	2	2	4	Larger wild animals reported to Biffa.  SATC 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.	OM	
7.9	Pesticides application – injury / death	Members of Public, SATC Staff and Contractors	1	3	3	Pesticides can only be applied in parks by certified SATC staff or contractors and in accordance with Pesticide guidelines. Usage greatly reduced.  PPE is provided for all SATC staff. A full COSHH report is available and the file held in office.	OM	Alternatives being sought.
7.10	Weather – injury / death	Members of Public, SATC staff and Contractors	2	3	6	SATC staff, public and contractors report any flooding or other problems.  SATC staff provided with sun cream, water-proofs and	OM/TC	

						<p>suitable clothing for all outside working.</p> <p>Inspections undertaken after high winds.</p>		
7.11	Water courses/streams – death / injury	Members of Public SATC staff and Contractors	2	2	4	Regular inspections are carried out by SATC staff.	OM	
7.12	Ragwort & other invasive plant control – damage/ injury / death / poisonous to some animals.	Members of Public SATC staff and Contractors	1	3	3	<p>Guidance from DEFRA followed by all SATC staff.</p> <p>PPE and dust masks are provided for SATC staff.</p> <p>Reporting system in place</p>	OM/TC	Training in identifying non-native invasive and poisonous plants.
7.13	Organised user's groups – injury / poisoning	Members of Public SATC staff and Contractors	2	3	6	<p>All visiting groups/vendors provide SATC with a copy of their public liability insurance, food hygiene, necessary electrical testing certificates, and street trading license where applicable.</p> <p>Event plans submitted by SATC to Cornwall Council where appropriate.</p>	DTC/OM	
7.14	Illegal occupation of park land	Members of Public SATC staff and Contractors	2	3	6	<p>Most parks gated.</p> <p>Parks inspected regularly.</p>	TC/OM	

7.15	Use of hand tools – injury / death	Members of Public SATC staff and Contractors	2	3	6	Hand tools to be used by trained or competent staff (with additional supervision where required).	OM	
7.16	Use of machinery i.e strimmer, chipper, - injury / death	General public, Town SATC staff, Contractors	2	3	6	<p>Machinery operated by qualified persons with up to date certification.</p> <p>Appropriate certification held on file at the Town Clerks Office.</p> <p>PPE provided.</p> <p>Gardening and maintenance staff to ensure that the equipment is well maintained and safe to use through completing “before use checks”.</p> <p>Appropriate signage and area cordoned off when working.</p> <p>Machinery serviced regularly.</p>	OM/TC	
7.17	Manual handling - Heavy Loads - Injury	Members of Public SATC staff and Contractors	2	3	6	<p>The lifting of heavy loads is 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.</p>	OM	

						All grounds maintenance and library staff have received manual handling training.		
7.18	Working near Public Highway - Injury	Members of Public SATC staff and Contractors	3	3	9	SATC Staff working near any roads to wear appropriate PPE, work in pairs and have completed adequate training.  All grounds maintenance staff have received first aid training.	OM	Chapter 8 training to be provided to contractors and new employees as necessary.  First aid refresher training to be arranged.
7.19	Public access – injury / death	Members of Public SATC staff and Contractors	1	3	3	The general public's use of parks and open spaces is at their own risk.  SATC staff regularly monitor these areas.	OM	
7.20	Terrain – injury / death	Members of Public SATC staff and Contractors	2	3	6	Paths are checked for defects using the inspection sheets. Any defects found or reported to SATC are repaired as soon as practicably possible.  Any large hole, rut, obstruction etc is filled in / removed if situated on any desire line, car park or path.	OM	

						Leaf clearance and moss / algae on paths are treated / removed by the SATC Grounds Maintenance staff		
7.21	RTA – injury, death	Members of Public SATC staff and Contractors. Physical, Financial Compliance & Legal	2	4	8	<p>All drivers must have a full UK driving licence. All Staff driving the company vehicles will have their licences checked 2 yearly for any validity endorsements.</p> <p>Only SATC staff are able to drive the vehicle and tow the trailer. All staff are insured by SATC.</p> <p>Vehicles are taxed &amp; MOT'd and both vehicles and trailer are regularly serviced.</p> <p>A daily checklist is completed of the vehicle before use.</p> <p>Vehicles and trailer are taken for repair if any defects found and works are recorded.</p>	OM/TC	
7.22	Conveyance of goods & items – injury / damage	Members of Public, SATC staff Physical, Financial Compliance & Legal	1	3	3	All loads carried on or in the vehicles are secured to ensure they cannot fall out / off the vehicle.	OM/TC	

