

St Austell Town Council



Finance and General Purposes Committee

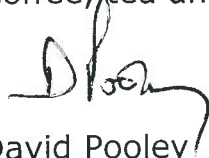
To: All Members of the Finance and General Purposes Committee

Councillors: Bishop, Brown, Cohen, Colwill, French, Jones, King, Lanxon, Oxenham, Palmer, Rees, Styles (Mayor) and Walker.

Dear Councillor

You are summoned to attend a **Meeting of the Finance and General Purposes Committee** to be held in **The Stable Block, Pondhu House, Penwinnick Road, St Austell, Cornwall, PL25 5DP** on **Monday 24th February 2020 at 6pm.**

Coffee, tea and biscuits will be available before the meeting.



David Pooley
Town Clerk

18th February 2020

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Website: www.staustell-tc.gov.uk

AGENDA

- 1. Apologies for absence**
- 2. Declarations of Interest**

(Purpose: To receive declarations of disclosable pecuniary and other non-registerable interests in respect of items on this agenda).

This meeting has been advertised as a public meeting and as such could be filmed or recorded by broadcasters, the media or members of the public.

Please be aware that whilst every effort is taken to ensure that members of the public are not filmed, we cannot guarantee this, especially if you are speaking or taking an active role.

3. Dispensations

(Purpose: To receive requests for dispensations under the Code of Conduct).

4. Minutes of meeting held on the 11th November 2019

**Pages
1 - 4**

(Purpose: To agree that the minutes of the above meeting be signed as a correct record). (Attached).

5. Matters to Note

A verbal update from the Town Clerk on the actions taken since the last meeting. Note: No decision may be made under this agenda item.

6. Public participation (15 minutes maximum)

The Chairman will invite members of the public to address the meeting in relation to the business to be carried out at the meeting.

15 minutes will be allocated for public participation (this can be extended at the Chairman's discretion). Each person addressing the Council will be allocated a maximum of two minutes.

7. Ellis Whittam – Annual Audit

**Pages
5 - 14**

(Purpose: To note the Town Council's Annual Audit by Ellis Whittam, Independent Health and Safety Advisors)

8. Member/Officer Relations Protocol

**Pages
15 - 20**

(Purpose: To review and update the protocol previously approved in September 2015). (Protocol attached).

9. Communications Protocol

**Pages
21 - 24**

(Purpose: To review and update the protocol previously approved in April 2013). (Protocol attached).

10. Complaints Procedure

**Pages
25 - 36**

(Purpose: To review and update the protocol previously approved in November 2016). (Report attached).

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- | | |
|---|--------------------------|
| 11. Treasury Management | Pages 37 - 44 |
| (Purpose: To consider an update on Treasury Management activity and approve a strategy for 2020/21). (Report attached). | |
| 12. Risk Management | Pages 45 - 56 |
| (Purpose: To review and update the Council's Risk Management Strategy and Register). (Report attached). | |
| 13. Members' Internal Audit Report | Pages 57 - 66 |
| (Purpose: To note the internal audit undertaken by the Chairman of the Finance & General Purposes Committee). | |
| 14. Budget Monitoring Report | Pages 67 - 74 |
| (Purpose: To review the Town Council's budget monitoring report for the period 1 st April 2019 to 31 st January 2020). (Report attached). | |
| 15. Poltair Park Café | |
| (Purpose: To receive a progress update and grant authority for the opening and acceptance of tenders). (Verbal update). | |
| 16. Community Governance Review | |
| (Purpose: To provide an update on the meeting with representatives from Treverbyn Parish Council). (Verbal update) | |
| 17. St Austell Library | Pages 75 - 76 |
| (Purpose: To provide Members with an update on the activities of St Austell Library). (Report attached). | |
| 18. Dates of Next Meetings | |
| (Purpose: To confirm the date of the Town Council's next Finance and General Purposes Committee: 6 th April 2020). | |

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Please be aware that whilst every effort is taken to ensure that members of the public are not filmed, we cannot guarantee this, especially if you are speaking or taking an active role.

MINUTES of a MEETING of the FINANCE AND GENERAL PURPOSES COMMITTEE held on MONDAY 11th NOVEMBER 2019 in the Stable Block, Pondhu House, Penwinnick Road, St Austell, PL25 5DP at 6pm.

Present: Councillors: Bishop, Brown, Cohen, French, Jones (Chairman), King, Lanxon, Oxenham, Palmer, Rees, Styles and Walker.

In attendance: David Pooley (Town Clerk), Sara Gwilliams (Deputy Town Clerk).

Also in attendance: Councillor Pears

F/19/37) Apologies for absence

Apologies for absence were received from Councillor Colwill.

Councillor Palmer advised that he needed to leave by 7.30pm

F/19/38) Declarations of Interest

There were no declarations of interest.

F/19/39) Dispensations

There were no requests for dispensations.

F/19/40) Minutes of meeting held on 23rd September 2019

Councillor Bishop advised that he was present at this meeting.

It was **RESOLVED** that subject to adding Councillor Bishop to the attendance list, the minutes of the meeting held on the 23rd September 2019 be approved and signed as a correct record.

Councillor Jones and Styles abstained from voting on this item as they were not present at the meeting*

F/19/41) Matters to Note

Arising from a question, the Clerk agreed to re-survey Members to ascertain whether they would be prepared to go paperless if they were provided with a document reader.

F/19/42) Public participation

There were no members of the public present.

F/19/43) Medium Term Plan and Budgets 2019/20 and 2020/21

The Clerk advised that since publishing the agenda, the Council Tax Base and Council Tax Support Grant figures have been received from Cornwall Council which has resulted in a slightly smaller projected increase in Council Tax to that indicated in the report.

He outlined to Members the assumptions in the budget and highlighted the need to set aside funding for the replacement of playground equipment, anti-social behaviour prevention projects and climate change initiatives. He suggested that the Repairs and Renewals Reserve be earmarked for playground equipment and that regular contributions be made into the reserve on an annual basis.

Arising from discussions Members raised the following issues/concerns:

- Support for funding for Tour of Britain initiatives;
- Support for funding for Climate Change initiatives;
- The potential to fund a dedicated anti-social behaviour case worker for St Austell;
- The budgetary challenges that Cornwall Council is facing which may impact on Town and Parish Councils;
- Support for a mobile CCTV camera to tackle ASB issues occurring outside of the town centre;
- The proposed remit of the new waste management employee;
- The need to invest in some accessible play equipment.

A proposal to recommend a 15% increase in the Council Tax was lost.

It was **RECOMMENDED** that a budget be set to achieve a 12% increase in Council Tax in order to provide for general increases in running costs, climate change projects, anti-social behaviour initiatives and a playground equipment replacement fund.

Councillor Jones abstained from voting on this item

Councillor Pears left the meeting

F/19/44) Car Parking Charges for the 2020/21 financial year

The Clerk advised that the Car Park Working Group had met and had considered details of car park income, ticket sales and the charges in other car parks around the town centre. After considerable debate, the group decided that there is little scope to increase or reduce the charges for the 2020/21 financial year, a survey should be undertaken to assess night-time use and the feasibility of introducing electric vehicle re-charge points should be explored. It was also agreed that the existing coach parking facilities should be retained for the time being.

Arising from a question, the Clerk advised that the Chamber of Commerce and BID had been advised of the recommendations of the Working Group and neither organisation had raised any concerns.

The Clerk further advised that the Town Council would lose too much revenue if Priory Car Park was free after 4pm instead of the current 7pm.

Councillor Palmer advised that he would speak to the BID about re-marketing the coach parking area to coach operators visiting Heligan and Eden.

It was **RECOMMENDED** that:

1. Charges be frozen for another year which is a reduction in real terms;
2. Charging periods stay as at present and Sundays to remain free of charge for the time-being;

3. Surveys of over-night parking numbers be undertaken to assess night-time use;
4. The existing coach parking facilities be retained for 2020/21;
5. Credit/debit card payment facilities be explored;
6. The feasibility of introducing electric vehicle recharge points be explored;
7. Further signs be installed encouraging use of the Town Council's car park to support services;
8. The excellent value of the Council's season tickets be more actively promoted.

Councillor Palmer left the meeting

F/19/45) Interim Internal Audit Report

The Clerk advised that as per the recommendations within the report, the Fidelity Guarantee has been increased and the library banking information, public convenience and car park takings will be incorporated into the Member Internal Control checking regime.

It was **RESOLVED** to note the report and accept the recommendations.

F/19/46) Dispensation Policy

It was **RECOMMENDED** that the Dispensation Policy as drafted should be approved.

F/19/47) CCTV Monitoring Report

The Clerk advised that he had recently visited the CCTV suite in Newquay with Councillors Styles and Rees and two Councillors from St Austell Bay Parish Council to see the new digital cameras in operation. All attendees were very impressed at the coverage, clear images and the number of crimes solved as a direct result of CCTV.

It was **RESOLVED** to note the report.