						Load limit adhered to as per manufacturer's guidance.		
7.23	Theft / vandalism – damage or loss	SATC, Physical, Financial, Compliance & Legal	3	2	6	Vehicles are parked overnight in the Stable Block car park. The area has a CCTV and lighting.	OM/TC	
7.24	Towing – injury / damage	Members of Public, SATC Staff, Physical, Financial Service delivery	1	3	3	<p>A daily checklist is completed of the trailer before use.</p> <p>Only SATC staff are able to drive the vehicle and tow the trailer.</p> <p>Trailer is taken for repair if any defects found and works are recorded.</p> <p>Tyres regularly checked for condition / pressures.</p>	OM/TC	
7.25	Storage & use of machinery i.e., strimmer, turf cutter, combi-drill / chainsaw – injury	Members of Public, SATC Staff, Physical	1	3	3	<p>SATC 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>	OM/TC	



						<p>Appropriate certification held on file at the Town Clerks Office.</p> <p>PPE provided.</p> <p>Machinery is regularly serviced and annual servicing is scheduled in. Repairs to be completed by reputable companies.</p>		

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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>8. Town Centre</b>								
8.1	Public Toilets- Reduction in service	Members of Public SATC staff and Contractors  Service Delivery & Quality, Reputation	3	2	6	Cleansing contract in place  Patrols undertaken to reduce ASB and vandalism  Inspection checklists in place	OM/TC/DTC	
8.2	Public Toilets – Poor service delivery	Members of Public SATC staff and Contractors Service Delivery & Quality, Reputation	2	2	4	SATC are responsible for maintenance, buildings and access.  Inspection checklists in place  Contractor ensures daily standards are met by completing daily checklist.	TC/OM/DTC	Consider renewal of locking system
8.3	Public Toilets - Inappropriate use e.g. drug use / sexual activities. Health & safety hazards to staff and public.	Members of Public SATC staff and Contractors  Physical, Financial, Compliance & Legal, Service Delivery & Quality,	2	2	4	SATC ensure daily standards are met by completing a physical check.  Inspections checklists in place for all facilities.  Should drug	OM/TC	Continue to encourage regular patrols and agency visits.

		Reputation				<p>paraphernalia/body fluids excreta be discovered the affected facility 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>CCTV installed nearby and blue lights installed.</p> <p>Needle bins provided.</p> <p>Contractors licensed to dispose of clinical and sanitary waste.</p> <p>New contractors and measures undertaken appear to have reduced ASB and vandalism.</p> <p>Facilities closed between 6pm and 8am.</p>		
8.4	Public Toilets - Slips, trips, falls - Injury.	<p>Members of Public SATC staff and Contractors</p> <p>Physical, Financial, Compliance &amp; Legal, Reputation</p>	1	3	3	<p>Public toilet cleaning contract ensures daily standards are met by identifying requirements and performance standards.</p> <p>Hazardous substance control and disposal of waste maintained under agreement</p>	OM/DTC/TC	

						with Contractors and health and safety guidelines.  In the event of wet floors wet floor signs are displayed.		
8.5	Public Toilets - Electrical installations / lighting - injury.	Members of Public SATC staff and Contractors  Physical, Financial, Compliance & Legal, Reputation	1	3	3	Cleaner checks lighting daily and completes a daily checklist to record information. Lighting is on a time switch which the public do not have access to. In the event of defective lighting the toilets are closed to the members of public until lighting has been restored. All electrical installations subject to a full electrical inspection at least every 5 years.	TC/OM	
8.6	Failure to achieve standard of cleanliness and hygiene.	Members of Public, SATC and Contractors  Physical, Financial, Compliance & Legal, Service Delivery & Quality, Reputation	2	2	4	Contractor ensures daily standards are met by completing a daily checklist.  SATC undertakes regular inspections. Members of public are able to report problems to the Town Council  Contractors carry out all cleaning and supply their own chemicals and PPE.	OM	

						<p>Contractors have carried out their own COSHH and Health &amp; Safety risk assessments.</p> <p>Chemicals are stored in a locked cupboard.</p> <p>Legionella testing carried out monthly by contractor and reported to the Operations Manager.</p>		
8.7	Failure to deliver individual Town Centre Revitalisation Projects	<p>Members of Public SATC staff and Local businesses</p> <p>Physical, Financial, Compliance &amp; Legal, Reputation</p>	2	3	6	<p>Regeneration Officer appointed and Town Clerk monitoring progress with Partnership and Council.</p> <p>Procurement advice sought.</p> <p>Expert advice being sought.</p> <p>Cornwall Council officers providing advice to the partnership.</p>	TC	<p>TC to continue to oversee projects and report regularly to Council and Partnership.</p> <p>Funding to be sought to deliver the improvement projects identified.</p>
8.8	Failure to attract sufficient funding to deliver large scale tangible town centre improvements	<p>Members of Public SATC staff and Local businesses</p> <p>Physical, Financial, Compliance &amp; Legal, Reputation</p>	4	3	12	<p>Government publications being monitored for alternative funding streams.</p> <p>MP involved in project development.</p>	TC	<p>Lobby to ensure that St Austell treated as high priority by Cornwall Council.</p> <p>Monitor funding opportunities.</p>

Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>9. Operational buildings - Stable Block and Library</b>								
9.1	Slips, Trips & Falls – injury	Members of Public SATC and Councillors  Physical, Reputation	2	3	6	Staff asked to be mindful of identifying risks and putting measures in place to reduce.  Lights to be kept on in stairwells and walkway areas whilst buildings are open to avoid trips/falls.	DTC/OM	
9.2	Lighting - failure	SATC Staff General Public	1	3	3	All defects are rectified as soon as possible.	TC/DTC/OM	
9.3	Deterioration of building	Members of Public, SATC and Contractors  Physical, Financial and Reputation.	1	3	3	Conditions Survey was carried out by a qualified Surveyor before occupancy and results recorded. Building inspections undertaken regularly.	TC/OM	Consider procuring periodic survey by independent surveyor.
9.4	Emergency escape routes blocked or	Members of Public, SATC and Contractors	1	3	3	All escape routes are kept clear of debris.	DTC/OM	

	unable to operate – injury/death	Physical, Financial and Reputation.				Health and safety inspections undertaken.		
9.5	Use of equipment - injury	Members of Public, and SATC  Physical, Financial and Reputation.	1	2	2	Staff are frequently reminded to use equipment sensibly and not to take risks.  Staff report any concerns to the relevant persons.	DTC/OM	
9.6	Electrical equipment – fire/burns/ electric shock	Members of Public, SATC and Contractors  Physical, Financial and Reputation.	1	1	1	All electrical equipment is 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 and electrical testing undertaken.	TC/OM	
9.7	Combustibles (paper/textiles) storage - fire	Members of Public, SATC and Contractors  Physical, Financial	1	3	3	Paper is stored in a suitable location. All waste paper is bagged and removed from the building regularly.  Regular inspections are conducted by Responsible Person.	TC/DTC	Fire assessment reports to be updated.

9.8	Aerosols – fire / explosion	Members of Public, SATC and Contractors	1	1	1	<p>Aerosols are stored in toilets/garages.</p> <p>Only essential aerosol cans are stored for use.</p> <p>Staff are aware of the location of aerosol cans within the working environment.</p>	OM	
9.9	Evacuation meeting point – slips, trips & falls	Members of Public, SATC and Contractors	2	2	4	<p>Congregation points following evacuation; visitors and officers only re-enter building when instructed by Fire Service Officer.</p> <p>Responsible person to liaise with Fire Officer in charge of fire appliance. Relevant information passed onto Officer In Charge of Incident i.e.; Any Missing Persons. Location of hazardous items e.g. Aerosols.</p>	DTC/OM	
9.10	Fire doors / escape routes – slips trips & falls	Members of Public, SATC and Councillors	1	3	3	<p>All ‘self-closing devices’ attached to all Fire Doors are checked. Staff aware no Fire Door is to be propped open.</p> <p>All Fire exits and routes are kept clear of obstacles at times. All Fire Escape</p>	DTC/OM	



						doors are clearly marked FIRE EXIT.		
9.11	Housekeeping – injury	Members of Public, SATC and Councillors	2	2	4	Office furniture regularly inspected and maintained.  Staff to report damage/wear and tear.  Damage or concern with uneven floor surface to be indicated by warning tape and quotes requested to rectify issues as appropriate.	DTC/OM	
9.12	Security – Physical & verbal abuse	Members of Public, SATC and Councillors  Physical, Service delivery & Quality.	3	3	9	Locks and security arrangements in place.  Lone working arrangements approved.  Public areas covered by CCTV – observed by other members of staff.  Cornwall Council not willing to share potentially violent persons register.	TC/DTC/OM	
9.13	Fire extinguishers - injury	Members of Public, SATC and Councillors	1	1	1	Fire extinguishers are in position in the building. Staff have received Fire	DTC/OM	