F/19/48) Budget Monitoring Report

The Clerk explained the minor budget variations within the report and advised that the Town Council is in a healthy financial position.

It was **RESOLVED** to note the report.

F/19/49) St Austell Library

The Deputy Town Clerk advised that the Library has a full complement of staff, (2 full-time and 6 part-time) and that October had proved to be another busy month with a footfall of 8,714. Training courses have been attended and a visit undertaken to the Kresen Kernow building. The two computer volunteers are booked up most weeks. She advised that budgets permitting, the entrance lobby will be refurbished as it is looking a bit tired at the present time.

The Library has received a glowing report from the Cornwall Council stock review officer and permission has been given to Cornwall Council to copy the design of the young adult area for roll out in other libraries.

SALSA has disappointingly had to cancel three events recently due to a lack of ticket sales; they did however have a very successful craft fair on the 6th November and are currently planning the annual Christmas music, carols and mince pie day. SALSA is also very keen to get involved with the Tour of Britain planning and have already been in contact with the Arts Council about potential funding. The library hosted the "Its your neighbourhood" presentations and SALSA provided the refreshments. The climate change public drop-in session went well with the most popular comment from the public being that we should plant more trees.

F/19/50) Dates of next meeting

It was noted that the next meetings of the Finance and General Purposes Committee are due to take place on Monday 24th February 2020 and 6th April 2020.

The meeting closed at 7.50pm

ST AUSTELL TOWN COUNCIL
FINANCE AND GENERAL PURPOSES COMMITTEE
24th FEBRUARY 2020

ELLIS WHITTAM
HEALTH AND SAFETY REPORT

1. PURPOSE OF REPORT

To provide Members with a summary report of a recent inspection by the Town Council's independent Health and Safety Advisors.

2. LEGAL AND RISK MANAGEMENT ISSUES

The Council is required to have a Health and Safety Policy under the Health and Safety at Work etc Act 1974. The Council is committed to managing Health and Safety effectively to protect its employees and other persons with whom it interacts. It is recognised that the Council has not only a morale and legal duty but also that its employees are its greatest asset.

3. RESOURCE ISSUES

The Council has employed Ellis Whittam to advise on Health and Safety matters. Comprehensive risk assessments have been completed, an action plan created and monitoring of health and safety arrangements put in place.

4. EQUALITY ISSUES

None.

5. ENVIRONMENTAL ISSUES

None.

6. RECOMMENDATIONS

It is recommended that the report be noted.

Background

An independent Audit of the Council's health and safety arrangements has been undertaken by a representative of Ellis Whittam. An extract from his report is attached which shows the scores given to various aspects of the Council's work and the actions recommended. These are summarised in Section C of the report.

DAVID POOLEY
TOWN CLERK

Introduction

Terminology

Risk Assessment involves identifying the hazards present either in the work place or arising out of any work activity, and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require the risk assessments to be '**suitable and sufficient**' in that they should identify all the significant hazards present within the premises and its activities and should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are employees or others, such as members of the public.

Some health and safety law imposes an '**absolute** duty which means that the law must be adhered to regardless of the time, effort and cost of doing so. This means that there is no reason that can be given to excuse not complying with the legal requirement.

Where the term '**reasonably practicable**' is used in health and safety law it means that a balance must be found between minimising the level of risk and the time and cost of doing so. The greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

Key Definitions

Throughout this report you will see reference to various ratings relating to [Priority](#) and [Risk](#). In Section B you will also find a summary of [Scores by Section](#). An explanation of these descriptors together with the section of the report they are found in is provided below:

[Compliance Scores](#) – [Section B Scores by Section](#)

This is a measure of the scores attained under each hazard section and takes into account any non-conformances and their significance.

Score 2 no non-conformances have been identified

Score 1 at least one Low non-conformance has been identified

Score 0 at least one Critical, High or Medium non-conformance has been identified

[Priority Rating](#) – [Section C Safety Action Plan](#)

This is a measure of the significance of the risk identified and how soon action should be taken.

“Critical” Immediate risk. Complete within 48hrs.

“High” Serious legal contravention. Complete within 7 days.

“Medium” Legal contravention. Complete within 3 months.

“Low” Minor contravention. Complete within 6 months.

[Risk Rating](#) – [Section D Assessment/Inspection Report](#)

This is an estimation of the overall risk after taking into consideration all existing control measures currently in place. The overall risk ratings shown below will only appear in General Risk Assessment reports and not Workplace Inspection reports.

“High Risk” relates to the highly probable occurrence of a fatal or major injury or irreversible health effect.

“Medium Risk” relates to the possibility of a serious injury or serious health effect.

“Low Risk” relates to the occurrence of a minor injury or reversible minor health effect.

B Scores by Section

MANAGEMENT & WORKPLACE

Score 100%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|---|-------|----|---|-------|
| 1 | MANAGEMENT OF H&S- POLICY | 2 | 48 | DISPLAY SCREENS- CORRECTIVE APPLIANCES | 2 |
| 2 | MANAGEMENT OF H&S- ORGANISATION | 2 | 49 | DISPLAY SCREENS- OTHER | 2 |
| 3 | MANAGEMENT OF H&S- MONITORING ETC | 2 | 50 | FIRE SAFETY OVERVIEW- HAZARDS | 2 |
| 4 | MANAGEMENT OF H&S- COMMS & CONSULTATION | 2 | 51 | FIRE SAFETY OVERVIEW- FIRE SAFETY- PEOPLE AT RISK | 2 |
| 5 | MANAGEMENT OF H&S- TRAINING | 2 | 52 | FIRE SAFETY OVERVIEW- RISK ASSESSMENT | 2 |
| 6 | MANAGEMENT OF H&S- RISK ASSESSMENT | 2 | 53 | FIRE SAFETY OVERVIEW- EVACUATION PLANS | 2 |
| 7 | MANAGEMENT OF H&S- ACCIDENTS ETC | 2 | 54 | FIRE SAFETY OVERVIEW- FIRE DRILLS | 2 |
| 8 | MANAGEMENT OF H&S- EMERGENCY PLANS | 2 | 55 | FIRE SAFETY OVERVIEW- DISABLED PERSONS | 2 |
| 9 | MANAGEMENT OF H&S- NOTICES | 2 | 56 | FIRE SAFETY OVERVIEW- EMERGENCY SERVICES | 2 |
| 10 | MANAGEMENT OF H&S- OTHER | 2 | 57 | FIRE SAFETY OVERVIEW- DETECTION & ALARMS | 2 |
| 11 | WORKPLACE-PEOPLE AT RISK | 2 | 58 | FIRE SAFETY OVERVIEW- ASSEMBLY POINTS | 2 |
| 12 | WORKPLACE-CLEANLINESS & WASTE | 2 | 59 | FIRE SAFETY OVERVIEW- FIRE DOORS | 2 |
| 13 | WORKPLACE-DOORS & GATES | 2 | 60 | FIRE SAFETY OVERVIEW- STAIRS & EXTERNAL ESCAPES | 2 |
| 14 | WORKPLACE-FALLS/FALLING OBJECTS | 2 | 61 | FIRE SAFETY OVERVIEW- FIRE EXTINGUISHERS | 2 |
| 15 | WORKPLACE-FLOORS & TRAFFIC ROUTES | 2 | 62 | FIRE SAFETY OVERVIEW- SIGNAGE | 2 |
| 16 | WORKPLACE-LIGHTING | 2 | 63 | FIRE SAFETY OVERVIEW- WEEKLY CHECKS | 2 |
| 17 | WORKPLACE-ROOM DIMENSIONS/SPACE | 2 | 64 | FIRE SAFETY OVERVIEW- EMERGENCY LIGHTING | 2 |
| 18 | WORKPLACE-SMOKING | 2 | 65 | FIRE SAFETY OVERVIEW- FIRE SAFETY- OTHER | 2 |
| 19 | WORKPLACE-TEMPERATURE | 2 | 66 | FIRST AID AT WORK- HAZARDS | 2 |
| 20 | WORKPLACE-VENTILATION | 2 | 67 | FIRST AID AT WORK- PEOPLE AT RISK | 2 |
| 21 | WORKPLACE-WELFARE | 2 | 68 | FIRST AID AT WORK- NEEDS ASSESSMENT | 2 |
| 22 | TRANSPARENT/TRANSLUCENT SURFACES | 2 | 69 | FIRST AID AT WORK- PERSONNEL | 2 |
| 23 | WORKPLACE-WINDOW RESTRICTORS | 2 | | | |