						<p>Safety Training in the safe use of fire extinguishers.</p> <p>All Fire Extinguishers are subjected to regular testing and inspection/replacement by trained personnel.</p> <p>All Fire Extinguishers are attached to the wall or situated as per recommendations.</p>		
9.14	Flood – disruption / damage / injury	Members of Public, SATC, Contractors and Councillors.	2	3	6	Ensure that all contractors are appropriately qualified to carry out works and have completed risk assessments and have valid insurance.	DTC/OM	Business Continuity Plan to be developed
9.15	Fire – disruption / damage / injury	Members of Public, SATC, Contractors and Councillors.	1	4	4	<p>Fire system in office with smoke detectors in separate rooms / areas.</p> <p>Annual check of all fire extinguishers and equipment, replacing where needed.</p> <p>Fire Alarms tested on monthly basis.</p> <p>Fire doors.</p> <p>First Aider on site</p>	TC	

						<p>Some staff trained in use of fire extinguishers.</p> <p>Electrical equipment (except fridges, server and CCTV monitor) is turned off at night and computers shut down to reduce the risk of fire.</p> <p>Paper and cardboard regularly collected for recycling/disposal.</p> <p>Chemicals stored carefully.</p> <p>No smoking on premises.</p> <p>Fire resistant safe acquired.</p>		
9.16	Cluttered office – damage / injury	Members of Public, SATC, Contractors and Councillors.	2	2	4	Staff aware of Health & Safety issues. Qualified First Aiders. First Aid supplies. Staff have regular 'tidy ups'. Any concerns are raised and discussed for further action.	DTC/OM	Consider further storage in Library workroom.
9.17	Security access by unauthorised person – assault / theft	Staff Visitors SATC Councillors	1	3	3	Alarm system (tested regularly). Signing in book for visitors. Electronic diary to keep tabs on daily	DTC/OM	

						<p>appointments. Staff observant.</p> <p>Lone working arrangements approved.</p> <p>CCTV outside of buildings and inside library</p>		
9.18	Terrorism – injury / disruption	Members of Public, and SATC staff.	1	4	4	<p>Security Alarm system.</p> <p>Signing in book for workmen / visitors.</p> <p>Staff observant.</p> <p>CCTV</p> <p>Persons not allowed to leave baggage in public areas.</p> <p>Metal, secure post box in wall.</p> <p>Fire extinguishers on site.</p>	DTC/OM	
9.19	Illness caused by buildings or office equipment	SATC Staff and Councillors.	1	2	2	<p>Modern computers and lighting.</p> <p>Radon testing and remedial measures undertaken.</p> <p>Reasonable ventilation maintained.</p>	TC/DTC	

						<p>Good cleaning standards maintained. Anti-bacterial gel, tissues and wipes available.</p> <p>Stationery and equipment ordered from well-known suppliers to ensure they meet office requirements.</p>		
9.20	Misuse of confidential documents	Members of Public, and SATC.	1	2	2	<p>Shredding machine in the office.</p> <p>Confidential waste collection.</p> <p>All staff briefed on procedure for confidential documents.</p> <p>Locked cabinets used for sensitive documents.</p> <p>SATC Councillors are aware that confidential papers must be disposed of responsibly e.g. shredded.</p> <p>New SATC Councillors receive briefing.</p>	TC/DTC	
9.21	Faulty equipment – injury / fire	SATC Staff.	2	2	4	<p>Equipment monitored for signs of wear and replaced if a concern.</p>	TC/DTC	

						Equipment switched off at night. PAT testing carried out		
9.22	Misuse of equipment – injury/ property damage	SATC Staff.	1	2	2	Some staff have had manual handling training. Staff reminded at team meeting not to take risks and to assess situations.	TC/DTC	
9.23	Non-renewal of lease of premises.	SATC, Public, Councillors and Staff	3	5	15	Notice required for termination of leases (Stable Block and Library).	TC/DTC	Commence negotiations for renewal in good time before lease expiry. Monitor CC property review and work closely with CC/Treveth.
9.24	Inadequate space for grounds maintenance operation.	Grounds Maintenance Staff and public	3	2	6	Welfare unit improved. Parking restrictions imposed on drive way.	TC/OM	Continue to risk manage the access roads and shared parking facilities in the Orchard car park.
9.25	Potential requirement to re-locate the library leading to loss of staff and reduced use/customer satisfaction	SATC, Public, Councillors and Staff	1	3	3	Informal discussions and staff and public consultation to be undertaken before any formal decision to re-locate or not	TC/DTC	
9.26	Loss of office accommodation and facilities for	SATC, Public, Councillors and Staff	3	3	9	Alternative meeting facilities agreed with Cornwall Council	TC/DTC	Monitor new office development

	committee meetings and small gatherings							
9.27	Loss of facilities for Council meetings and large public gatherings	SATC, Public, Councillors and Staff	3	3	9	Alternative meeting facilities being explored	TC/DTC	Identify alternative venues

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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>10. Members and Civic Activities</b>								
10.1	Town Mayor unable to attend civic events -poor publicity for SATC and damage to reputation	SATC, Mayor and Third Party.  Reputation	1	2	2	Deputy Mayor or a Civic Deputy would represent in place of Town Mayor.  Apologies to be sent on behalf of the Mayor.  Town Mayor's secretary liaises with the Town Mayor regularly regarding arrangements.	DTC/FASO	
10.2	Town Mayor acts unprofessionally or unreliably - damage to SATC and Town Mayor's reputation	SATC, Mayor and Third Party,  Financial, Reputation	1	3	3	Town Mayor is fully briefed prior to an event.  Code of conduct in place  Any significant issues brought to the attention of the Town Clerk.  Press releases from SATC checked by the Town Clerk. Town Clerk to be informed when press want direct interview / discussion with the Town Mayor.	TC/FASO	Guidance on the Role of the Town Mayor to be developed



10.3	Town Mayor attends an unsuitable event	SATC, Mayor, And Councillors.  Reputation	1	2	2	All invitations are scrutinised and responded to appropriately. Any concerns are queried with the Town Clerk. If an invitation is deemed unsuitable then the invite would be declined politely.	TC/DTC/FASO	
10.4	Loss or theft of Town Mayor's chain of office.	SATC and Mayor  Financial Reputation	2	2	4	Town Mayor aware of the importance of the chain and the need to look after it carefully.  Insurance cover in place for chain of office.  Invitations assessed for suitability/risk factor.	Town Mayor/DTC	
10.5	Personal injury to Town Mayor or representative.	SATC and Mayor  Physical Financial	2	3	6	Risk assessments prepared for Town Mayor events.  If an invite or venue is deemed as a potential risk then the Town Mayor not to proceed.  Events to be planned carefully.  Town Mayor to be conscious of the value of the chain and to wear it sensibly and with caution	TC/FASO	Guidance on role of Town Mayor to be developed

						for personal safety when attending events. Insurance cover in place.		
10.6	Extreme weather – unable to attend event	SATC and Mayor Reputation	1	2	2	Town Mayor to assess weather conditions for each event and arrange transport accordingly & suitable clothing.  The Town Mayor to inform the secretary 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.  The Town Mayor to try to attend all local events as far as reasonably possible.  Details and contact numbers to be given to Mayor prior to event.	Town Mayor  DTC/FASO	
10.7	Malicious threat/terrorism	Members of Public, Mayor and SATC Staff.	1	3	3	If Town Mayor has any concerns when attending to	TC Town Mayor	

						<p>forward apologies or leave at an opportune moment.</p> <p>Mayor and officers keep good relations with members of the public and organisations and act courteously and respectfully, listening to any concerns.</p> <p>To consider safety at all times.</p> <p>Invitations to be assessed when invites arrive and if any concerns check to ensure genuine invite and details.</p> <p>To monitor the news and be observant.</p>	DTC/FASO	
10.8	Poor organisation of Civic events	SATC staff and Councillors.  Reputation  Financial	1	3	3	<p>Advertised on website and poster put on notice boards (if appropriate).</p> <p>Procedure in place for Civic Services.</p> <p>Liaison with relevant organisations / persons beforehand. Check lists in place to avoid problems.</p>	TC/DTC/FASO	Event management plan in place if appropriate

						Major events reviewed by Town Clerk.		
10.9	Budget overspend. – Civic Events	SATC.  Financial, Service Delivery & Quality	1	3	3	Appropriate officer monitors income and expenditure.  Lead officer reviews actual costs against budget.	TC/DTC	
10.10	Theft at Civic Events	Members of Public and SATC Staff.	2	3	6	Persons responsible for own belongings.	TC/DTC/FASO	Events management plan and risk assessment carried out for Mayor's events if appropriate.
10.11	Physical injury to Mayor and / or persons attending Civic event.	Members of Public, SATC and Mayor,  Physical, Financial, Compliance & Legal	2	3	6	Health and safety risk assessments carried out  Invitations assessed for risk and any concerns queried.  Insurance in place.  Officers to be observant during an event and consider safety at all times.	TC/DTC/FASO	
10.12	Illness of Mayor or SATC Councillors at Civic events or mayoral visits	Members of public, SATC and Mayor  Physical Financial Compliance & Legal	1	2	2	Invitations assessed for risk and food considered e.g. nuts avoided at Mayor's events.  First Aid considered for events and where to seek appropriate help.	Town Mayor	Town Mayor and SATC Councillors to be vigilant and, if concerned, to avoid eating food at events and to report concerns appropriately – using discretion.