| | | | | | |
|----|---|---|----|--|---|
| 24 | WORKPLACE-WORKSTATIONS & SEATING | 2 | 70 | FIRST AID AT WORK- EQUIPMENT | 2 |
| 25 | WORKPLACE-PEST CONTROL | 2 | 71 | FIRST AID AT WORK- OTHER | 2 |
| 26 | WORKPLACE-OTHER | 2 | 72 | LONE WORK- HAZARDS | 2 |
| 27 | CLEANING- HAZARDS | 2 | 73 | LONE WORK- PEOPLE AT RISK | 2 |
| 28 | CLEANING- PEOPLE AT RISK | 2 | 74 | LONE WORK- PROHIBITIONS | 2 |
| 29 | CLEANING- SAFE SYSTEMS OF WORK | 2 | 75 | LONE WORK- EMERGENCIES | 2 |
| 30 | CLEANING- HAZARDOUS SUBSTANCES (COSHH) | 2 | 76 | LONE WORK- MONITORING/SUPERVISION | 2 |
| 31 | CLEANING- EQUIPMENT | 2 | 77 | LONE WORK- MISCELLANEOUS | 2 |
| 32 | CLEANING- BARRIERS & NOTICES | 2 | 78 | LONE WORK- OTHER | 2 |
| 33 | CLEANING- PERSONAL PROTECTIVE EQUIPMENT | 2 | 79 | MANUAL HANDLING OPERATIONS- HAZARDS | 2 |
| 34 | CLEANING- GLASS AND SHARPS | 2 | 80 | MANUAL HANDLING OPERATIONS- PEOPLE AT RISK | 2 |
| 35 | CLEANING- WORK AT HEIGHT | 2 | 81 | MANAGING MANUAL HANDLING OPERATIONS | 2 |
| 36 | CLEANING- OTHER | 2 | 82 | MANUAL HANDLING OPERATIONS- OTHER | 2 |
| 37 | CONTRACTOR MANAGEMENT- HAZARDS | 2 | 83 | NEW/EXPECTANT MOTHERS- HAZARDS | 2 |
| 38 | CONTRACTOR MANAGEMENT- PEOPLE AT RISK | 2 | 84 | NEW/EXPECTANT MOTHERS- PEOPLE AT RISK | 2 |
| 39 | CONTRACTOR MANAGEMENT- COMPETENCE | 2 | 85 | NEW/EXPECTANT MOTHERS- RISK ASSESSMENT | 2 |
| 40 | CONTRACTOR MANAGEMENT- CHECKS/SUPERVISION | 2 | 86 | NEW/EXPECTANT MOTHERS- - OTHER | 2 |
| 41 | CONTRACTOR MANAGEMENT- OTHER | 2 | 87 | VIOLENCE AT WORK- HAZARDS | 2 |
| 42 | DISPLAY SCREENS- HAZARDS | 2 | 88 | VIOLENCE AT WORK- PEOPLE AT RISK | 2 |
| 43 | DISPLAY SCREENS- PEOPLE AT RISK | 2 | 89 | VIOLENCE AT WORK- POLICY | 2 |
| 44 | DISPLAY SCREENS- USER IDENTIFICATION | 2 | 90 | VIOLENCE AT WORK- CASH HANDLING | 2 |
| 45 | DISPLAY SCREENS- INFORMATION ETC | 2 | 91 | VIOLENCE AT WORK- EMERGENCY RESPONSE | 2 |
| 46 | DISPLAY SCREENS- WORKSTATIONS | 2 | 92 | VIOLENCE AT WORK- CCTV | 2 |
| 47 | DISPLAY SCREENS- EYE TESTS | 2 | 93 | VIOLENCE AT WORK- OTHER | 2 |

AGRICULTURE & OUTSIDE WORK

Score 93%

No Compliance Point

Score

No Compliance Point

Score

| | | | | |
|----|----|--------------------------------------|---|--|
| 1 | 17 | OUTSIDE WORK- WATER (RESCUE) | 2 | |
| 2 | 18 | OUTSIDE WORK- WATER (PPE) | 2 | |
| 3 | 19 | OUTSIDE WORK- WATER (BUOYANCY AIDS) | 2 | |
| 4 | 20 | OUTSIDE WORK- WATER (OTHER CONTROLS) | 2 | |
| 5 | 21 | OUTSIDE WORK- BIOLOGICAL HAZARDS | 2 | |
| 6 | 22 | OUTSIDE WORK- OVERHEAD POWER | 2 | |
| 7 | 23 | OUTSIDE WORK- BURIED SERVICES | 2 | |
| 8 | 24 | OUTSIDE WORK- OTHER | 2 | |
| 9 | 25 | RIDE ON MOWERS- HAZARDS | 2 | |
| 10 | 26 | RIDE ON MOWERS- PEOPLE AT RISK | 2 | |
| 11 | 27 | RIDE ON MOWERS- RISK ASSESSMENT | 2 | |
| 12 | 28 | RIDE ON MOWERS- INSPECTION/TEST ETC | 2 | |
| 13 | 29 | RIDE ON MOWERS- OPERATION | 2 | |
| 14 | 30 | RIDE ON MOWERS- PROTECTION/WARNING | 2 | |
| 15 | 31 | RIDE ON MOWERS- REFUELLING | 2 | |
| 16 | 32 | RIDE ON MOWERS- OTHER | 2 | |

ENERGY USE & STORAGE

Score 83%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|-----------------------------------|-------|----|--|-------|
| 1 | ELECTRICAL SAFETY- HAZARDS | 2 | 4 | ELECTRICAL SAFETY- PORTABLE APPLIANCES | 2 |
| 2 | ELECTRICAL SAFETY- PEOPLE AT RISK | 2 | 5 | ELECTRICAL SAFETY- OTHER CONTROLS | 2 |
| 3 | ELECTRICAL SAFETY- FIXED WIRING | 0 | 6 | ELECTRICAL SAFETY- OTHER | 2 |

HAZARDOUS SUBSTANCES & AGENTS

Score 97%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|-------------------|-------|----|---------------------------------------|-------|
| 1 | ASBESTOS- HAZARDS | 2 | 19 | LEGIONELLA MANAGEMENT- COOLING TOWERS | 2 |

| | | | | | |
|----|--|---|----|---|---|
| 2 | ASBESTOS- PEOPLE AT RISK | 2 | 20 | LEGIONELLA MANAGEMENT- OTHER | 2 |
| 3 | ASBESTOS SURVEY | 2 | 21 | NOISE AT WORK- HAZARDS | 2 |
| 4 | ASBESTOS MANAGEMENT | 0 | 22 | NOISE AT WORK- PEOPLE AT RISK | 2 |
| 5 | ASBESTOS- OTHER | 2 | 23 | NOISE AT WORK- NOISE ASSESSMENT | 2 |
| 6 | COSHH- SUBSTANCES USED/PRODUCED | 2 | 24 | NOISE AT WORK- CONTROL MEASURES | 2 |
| 7 | COSHH- HAZARDS | 2 | 25 | NOISE AT WORK- PPE | 2 |
| 8 | COSHH- PEOPLE AT RISK | 2 | 26 | NOISE AT WORK- OTHER CONTROLS | 2 |
| 9 | COSHH- INFORMATION & ASSESSMENT | 2 | 27 | NOISE AT WORK- ADDITIONAL | 2 |
| 10 | COSHH-TRAINING & SUPERVISION | 2 | 28 | VIBRATION-HAZARDS | 2 |
| 11 | COSHH-STORAGE | 2 | 29 | VIBRATION-PEOPLE AT RISK | 2 |
| 12 | COSHH- LOCAL EXHAUST VENTILATION | 2 | 30 | VIBRATION-RISK ASSESSMENT | 2 |
| 13 | COSHH- PPE & RPE | 2 | 31 | VIBRATION-HEALTH | 2 |
| 14 | COSHH- EMERGENCIES & HEALTH SURVEILLANCE | 2 | 32 | VIBRATION-EQUIPMENT SELECTION & MAINTENANCE | 2 |
| 15 | COSHH- OTHER | 2 | 33 | VIBRATION-MANAGING EXPOSURE | 2 |
| 16 | LEGIONELLA- HAZARDS | 2 | 34 | VIBRATION-PPE | 2 |
| 17 | LEGIONELLA MANAGEMENT- PEOPLE AT RISK | 2 | 35 | VIBRATION-OTHER | 2 |
| 18 | LEGIONELLA MANAGEMENT- GENERAL CONTROLS | 2 | | | |

SCHOOLS & CHILDREN

Score 100%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|---|-------|----|-----------------------------------|-------|
| 1 | RECREATION & PLAY AREAS- HAZARDS | 2 | 3 | RECREATION & PLAY AREAS- CONTROLS | 2 |
| 2 | RECREATION & PLAY AREAS- PEOPLE AT RISK | 2 | 4 | RECREATION & PLAY AREAS- OTHER | 2 |

TOOLS, EQUIPMENT & SYSTEMS

Score 94%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|--------------------|-------|----|-------------------|-------|
| 1 | CHAINSAWS- HAZARDS | 2 | 9 | LADDERS- CONTROLS | 2 |

| | | | | | |
|---|---------------------------------------|---|----|--------------------------------|---|
| 2 | CHAINSaws- PEOPLE AT RISK | 2 | 10 | STEPLADDERS- CONTROLS | 2 |
| 3 | CHAINSaws- RISK ASSESSMENT | 2 | 11 | LADDERS & STEPLADDERS- OTHER | 2 |
| 3 | CHAINSaws- COMPETENCE | 2 | 12 | WORK EQUIPMENT- HAZARDS | 2 |
| 4 | CHAINSaws- EQUIPMENT | 2 | 13 | WORK EQUIPMENT- PEOPLE AT RISK | 2 |
| 5 | CHAINSaws- ADDITIONAL CONTROLS | 2 | 14 | WORK EQUIPMENT- SUITABILITY | 2 |
| 6 | CHAINSaws- OTHER | 0 | 15 | WORK EQUIPMENT- MAINTENANCE | 2 |
| 7 | LADDERS & STEPLADDERS- HAZARDS | 2 | 16 | WORK EQUIPMENT- SAFETY | 2 |
| 8 | LADDERS & STEPLADDERS- PEOPLE AT RISK | 2 | 17 | WORK EQUIPMENT- OTHER | 2 |



TRANSPORT, MOVEMENT & STORAGE

Score 100%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|---|-------|----|-----------------------------------|-------|
| 1 | VEHICLE USE (NON-GOODS)- HAZARDS | 2 | 3 | VEHICLE USE (NON-GOODS)- CONTROLS | 2 |
| 2 | VEHICLE USE (NON-GOODS)- PEOPLE AT RISK | 2 | 4 | VEHICLE USE (NON-GOODS)- OTHER | 2 |

ADDITIONAL TOPICS/OBSERVATIONS

Score 0%

| No | Compliance Point | Score | No | Compliance Point | Score |
|----|------------------|-------|----|------------------|-------|
| 1 | NOTES | 0 | | | |



C Safety Action Plan

| Category | Priority Rating | Action Required | Suggested Completion | Completed By |
|--|-----------------|---|----------------------|--------------|
| NOTES - Additional observation 1 | H | Drug use in public toilets: Discussed existing controls for needle risk in public toilets in St Austell. An increased risk has become apparent in recent months with the frequent use of toilets for drug taking leading to needles being present. It has been recommended by police that blue lights be installed to discourage injection of drugs in the toilets, this recommendation should be followed through as part of a overall approach to discourage drug use at these locations. | 11/02/2020 | |
| CHAINSAWS- OTHER - Chainsaws- Additional observation 1 | M | Clarify role of second person during chainsaw work. Method statement should explicitly state that this person should act as a watcher to prevent others from approaching the chainsaw operative. | 04/05/2020 | |
| GROUNDS MAINTENANCE- RISK ASSESSMENT - Action: Site-specific risk assessments required | M | Complete a site specific risk assessment for each working location and/or site. This has been done at some locations however others require additional instruction: e.g. Penmere road open space requires clearer instructions on mowing in the mineshaft area. Other locations that have restrictions on the use of ride on mowers should be listed. | 04/05/2020 | |
| GROUNDS MAINTENANCE- OTHER - Grounds Maintenance- Additional observation 1 | M | Label vibrating tools with maximum use time. | 04/05/2020 | |
| GROUNDS MAINTENANCE- OTHER - Grounds Maintenance- Additional observation 2 | M | Record reviews of COSHH risk assessment on the forms. | 04/05/2020 | |
| ELECTRICAL SAFETY- FIXED WIRING - Action: Fixed wiring tests overdue | M | Arrange for fixed wiring test to be completed for Priority Toilets. | 04/05/2020 | |
| ASBESTOS MANAGEMENT - Action: Condition of asbestos not monitored | M | Ensure that the condition of Asbestos Containing Materials is kept in good repair and regularly monitored. Records of any changes should be kept. Where maintenance of the premises is shared e.g. library, clarify with Cormac who should monitor the state of asbestos present. | 04/05/2020 | |



ST AUSTELL TOWN COUNCIL

MEMBER/OFFICER RELATIONS PROTOCOL

1 Background

- 1.1 This protocol is intended to assist Councillors and the Clerk, in approaching some of the sensitive circumstances which arise in a challenging working environment.
- 1.2 The reputation and integrity of the council is significantly influenced by the effectiveness of Councillors, the Clerk and other staff working together to support each other's roles.
- 1.3 The aim is effective and professional working relationships characterised by mutual trust, respect and courtesy.

2. Roles of Councillors and Employees

- 2.1 The respective roles of Councillors and employees can be summarised as follows:

Councillors and Officers are servants of the public and they are indispensable to one another, but their responsibilities are distinct. Councillors are responsible to the electorate and serve only so long as their term of office lasts. Officers are responsible to the council. Their job is to give advice to Councillors and to the council, and to carry out the council's work under the direction and control of the council and relevant committees.

2.2 Councillors

- 2.2.1 Councillors have four main areas of responsibility:
 - To determine council policy and provide community leadership;
 - To monitor and review council performance in delivering services;
 - To represent the council externally; and
 - To act as advocates for their constituents.
- 2.2.2 All Councillors have the same rights and obligations in their relationship with the Clerk and other employees, regardless of their status or political party, and should be treated equally.
- 2.2.3 Councillors should not involve themselves in the day to day running of the Council. This is the Clerk's responsibility, and the Clerk will be acting on instructions from the Council or its

Committees, within an agreed job description.

- 2.2.4 Individual Councillors cannot commit the Council to expenditure or a particular course of action.

2.3 Chairmen and Vice-Chairmen of Committees

Committee Chairs and Vice-Chairs have additional responsibilities. These responsibilities mean that their relationships with employees may be different and more complex than those of other Councillors. However, they must still respect the impartiality of Officers and must not ask them to undertake work of a party political nature, or to do anything which would prejudice their impartiality.

2.4 Officers

The role of Officers is to give advice and information to Councillors and to implement the policies determined by the Council.

In giving such advice to Councillors, and in preparing and presenting reports, it is the responsibility of the Officer to express his/her own professional views and recommendations. An Officer may report the views of individual Councillors on an issue, but the recommendation should be the Officer's own. If a Councillor wishes to express a contrary view they should not pressurise the officer to make a recommendation contrary to the officer's professional view, nor victimise an officer for discharging his/her responsibilities.

3. Expectations

3.1 All Councillors can expect:

- a commitment from Officers to the Council as a whole, and not to any individual Councillor, group of Councillors or political group;
- a working partnership;
- Officers to understand and support respective roles, workloads and pressures;
- a timely response from Officers to enquiries and complaints;
- Officer's professional advice, not influenced by political views or personal preferences;
- regular, up to date, information on matters that can reasonably be considered appropriate and relevant to their needs, having regard to any individual responsibilities or positions that they hold;
- Officers to be aware of and sensitive to the public and

- political environment locally;
- respect, courtesy, integrity and appropriate confidentiality from Officers;
- training and development opportunities to help them carry out their role effectively;
- not to have personal issues raised with them by Officers outside the council's agreed procedures;
- that Officers will not use their contact with Councillors to advance their personal interests or to influence decisions improperly;
- that Officers will at all times comply with the relevant code of conduct as far as it applies.
- If on an outside body to be required to provide update reports in a timely manner with an appropriate level of detail.

3.2 Officers can expect from Councillors:

- a working partnership and to be treated in a professional manner;
- an understanding of, and support for , respective roles, workloads and pressures;
- leadership and direction;
- respect, courtesy, integrity and appropriate confidentiality;
- not to be bullied or to be put under undue pressure;
- that Councillors will not use their position or relationship with officers to advance their personal interests or those of others or to influence decisions improperly;
- that Councillors will at all times comply with the council's adopted Code of Conduct.

3.3 Some General Principles:

- Close personal relationships between Councillors and Officers can confuse their separate roles and get in the way of the proper conduct of Council business, not least by creating a perception in others that a particular Councillor or Officer is getting preferential treatment.
- Special relationships with particular individuals or party political groups should be avoided as it can create suspicion that an employee favours that Councillor or political group above others.
- It is accepted that officers may have to communicate with individual or a number of Councillors on specific items of business between meetings.

4. Political Groups

- 4.1 The Council does not operate on the basis of political groups.
- 4.2 Party political groups, if formed, will have no power to require the Clerk or any other employee to attend group meetings or to prepare written reports for them, and employees can legitimately refuse to do so. The Clerk and other Officers are responsible to the council as a whole and should not take action under instructions from any individual Councillor.
- 4.3 If the council adopts party political groupings, the Clerk should ensure that any reports or advice offered to a political group are statements of relevant facts, with an appraisal of options. It is not the Clerk's job to make recommendations to a political group but may do so if in the public interest.
- 4.4 If a report is prepared for one political group, the Clerk should advise all other political groups and non-aligned Councillors that the report has been prepared and make it available if requested.