						<p>Phone available at events to seek immediate assistance.</p> <p>Remind SATC Councillors / persons to advise Officers if they have any specific dietary requirements.</p> <p>The use of caterers with a Food Hygiene Rating of 3 or above for in-house events.</p>		
10.13	Mayoral visits - Slips, trips & falls. Injury / Death.	SATC Mayor (consort)	1	3	3	<p>Events considered for suitability and concerns raised before decision made.</p> <p>Weather monitored.</p> <p>Town Mayor considers appropriate clothing on day.</p>	DTC/FASO	
10.14	Mayoral Site visits - injury	SATC Mayor (consort)	1	3	3	<p>Mayor's secretary to ascertain if Health and Safety equipment required etc.</p>	DTC/FASO	
10.15	Mayoral visits - Operation of machinery / equipment. Injury.	Members of Public SATC Mayor (consort)	1	3	3	<p>The Town Mayor should only operate any machinery or equipment under direct guidance or invitation of a qualified person; The Town</p>	DTC/FASO	If uncertainty, or concerns, as to what is expected of the Mayor, staff to make enquiries.

						Mayor does so at his or her own risk.		
10.16	Remembrance Day - Slips, trips & falls – injury/death	Members of Public SATC, Councillors, Contractors and Participants.	1	3	3	<p>Cleaning of steps / surrounding paving undertaken prior to Event.</p> <p>Parking areas to be clearly marked and supervised.</p> <p>Area checked for hazards prior to Event.</p> <p>Parade route to be inspected and participants warned of any hazards</p> <p>Road closures to be applied in consultation with police.</p> <p>Monitor pavement and road conditions prior to the event for any change in surface conditions.</p> <p>Monitor weather forecast prior to the event and warn persons/ organisations accordingly.</p>	DTC/OM	
10.17	Remembrance Day –War Memorial Traffic control – RTA – injury / death	Members of Public SATC, Councillors, Contractors and Participants.	1	3	3	Temporary Road Closure Order in place and will be managed throughout the event.	DTC/OM	

						Police made aware of the event route and details by email.  CC informed.  Security in attendance throughout the event.		
10.18	Remembrance Day – War Memorial  Disruption / protest	Members of Public SATC, Councillors and Participants.	1	3	3	Event promoted in a respectful and positive way.  Area checked prior to event.  Security in attendance throughout event.  Organisers and SATC Councillors should be vigilant on the day.	TC	
10.19	Civic events /Mayor Choosing Broken glasses / crockery - injury	Members of Public SATC and Councillors.  Physical	1	2	2	Officers to report any breakages and deal with any concerns.	DTC and SATC attending officers	
10.20	Meetings/Civic events/Mayor Choosing  Verbal Abuse – upset, defamation	Members of Public SATC and Councillors.  Legal Reputation	1	3	3	Alert SATC Councillors if aware of any contentious subjects.  Aim to be able to answer questions transparently and fairly.	TC/DTC	

						Monitor on night – ask person to stop if they become offensive or leave if situation deteriorates. Consider abandoning the meeting if situation escalates.		
10.21	Loss of expertise/experience within councillors after election	Members of Public SATC and Councillors. Legal Reputation	2	3	6	Guidance provided by Cornwall Council and SATC. Induction pack and training programme devised	TC/DTC	Further training to be arranged.
10.22	Insufficient candidates for seats at next election	Members of Public SATC and Councillors. Legal Reputation	2	3	6	Election and councillor positions to be promoted in social media and press	TC/DTC	



Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>11.</b>	<b>Allotments/ Gardens</b>							
11.1	Allotments - Inadequate budget provision	Members of Public, SATC, Physical, Financial, Compliance & Legal, Service Delivery & Quality Reputation	1	1	1	SATC responsible for ensuring adequate budget in place.  TC/OM responsible for presenting recommendation to SATC for annual budget setting.	TC/OM/DTC	
11.2	Allotments - Overgrown vegetation – injury / vermin / fire	Allotment tenants, SATC staff and Contractors	2	1	2	Allotments inspected regularly and allotment tenants encouraged to notify SATC of overgrown areas.  Allotment tenants will receive correspondence from SATC if fail to comply with the allotment agreement.	OM	
11.3	Allotments grass cutting / strimming – injury / fire	Members of Public SATC staff and contractors	2	2	4	Grass cutting machinery is checked prior to any use. Any defects found are rectified prior to use if repair cannot be carried out	OM	