5. When things go wrong

- 5.1 From time to time the relationship between Councillors and the Clerk (or other employees) may break down or become strained. Whilst it is always preferable to resolve matters informally or through conciliation by an appropriate third party, it is important that the council adopts a formal grievance protocol or procedure.
- 5.2 Cornwall Council's Monitoring Officer may be able to offer a mediation/conciliation role or it may be necessary to seek independent advice. Alternatively, the Cornwall Association of Local Councils or the Society of Local Council Clerks may be able to provide an independent person. The Chair of the council should not attempt to deal with grievances or work related performance or line management issues on their own. The council should delegate authority to a small group of Councillors to deal with all personnel matters.
- 5.3 The law requires all employers to have disciplinary and grievance procedures. Adopting a grievance procedure enables individual employees to raise concerns, problems or complaints about their employment in an open and fair way.
- 5.4 The Town Council will maintain and regularly review separate disciplinary and grievance procedures and ensure that they comply with good practice.

- 5.5 If a Councillor is dissatisfied with the conduct, behaviour or performance of the Clerk or another employee, the matter should be raised with the Clerk in the first instance. If the matter cannot be resolved informally, it may be necessary to invoke the council's disciplinary procedure.



ST AUSTELL TOWN COUNCIL

COMMUNICATIONS PROTOCOL

A Town Council Correspondence

- (i) The point of contact for the Town Council is the Clerk, and it is to the Clerk that all correspondence for the Town Council should be addressed.
- (ii) The Clerk should deal with all correspondence required following a meeting.
- (iii) No individual Councillor or Officer should be the sole custodian of any correspondence or information in the name of the Town Council, a committee, sub-committee or working party. Councillors and Officers do not have the right to obtain confidential information/documentation unless they can demonstrate a 'need to know'.
- (iv) All official correspondence should be sent by the Clerk in the name of the council using council letter headed paper or official e-mail.
- (v) Where correspondence including e-mails from the Clerk to a Councillor, a Councillor to the Clerk or between Councillors is copied to another person, the addressee must be made aware that a copy is being forwarded to that other person.

B. Agenda Items for Council, Committees, Sub-Committees and Working Parties

- (i) Agendas should be clear and concise. They should contain sufficient information to enable Councillors to make an informed decision and for the public to understand what matters are being considered and what decisions are being taken at a meeting.
- (ii) Items for information should be kept to a minimum on an agenda.
- (iii) Where the Clerk or a Councillor wishes fellow Councillors to receive matters for "information only", this information will be circulated via the Clerk.

C. Communications with the Press and Public

- (i) The Clerk will clear all non-technical press reports, or

comments to the media, with the Mayor or the Chair of the relevant committee.

- (ii) The Mayor in agreement with the Clerk may issue press releases on behalf of the Council.
- (iii) Press reports from the council, its committee or working parties should be from the Clerk, an officer, the Mayor or via the reporter's own attendance at a meeting.
- (iv) Press releases issued on behalf of the Town Council should be sent to all Members for their information at the same time that the press release is issued to the media.
- (v) Unless a Councillor has been authorised by the council to speak to the media on a particular issue, Councillors who are asked for comment by the press should make it clear that it is a personal view and ask that it be clearly reported as their personal view.
- (vi) Unless a Councillor is absolutely certain that he/she is reporting the view of the council, they must make it clear to members of the public that they are expressing a personal view.
- (vii) If Councillors receive a complaint from a member of the public, this should be dealt with under the Council's adopted complaints procedure, or via a council agenda item.
- (viii) The Clerk should maintain the Town Council's website in an accessible, timely manner and ensure that all statutory requirements for the publication of information are met.
- (ix) The Clerk should maintain and monitor an up to date and informative Facebook page on behalf of the Council, taking care to ensure no political bias.

D. Councillor Correspondence to external parties

- (i) The Clerk should send the majority of correspondence to external bodies. Should a Councillor send any correspondence to an external body, they should make it clear that they are either writing in a personal capacity or should ensure that they have the authorisation of the Town Council to do so.
- (ii) A copy of all outgoing correspondence relating to the council or a Councillor's role within it, should be sent to the Clerk, and it be noted on the correspondence, e.g. "copy to Clerk"

so that the recipient is aware that the Clerk has been advised.

- (iii) If Members participate in social networking sites (whether in a personal capacity or in their role as a Town Councillor) they should make it clear in their communications, where appropriate, whether they are speaking on behalf of the Council or in a personal capacity.

E. Communications with Town Council Staff

- (i) Councillors must not give instructions to any member of staff, unless authorised to do so (for example, three or more Councillors sitting as a committee or sub-committee with appropriate delegated powers from the council).
- (ii) No individual Councillor, regardless of whether or not they are the Chair of the council, the Chair of a committee or a working group may give instructions to the Clerk or to another employee which are inconsistent or conflict with council decisions or arrangements for delegated power.
- (iii) Telephone calls should be appropriate to the work of the Town Council.
- (iv) E-mails:
 - Instant replies should not be expected from the Clerk (reasons for urgency should be stated);
 - Information to Councillors should normally be directed via the Clerk;
 - E-mails from Councillors to external parties should be copied to the Clerk;
 - Councillors should acknowledge their e-mails when requested to do so.
- (v) Meetings with the Clerk or other officers:
 - Wherever possible an appointment should be made;
 - Meetings should be relevant to the work of that particular officer;
 - Councillors should be clear that all matters are legitimate council business and not matters driven by personal or political agendas.



ST AUSTELL TOWN COUNCIL

COMPLAINTS PROCEDURE

1 Introduction

- 1.1 St Austell Town Council aims to provide a courteous, prompt and efficient service to members of the public and organisations. If you are not satisfied with any of the Council's services provided to you, you have the right to complain.

Not all queries or concerns raised are complaints and we are keen to ensure that any problems are dealt with effectively in order that they do not develop into complaints.

- 1.2 This procedure will be adopted for dealing with complaints about the Council's administration or its procedures, it does not specifically focus upon complaints about an employee of the Council that are appropriate to be dealt with as an employment matter and in accordance with the Council's Disciplinary Procedure.

Complaints that an employee may have about a colleague or a Senior Officer must be conducted in accordance with the Council's Grievance Procedure.

- 1.3 This procedure does not cover complaints about the conduct of Members of the Town Council. Any such complaints are subject to the jurisdiction of the Monitoring Officer of Cornwall Council and complainants are advised to contact him direct. His contact details are as follows:

Mr Simon Mansell MBE
Monitoring Officer
3rd Floor
West Wing
New County Hall
Treyew Road
Truro TR1 3AY

Telephone: 0800 1234 100

Email: councillorcomplaints@cornwall.gov.uk

Website: www.cornwall.gov.uk

2 What you can expect from the Council

- 2.1 St Austell Town Council will:

- Listen and record the complaint and ensure that it is investigated promptly;
- Resolve the problem straight away, where possible;
- Acknowledge receipt of the complaint within seven working days;
- Advise the complainant if there is likely to be a significant delay while the matter is investigated and provide some indicative timescales; and
- Assign the complainant a dedicated contact officer who can be contacted about the complaint whilst the process is underway.

3 Receipt of the Complaint

- 3.1 It is preferable for the complainant to put their complaint in writing (letter or email) using the Council's Complaints Form to provide sufficient detail regarding the nature of the complaint. It should be addressed as follows:

**Town Clerk
The Stable Block
Pondhu House
Penwinnick Road
St Austell
Cornwall
PL25 5DP**

e-mail: david.pooley@staustell-tc.gov.uk

- 3.2 If a complaint about the procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor or the Town Clerk, then a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
- 3.3 Acknowledgement of receipt of the complaint will be provided within 7 days. The Council aims to respond to the complaint within 28 working days, if this is not possible you will be advised of actions taken to date and an anticipated completion date (this may be necessary as staff and/or Councillors may be on leave or information may need to be obtained from other parties who provide services to the Council).
- 3.4 If the complainant prefers not to address the complaint to the Town Clerk (because the matter relates to the Clerk, for example), he or she will be advised to address it to the Mayor whose contact details can be found on the Town Council's website www.staustell-tc.gov.uk

4 Resolving the Complaint

- 4.1 The Council's aim is to resolve any complaint that it receives at the earliest opportunity. It does however recognise that this is not always possible in the view of the complainant, therefore this procedure provides for the complainant to make a direct approach to the Council's elected Members through a formal process.

Where the complaint is successfully dealt with through direct action with the complainant, the Town Clerk will report this to the next meeting of the Council.

5 Dealing with the Complaint (Formal Process)

- 5.1 Where it is not possible for the Town Clerk to resolve the complaint through direct action with the complainant then it will be necessary for Councillors to become involved.

In such circumstances the usual practice is for a panel of three Councillors comprising of the Mayor or Deputy Mayor a Chairman or Vice Chairman of one of the Council's standing committees and one other Councillor depending on availability and as far as possible them not having been previously involved in the matter.

- 5.2 The request for a formal process will be acknowledged in writing and the complainant advised of when the Panel will meet and who will be sitting on it. The complainant will be invited to bring a "friend" with them either to represent them or to give moral support.

A minimum of two weeks prior notice of such a panel will be given. At the time the complainant is notified in writing of the panel date, they will also be requested to provide any written evidence that they wish to present to the meeting no later than 7 days prior to that date and the Council will confirm that it will present any material it intends to present to the complainant within the same time scale.

- 5.3 As general policy, the public and press are not permitted attendance at such complaints panel meetings (although the Chairman of the relevant Committee will report on the outcome of the panel meeting at the following Full Council meeting).

6 Format of Panel Meeting

- 6.1 The order of business for the complaint's panel meeting is normally in accordance with the National Association of Local Council's guidance as set out in its Legal Topic Note but may be amended by agreement.

7 Reporting the Outcome

- 7.1 Following conclusion of the meeting, the complainant will be advised that the decision of the panel, which is final with no further right of appeal, will be confirmed in writing within 7 days together with details of any action to be taken.
- 7.2 The Council may defer dealing with a complaint if it is considered that further advice is necessary. The advice will be obtained and considered and the complaint will then be dealt with at the earliest available opportunity (i.e. the next meeting).

8 Review

- 8.1 This procedure will be reviewed regularly (not less than annually) and amended as necessary based on changes to legislation or evidence taken forward.

9 Alternative Formats

- 9.1 Copies of this document in large print (A3 Format) or larger font size, or recorded onto tape as a 'talking book' can be made available for those with sight impairment on request from the Council Office or by telephoning 01726 829859 or e-mailing david.pooley@staustell-tc.gov.uk
- 9.2 The Council can also arrange to provide versions in other languages for individuals whose first language is not English.

10 Freedom of Information

- 10.1 In accordance with the Freedom of Information Act 2000, this document will be posted on the Council's Website www.staustell-tc.gov.uk and copies of this document will be available for inspection on deposit in the Council Office.



ST AUSTELL TOWN COUNCIL

Addendum 1 - COMPLAINTS FORM

| CONTACT DETAILS | |
|-----------------|--|
| Title: | |
| First Name: | |
| Surname: | |
| Address: | |
| | |
| | |
| Postcode: | |
| Telephone No: | |
| E-mail address: | |

| COMPLAINT DETAILS | |
|---|--|
| Please give details of the complaint (continue on separate sheet if necessary): | |
| What do you want us to do to rectify this problem: | |
| Have you complained about this matter before: | |
| If yes, when: | |



ST AUSTELL TOWN COUNCIL

POLICY FOR DEALING WITH ABUSIVE, PERSISTENT OR VEXATIOUS COMPLAINTS AND COMPLAINANTS

1. Introduction

- 1.1 This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious and ways of responding to these situations.
- 1.2 In this policy the term habitual means 'done repeatedly or as a habit'. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'. This policy intends to assist in identifying and managing persons who seek to be disruptive to the Council through pursuing an unreasonable course of conduct.
- 1.3 The term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 2018 and reference to the Complaints Procedure is, where relevant, to be interpreted as meaning a request under those Acts.
- 1.4 Habitual or vexatious complainants can be a problem for Council staff and members. The difficulty in handling such complainants is that they are time consuming and wasteful of resources in terms of Officer and Member time. While the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.
- 1.5 Raising of legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.

- 1.6 The aim of this policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

2. Habitual or Vexatious Complainants

- 2.1 For the purpose of this policy the following definition of habitual or vexatious complainants will be used:

The repeated and/or obsessive pursuit of: -

(1) unreasonable complaints and/or unrealistic outcomes; and or

(2) reasonable complaints in an unreasonable manner

- 2.2 Prior to considering its implementation the Council will send a summary of this policy to the complainant to give them prior notification of its possible implementation.
- 2.3 Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in Section 3, the Clerk will convene a panel of three members to including the Mayor (or Deputy Mayor) the Chairman (or Vice Chairman) of the Finance and General Purposes Committee and one other member to seek agreement to treat the complainant as a habitual or vexatious complainant and for the appropriate course of action to be taken. Section 4 details the options available for dealing with habitual or vexatious complaints.
- 2.4 The Clerk on behalf of the Town Council will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. *The Cornwall Councillor for that area will also be informed that a constituent has been designated as a habitual or vexatious complainant.*
- 2.5 The status of the complainant will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

3. Definitions

- 3.1 St Austell Town Council define unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the Council, hinder the Council's consideration of their or other people's complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.

- 3.2 Examples include the way in which, or frequency with which, complainants raise their complaint with staff or how complainants respond when informed of the Council's decision about the complaint.
- 3.3 Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

An unreasonably persistent and/or vexatious complainant may:

- Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- Refuse to specify the grounds of a complaint despite offers of assistance
- Refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- Refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure
- Refuse to accept that issues are not within the power of the Council to investigate, change or influence.
- Insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of the complaint)
- Make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced
- Make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints
- Make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to questions, frequent and/or complex letters, faxes, telephone calls or emails)
- Harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language
- Raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- Introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- Deny statements he or she made at an earlier stage in the complaint process
- Electronically record meetings and conversations without the prior knowledge and consent of the other person(s) involved

- Adopts an excessively 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the Council, but at the same time with, for example, a Member of Parliament, other Councils, elected Councillors of this and other Councils, the Council's Independent Auditor, the Standards Board, the Police or solicitors.
- Refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- Make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure
- Persistently approach the Council through different routes about the same issue
- Persist in seeking an outcome which Council has explained is unrealistic for legal or policy (or other valid) reasons
- Refuse to accept documented evidence as factual
- Complain about or challenge an issue based on an historic and/or an irreversible decision or incident
- Combine some or all of these features

4. Imposing Restrictions

- 4.1 The Town Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure
- 4.2 In the first instance the Clerk will consult with the Mayor (or Deputy Mayor) and Chairman (or Vice Chairman) of the Finance and General Purposes Committee prior to issuing a warning to the complainant. The Clerk will contact the complainant in writing, or by email, to explain why their behaviour is causing concern and ask them to change their behaviour and outline the actions that the council may take if they do not comply.
- 4.3 If the disruptive behaviour continues, the Clerk will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact the Town Council in future will be restricted. This decision will be made following the Clerk consulting with a panel of three members to include usually the Mayor (or Deputy Mayor) and Chairman (or Vice-Chairman) of the Finance and General Purposes Committee. This letter will inform the complainant in writing of what procedures have been put in place and for what period.
- 4.4 Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time that the restriction will be in place for. In most cases restrictions will apply for between 36 months, but in exceptional cases this may be extended. In such cases the restrictions would be reviewed on a quarterly basis.

- 4.5 Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:
- Banning the complainant from making contact by telephone except through a third party e.g. a solicitor, a Councillor or a friend acting on their behalf
 - Banning the complainant from sending emails to individual and/or all Council Officers and insisting they only correspond by letter
 - Requiring contact to take place with one named member of staff only
 - Restricting telephone calls to specified days and/or times and/or duration
 - Requiring any personal contact to take place in the presence of an appropriate witness
 - Letting the complainant know that the Town Council will not reply to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff will be identified who will read future correspondence)
- 4.6 When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing to explain: -
- Why the decision has been taken
 - What action is being taken
 - The duration of that action
- 4.7 The Clerk will enclose a copy of this policy in the letter to the complainant.
- 4.8 Where a complainant continues to behave in a way that is unacceptable, the Clerk, in consultation with a panel of three Members to include the Mayor (or Deputy Mayor) and Chairman (or Vice Chairman) of the Finance and General Purposes Committee may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.
- 4.9 Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, other options will be considered, e.g. the reporting of the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.

5. New complaints from complainants who are treated as abusive, vexatious or persistent

- 5.1 New complaints from people who have come under this policy will be treated on their merits. The Clerk, in consultation with a panel of three Members to include the Mayor (or Deputy Mayor) and Chairman (or Vice Chairman) of the Finance and General Purposes Committee will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor ignoring genuine service requests or complaints where they are founded.

- 5.2 The fact that a complainant is judged to be unreasonably persistent or vexatious and any restrictions imposed on Council's contact with him or her, will be recorded and notified to those who need to know within the Council.

6. Review

- 6.1 The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by a panel of three members to include the Mayor (or Deputy Mayor) and the Chairman (or Vice Chairman) of the Finance and General Purposes Committee, after three months, and at the end of every subsequent three months within the period during which the policy is to apply.
- 6.2 The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

7. Record Keeping

- 7.1 The Clerk will retain adequate records of the details of the case and the action that has been taken. Records will be kept of: -
- The name and address of each member of the public who is treated as abusive, vexatious or persistent
 - When the restriction came into force and ends
 - What the restrictions are
 - When the person and Council were advised
- 7.2 The Finance and General Purposes Committee will be provided with an annual report giving information about members of the public who have been treated as vexatious/persistent as per this policy.

**ST AUSTELL TOWN COUNCIL
FINANCE AND GENERAL PURPOSES COMMITTEE**

24th FEBRUARY 2020

TREASURY MANAGEMENT

1. PURPOSE OF REPORT

To provide Members with a breakdown of the Council's Treasury Management activity during the 2019/20 financial year and re-confirm the Council's Treasury Management Strategy.