						<p>equipment will be taken out of commission.</p> <p>All areas checked for debris/ glass stones etc prior to use of cutting equipment and remove any potential dangerous objects. All staff to receive adequate training.</p>		
11.4	Allotments unauthorised visitors – vandalism / injury / access to hazardous chemicals	Unauthorised visitors particularly children	2	1	2	<p>Gates and perimeter fence provided to all allotments and are checked on a regular basis and are kept in good order.</p> <p>Any vandalism is reported through formal channels, direct to SATC or Police.</p>	OM	
11.5	Allotment storage of chemicals – burns / asphyxiation / death	Allotment tenants, SATC staff and contractors Unauthorised persons	1	3	3	<p>Allotment plot holders are advised not to leave any chemicals unattended in or on their allotment plots.</p> <p>Use of any chemical is subject to regulations as per The U K Pesticide Guide 2009.</p>	OM	
11.6	Allotment Bonfires – burns / explosions / death	Allotment tenants	2	3	6	<p>Fires are permitted on allotment plots. Only rubbish generated from an allotment is allowed to be</p>	OM	

					<p>burnt no rubbish is brought on site for burning. Burning of plastics is forbidden along with the use of flammable liquid to ignite fires.</p> <p>Fires are not lit when the weather is unsuitable (i.e. high winds) or if wind direction would cause danger or inconvenience to local residents and traffic.</p> <p>Plot holders are responsible for ensuring any fire cannot involve nearby sheds or fencing.</p>		

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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>12.</b>	<b>Car Parks</b>							
12.1	Inadequate budget provision	Members of Public, SATC, Physical, Financial, Compliance & Legal, Service Delivery & Quality Reputation	1	3	3	SATC are responsible for ensuring adequate budget in place.  TC/OM are responsible for presenting recommendations on charges to SATC for annual budget setting.	TC/OM	Monitor changing use patterns.
12.2	Loss of revenue	SATC staff and Contractors  Financial, compliance and legal  Service delivery and reputation	2	3	6	Reputable cash collection contractor employed.  Bankings monitored and checked.  Car Park takings monitored against budget monthly.  Competitors' prices monitored.  CCTV cameras in place.	OM/TC	Review charging policies and reserves.  Monitor coach usage.  Market season tickets.  Monitor impact of changing use patterns.  Seek to revitalise the town centre.
12.3	Hedges - grass cutting / strimming – injury / fire	Members of Public SATC staff and contractors	2	2	4	Grass cutting machinery is checked prior to any use. Any defects found are rectified prior to use if repair	OM	

						cannot be carried out equipment will be taken out of commission.  All areas checked for debris/ glass stones etc prior to use of cutting equipment and remove any potential dangerous objects. All staff to receive adequate training.		
12.4	Collisions/accidents – vandalism / injury / damage to vehicles, signs and walls	Members of Public, SATC and Contractors  Physical, Financial, Compliance & Legal, Service Delivery & Quality, Reputation	3	1	3	Pedestrian routes marked. Clear road markings and signs provided.  Any vandalism is reported through formal channels, direct to SATC or Police.  Car parks inspected regularly.	OM	
12.5	Disputes regarding ownership or boundaries	Physical, Financial, Compliance & Legal, Service Delivery & Quality, Reputation	1	3	3	Significant work undertaken to ascertain ownership/title.  Regular inspections undertaken.  Title proved and registered.	TC/OM	

Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>13.</b>	<b>CCTV</b>							
13.1	Non-compliance with legislation	Members of public, SATC and contractors  Financial Reputation	2	3	6	Data protection protocol in place  Staff training  Privacy impact assessments undertaken	TC	
13.2	Vandalism or theft of camera	Financial Reputation	2	3	6	Regular monitoring and inspections undertaken.  Insurance maintained.	TC	Monitor re-deployable camera use and condition.

Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>14.</b>	<b>The House</b>							
14.1	Deterioration of building	Members of Public, SATC and Contractors  Physical, Financial and Reputation.	1	3	3	Conditions Survey was carried out by a qualified Surveyor prior to occupation and results recorded. Any defects highlighted are rectified dependent upon severity.	TC/OM	Consider procuring an independent survey.
14.2	Electrical equipment – fire/burns/ electric shock	Members of Public, SATC and Contractors  Physical, Financial and Reputation.	1	1	1	All electrical equipment is 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	TC/OM	
14.3	Evacuation meeting point – slips, trips & falls	Members of Public, SATC and Contractors	2	2	4	Congregation points following evacuation; visitors and officers only re-enter building when instructed by Fire Service Officer.	DTC/OM	