2. LEGAL AND RISK MANAGEMENT ISSUES

Borrowing and investments by Parish and Town Councils are governed by the Local Government Act 2003. Furthermore, the Town Clerk, by virtue of being a Member of the Chartered Institute of Public Finance and Accountancy (CIPFA) is required to comply with guidance issued by that body. CIPFA has issued a Code of Practice and cross sectoral guidance notes relating to Treasury Management. This strategy complies with the legal and professional guidance.

The Town Council is outside of the scope of the Financial Services Compensation Scheme (FSCS). The protection of up to £85,000 for each bank account does not therefore apply to the Council.

The Clerk is authorised to manage investments on behalf of the Council in accordance with the Council's Treasury Management Strategy.

3. RESOURCE ISSUES

None outside of existing budgets. The strategy assumes a low risk approach to investment which means that investment income will be lower than might be achieved through a higher risk strategy. It however does mean that the Council's reserves are safeguarded.

To the end of January, interest received on investments during the 2019/20 financial year stands at £2,793.26

4. EQUALITY ISSUES

None.

5. ENVIRONMENTAL ISSUES

None.

6. RECOMMENDATIONS

It is recommended that the report be noted and the Treasury Management Strategy be approved for a further year.

DAVID POOLEY
TOWN CLERK

Summary of Investments

Investments

| <u>Date</u> | <u>Investment</u> | <u>Amount</u> |
|--------------------|---|----------------------|
| | | |
| | | |
| As at 31.01.20 | Business Reserve Account (Natwest) | £0.00 |
| | | |
| As at 31.01.20 | Variable Rate Deposit Account Cornwall Council | £465,229.23 |
| | | |

Interest Received

| <u>Date</u> | <u>Amount</u> <u>£</u> |
|-------------------------------------|---|
| | |
| 2018/19 | 3,051.06 |
| 2019/20 to date (excluding accrual) | 2,793.26 |
| | |
| | |
| | |



ST AUSTELL TOWN COUNCIL

TREASURY MANAGEMENT STRATEGY

1 Overview

This document gives guidance on borrowing and investments by St Austell Town Council in accordance with 'the Local Government Act 2003'. It highlights that the Council is committed to professional Treasury Management practices to ensure that:

- Capital expenditure plans are affordable
- All external borrowing and other long-term liabilities are within prudent and sustainable levels, and
- Treasury Management decisions are taken in accordance with good professional practice.

The CIPFA Treasury Management Code of Practice defines Treasury Management as:

'The management of the Council's cashflows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.'

2 INVESTMENT STRATEGY

2.1 Introduction

The Council acknowledges the importance of prudently investing the temporarily surplus funds held on behalf of the community.

This Strategy complies with the requirements set out in the Ministry for Housing, Communities and Local Government's *Guidance on Local Government Investments* and Chartered Institute of Public Finance and Accountancy's *Treasury Management in Public Services: Code of Practice and Cross Sectoral Guidance Notes* and takes account of Section 15(1)(a) of the Local Government Act 2003.

2.2 Investment Objectives

In accordance with Section 15(1) of the 2003 Act, the Council will *have regard to (a) such guidance as the Secretary of State may issue, and (b) to such other guidance as the Secretary of State may by regulations specify.*

The Council's investment priorities are to maintain the security of reserves and liquidity of its investments.

The Council will aim to achieve the optimum return on its investments commensurate with proper levels of security and liquidity.

All investments will be made in sterling.

The Ministry of Housing, Communities and Local Government maintains that borrowing of monies purely to invest, or to lend and make a return, is unlawful and this Council will not engage in such activity.

Where external investment managers are used, they will be contractually required to comply with the Strategy.

2.3 Specified Investments

Specified Investments are those offering high security and high liquidity, made in sterling and which mature in no more than a year. Such short-term investments made with the UK Government or a local authority or town or parish council will automatically be Specified Investments.

For the prudent management of its treasury balances, maintaining sufficient levels of security and liquidity, St Austell Town Council will use:

- Deposits with banks, building societies, local authorities or other public authorities
- The debt management agency of HM Government
- Cornwall Council variable deposit scheme
- CCLA Public Sector Deposit Fund.

2.4 Non-Specified Investments

These investments have greater potential risk – examples include investment in the money market, stocks and shares.

Given the unpredictability and uncertainties surrounding such investments, St Austell Town Council will not use this type of investment.

2.5 Liquidity of Investments

The Town Clerk, as Responsible Finance Officer, will determine the maximum periods for which funds may prudently be committed so as not to compromise liquidity and may transfer up to £20,000 between bank accounts as appropriate to take advantage of interest bearing deposit accounts while maintaining sufficient liquidity. Larger investments should be in accordance with this strategy and only be undertaken following consultation with the Chair and Vice Chair of the Finance and General Purposes Committee. Such investments will be subject to two signatures as with all payments.

Investments will be regarded as commencing on the date the commitment to invest is entered into, rather than the date on which the funds are paid over to the counterparty.

2.6 Long Term Investments

Long term investments are defined in the Guidance as greater than 36 months.

The Council does not currently hold any long-term investments.

No long-term investments are currently envisaged.

2.7 End of Year Investment Report

Investment forecasts for the coming financial year were accounted for when the budget was prepared. At the end of the financial year, the Town Clerk will report on investment activity to the Finance and General Purposes Committee.

3 EXTERNAL BORROWING STRATEGY

3.1 Introduction

The Council acknowledges the importance of borrowing funds and the financial impact on the Council and the local community. The Council will agree borrowing for specific capital projects (as defined in section 16 of the 2003 Act) and gain approval for borrowing by sending an application to the National Association of Local Councils (NALC). All borrowings must be approved by the full Council.

3.2 Principles

Before a council can borrow a sum of money, it must first receive an approval to borrow (loan sanction) from the Secretary of State by way of the Ministry of Housing, Communities and Local Government (MHCLG), unless it is for a temporary loan or overdraft from a bank or otherwise of sums which the council may temporarily require to meet revenue expenditure.

The process to be followed and the criteria applied in deciding whether or not approval should be forthcoming, are detailed in the Guide to Parish and Town Council Borrowing in England, jointly published by MHCLG and NALC.

The Council is only authorised to borrow a maximum of £500,000 in any single financial year for any single purpose.

The Council will ensure the following criteria when considering requesting a borrowing approval:

- The borrowing should be only be used for the purpose of Capital expenditure as defined by Section 16 of the Local Government Act 2003.
- The borrowing amount should not be less than £5 multiplied by the number of local government electors in the area of the Council on the first day of the current financial year (1 April)
- Any unallocated balances including, where appropriate capital receipts beyond those required for the prudent financial management of the council, should be used in the project for which the borrowing is required.
- The Council should have a realistic budget for the servicing and repayment of the debt, taking into account the future effect on the council's precept and cashflow.
- The Council must not mortgage or charge any of its property as security for money borrowed.

3.3 **Interest Rates**

The Council will look around for the best possible terms when borrowing but will usually use the Public Works Loan Board (PWLB).

The Council feels that the fixed term rates offered by the PWLB are relatively cheap and that PWLB loans are most likely to offer stability for the financial planning of the council.

3.4 **Period of Loan**

The Council will determine the period of each loan which should not exceed the period for which the expenditure is forecast to provide benefit to the Council i.e. useful life of the asset.

The maximum period will begin on the date on which the money is borrowed, and will be;

- 50 years for acquisition of, or work on or to, land, buildings, roads or structures or
- 10 years in all other cases.

3.5 **Current External Borrowing**

The Town Council currently has no external borrowing.

3.6 **Further Anticipated External Borrowing**

The Council has no plans currently to incur capital expenditure which will require a loan sanction or external borrowing.

4 **Review and Amendment of Regulations**

This Strategy will be reviewed annually. The Annual Strategy for the coming financial year will be prepared by the Town Clerk and presented for approval to the Finance and General Purposes Committee.

The Council reserves the right to make variations to the Strategy at any time, subject to the approval of the full Council. Any variations will be made available to the public.

5 **Disability Discrimination Act 1995**

Copies of this document in large print (A3 Format) or larger font size, or recorded onto tape as a 'talking book' can be made available for those with sight impairment on request from the Council Office or by telephoning 01726 829859 or e-mailing david.pooley@staustell-tc.gov.uk

The Council can also arrange to provide versions in other languages.

6 **Freedom of Information**

In accordance with the Freedom of Information Act 2000, this Document will be posted on the Council's website.

**ST AUSTELL TOWN COUNCIL
FINANCE AND GENERAL PURPOSES COMMITTEE**

24th FEBRUARY 2020

RISK MANAGEMENT

1. PURPOSE OF REPORT

To approve an updated Risk Management Strategy, Risk Management Policy Statement and Strategic Risk Register which are required as part of the annual internal audit.

2. LEGAL AND RISK MANAGEMENT ISSUES

The Council is required as part of its governance arrangements to have suitable risk management processes in place and to review these processes from time to time. The nature and scale of risks experienced by the Town Council is changing as services and assets are devolved from Cornwall Council.

3. RESOURCE ISSUES

None outside of existing budgets.