						Responsible person to liaise with Fire Officer in charge of fire appliance. Relevant information passed onto Officer In Charge of Incident i.e.; Any Missing Persons. Location of hazardous items e.g. Aerosols.	
14.4	Fire – disruption / damage / injury	Members of Public, SATC, Contractors and Councillors.	1	4	4	<p>Fire system smoke detectors in separate rooms / areas.</p> <p>Annual check of all fire extinguishers and equipment, replacing where needed undertaken by tenant</p> <p>Fire Alarms tested on monthly basis by tenant.</p> <p>Fire doors.</p> <p>First Aider on site</p> <p>Electrical equipment (except fridges, server and CCTV monitor) is turned off at night and computers shut down to reduce the risk of fire.</p>	TC



						Chemicals stored carefully. No smoking on premises.		
14.5	Illness caused by building or equipment	Members of Public, SATC, Tenants, Contractors and Councillors.	2	3	6	Regular inspections undertaken. Radon testing undertaken and remedial action taken.		

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Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>15.</b>	<b>Pandemic or epidemic</b>							
15.1	Loss of staff due to illness or self-isolation	Staff	3	3	9	<p>Guidance provided to staff regarding hygiene and self-isolation.</p> <p>Masks and gloves supplied when necessary.</p> <p>Office cleaning products strengthened.</p> <p>Hand gels, wipes, gloves and tissues provided to staff.</p> <p>Covid lateral flow tests sourced.</p> <p>National guidance monitored.</p>	Town Clerk/Deputy Town Clerk	
15.2	Loss of Councillors due to illness or self isolation	Councillors	3	2	6	Office cleaning products strengthened.	Town Clerk/Deputy Town Clerk	

						<p>Hand gels, wipes and tissues available at Council meetings.</p> <p>National Guidance monitored.</p> <p>Scheme of delegation agreed.</p>		
15.3	Need to cease service provision, cancel meetings and close buildings	Staff Councillors Members of the public	2	3	6	<p>Sickness levels and risk levels to be monitored.</p> <p>Advice sought from NALC, CALC and Cornwall Council.</p> <p>Public Health advice published in the noticeboards, at the library and on the website.</p> <p>Assess safe working arrangements for each service.</p> <p>All agreed actions widely communicated.</p>	Town Clerk/Deputy Town Clerk	
15.4	Risk of passing virus to members of the	Staff Councillors	3	2	6	Government guidelines monitored.	TC/DTC/OM	

	public or contracting it from the public	Members of the public				Risk assessments and working arrangements adapted for all jobs.		
15.5	Shortage of supplies/contractors	Staff Councillors Members of the public	2	3	6	Local purchasing to be supported as far as possible	Town Clerk/OM	
15.6	Current meeting facilities not fit for purpose for Covid/Flu safe meetings for Councillors, staff and public.	Staff, Councillors and Members of the public.	3	3	9	Legislation and CALC advice being monitored.  Alternative meeting facilities identified that are large enough to provide good social distancing for staff, councillors and members of the public.	TC	

Risk No.	Risk/Hazard	Who is at risk /Risk category	Probability	Impact	Risk Score	Controls in Place	Risk Owner	Further action
<b>16.</b>	<b>Climate change/Extreme weather</b>							
16.1	Risk of damage to Town Council buildings due to inclement weather	Town Council buildings, parks & open spaces	2	3	6	Regular inspection regime maintained. Weather alerts monitored.	TC/OM	Independent Health and Safety Experts review the Town Council's processes and procedures annually.
16.2	Risk of harm to staff due to inclement weather.	Staff driving to and from work  Grounds maintenance staff working outside	2	2	4	Manual staff provided with hats, sunscreen and water in extreme heat and wet weather clothing for wet conditions. Weather conditions monitored and advice given to staff regarding safety.	TC/OM	Independent Health and Safety Experts review the Town Council's processes and procedures annually.
16.3	Loss of trees due to inclement weather.	Members of the public	3	2	6	Trees regularly inspected and maintained.  Annual Tree reports obtained from independent Tree experts and actioned accordingly.	TC/OM	Independent Health and Safety Experts review the Town Council's processes and procedures annually.

16.4	Risk of flooding of Town Council land	Members of the public  Property damage	3	2	6	Property regularly maintained and inspected. Small supply of sandbags held.  Leat regularly inspected at Linear Park and path improved.	TC/OM	
16.5	Disruption to transport	Members of the public Councillors Staff	3	2	6	Some staff may work from home on occasions.	TC/DTC	Meetings to be postponed if disruption is severe.