4. EQUALITIES ISSUES

Equality Impact Assessments are undertaken as and when appropriate as part of the Council's Risk Management process.

5. ENVIRONMENT ISSUES

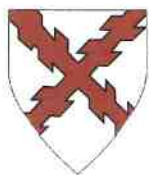
The Council has declared a Climate Emergency and has committed to improving its environmental impact.

6. RECOMMENDATIONS

It is recommended that the Committee:

1. Approves the updated Risk Management Strategy, Risk Management Policy Statement and Strategic Risk Register at Appendices 1, 2 and 3 respectively.

DAVID POOLEY
TOWN CLERK



ST AUSTELL TOWN COUNCIL

RISK MANAGEMENT STRATEGY

1. Introduction

1.1 This document forms the Council's Risk Management Strategy. It sets out:

- What is meant by risk management;
- Why the Council needs a risk management strategy;
- The philosophy of the Council's risk management;
- An overview of the methodology to be adopted and its links with existing processes;
- A summary of the implementation timetable;
- An outline of the associated roles of Elected Members and officers; and
- A summary of future monitoring and reporting lines for risk management.

1.2 The objectives of this strategy are to:

- Further develop risk management and raise its profile across the Council;
- Integrate risk management into the culture of the organisation;
- Embed risk management through the ownership and management of risk as part of all decision-making processes; and
- Manage risk in accordance with best practice.

2 What is Risk Management?

2.1 *'Risk is the threat that an event or action will adversely affect an organisation's ability to achieve its objectives and to successfully execute its strategies. Risk management is the process by which risks are identified, evaluated and controlled. It is a key element of the framework of governance together with community focus, structures and processes, standards of conduct and service delivery arrangements.'*
Audit Commission, *Worth the Risk: Improving Risk Management in Local Government*, (2001: 5).

2.2 Risk management is an essential feature of good governance. An organisation that manages risk well is more likely to achieve its objectives. It is vital to recognise that risk management is not simply about health and safety but applies to all aspects of the Council's work.

2.3 Risks can be classified into various types but it is important to recognise that for all categories the direct financial losses may have less impact than the indirect costs such as disruption of normal working. The examples below are not exhaustive:

2.3.1 Strategic Risk - long-term adverse impacts from poor decision-making or poor implementation. Risks damage to the reputation of the Council, loss of public confidence, in a worse case scenario Government Intervention.

- 2.3.2 Compliance Risk** - failure to comply with legislation, or laid down procedures or the lack of documentation to prove compliance. Risks exposure to prosecution, judicial review, employment tribunals, inability to enforce contracts.
- 2.3.3 Financial Risk** - fraud and corruption, waste, excess demand for services, bad debts. Risk of additional audit investigation, objection to accounts, reduced service delivery, dramatically increased Council tax levels/impact on Council reserves.
- 2.3.4 Operating Risk** - failure to deliver services effectively, malfunctioning equipment, hazards to service users, the general public or staff, damage to property. Risk of insurance claims, higher insurance premiums, lengthy recovery processes.
- 2.3.5 Reputational Risk** – damage to reputation through the actions or inaction of officers and/or members.
- 2.4** Not all of these risks are insurable and for some the premiums may not be cost-effective. Even where insurance is available, money may not be an adequate recompense. The emphasis should always be on eliminating or reducing risk, before costly steps to transfer risk to another party are considered.
- 2.5** Risk is not restricted to potential threats but can be connected with opportunities. Good risk management can facilitate proactive, rather than merely defensive, responses. Measures to manage adverse risks are likely to help with managing positive ones.
- 3. Why does the Council need a Risk Management Strategy?**
- 3.1** Risk management will strengthen the ability of the Council to achieve its objectives and enhance the value of services provided.
- 3.2** The Risk Management Strategy will help to ensure that all Committees across the Council have an understanding of 'risk' and that the Council adopts a uniform approach to identifying and prioritising risks. This should in turn lead to conscious choices as to the most appropriate method of dealing with each risk, be it elimination, reduction, transfer or acceptance.
- 3.3** There is an Audit requirement under the Accounts and Audit Regulations 2015 (SI 2015/234) to establish and maintain a systematic strategy, framework and process for managing risk. Risks and their control will be collated in a Risk Register. A statement about the system of internal control and the management of risk will be included as part of the Annual Statement of Accounts.
- 4. What is the Council's Philosophy on Risk Management?**
- 4.1 Risk Management Policy Statement**
- St Austell Town Council recognises that, in addition to its statutory duties, there are cogent moral and economic reasons to take all practicable and reasonable measures to safeguard people and the natural and built environments. Whilst it is acknowledged that risk cannot be totally eliminated it is accepted that much can be done to reduce the extent of injury, damage and financial loss. Therefore, St Austell

Town Council is committed to identifying, reducing or eliminating the risks to both people and the natural and built environments.

The Council will carry insurance in such amounts and in respect of such perils as will provide protection against significant losses, where insurance is required by law or contract and in other circumstances where risks are insurable and premiums cost-effective.

The Council will seek to embed effective risk management into its culture, processes and structure to ensure that opportunities are maximised.

5. What is the Risk Management Process?

5.1 Implementing the Strategy involves identifying, analysing, prioritising, managing and monitoring risks.

5.2 Risk Identification – Identifying and understanding the hazards and risks facing the Council is crucial if informed decisions are to be made about policies or service delivery methods. The risks associated with these decisions can then be effectively managed. All risks identified will be recorded in the Council's Risk Register.

5.3 Risk Analysis – Once risks have been identified they need to be systematically and accurately assessed using proven techniques. Analysis should make full use of any available data on the potential frequency of events and their consequences. If a risk is seen to be unacceptable, then steps need to be taken to control it or respond to it.

5.4 Risk Prioritisation - An assessment should be undertaken of the impact or consequence and likelihood of risks occurring, with impact and likelihood being scored on a scale from 1 to 5 with 1 being low and 5 high.

The scores for impact and likelihood are multiplied together. Risks scoring 10 and above will be subject to detailed consideration and preparation of a contingency/action plan to appropriately control the risk.

5.5 Risk Control – Risk control is the process of taking action to minimise the likelihood of the risk event occurring and/or reducing the severity of the consequences should it occur. Typically, risk control requires the identification and implementation of revised operating procedures, but in exceptional cases more drastic action will be required to reduce the risk to an acceptable level.

Options for control include:

5.5.1 Elimination – the circumstances from which the risk arises are ceased so that the risk no longer exists;

5.5.2 Reduction – loss control measures are implemented to reduce the impact/likelihood of the risk occurring;

5.5.3 Transfer – the financial impact is passed to others e.g. by revising contractual terms;

5.5.4 Sharing the risk with another party;

5.5.5 Insuring against some or all of the risk to mitigate financial impact; or

5.5.6 Acceptance – documenting a conscious decision after assessment of areas where the Council accepts or tolerates risk.

5.6 Risk Register – a register of strategic risks will be collated and an additional system of risk assessments will be maintained for all identified operational risks. Each will be reviewed at least annually.

5.7 Risk Monitoring – The risk management process does not finish with putting any risk control procedures in place. Their effectiveness in controlling risk must be monitored and reviewed. It is also important to assess whether the nature of any risk has changed over time.

The information generated from applying the risk management process will help to ensure that risks can be avoided or minimised in the future. It will also inform judgements on the nature and extent of insurance cover and the balance to be reached between self-insurance and external protection.

6. How will it feed into the Council's existing policies?

6.1 All reports to Council or Committees will consider risk management issues. Initial identification of strategic and operational risks will be by officers who will compile lists of strategic and operational risks. Regular reports on risk management will be presented to the Finance and General Purposes Committee for consideration.

6.2 Best Practice – the current economic climate means that risk management is now more important than ever, it is important for the Council to reassess its objectives and the threats to achieving these objectives. The Council will build risk management procedures into the way that it operates as part of a commitment to quality and continuous service improvement

6.4 Localism and Partnership Working – the Council will be entering into an increasing number of contracts and partnerships with organisations from the public, private, voluntary and community sectors. Some of these organisations may not have the same sensitivities to the risks that the Council sees as important. Part of the process of setting up future partnerships will be to ensure that all relevant risks are identified and that appropriate control mechanisms are built into the management arrangements for the partnership.

7. Roles and Responsibilities

7.1 It is important that risk management becomes embedded into the everyday culture and performance management process of the Council. The roles and responsibilities set out below, are designed to ensure that risk is managed effectively right across the Council and its operations, and responsibility for risk is located in the right place. Those who best know the risks to a particular service or function are those responsible for it. The process must be driven by members but must also involve officers.

7.2 Elected Members – risk management is seen as a key part of the Elected Member's stewardship role and there is an expectation that Elected Members will lead and monitor the approach adopted. This will include:

- Approval of the Risk Management Strategy;
- Analysis of key risks in reports on major projects, ensuring that all future projects and services undertaken are adequately risk managed;
- Consideration, and if appropriate, endorsement of the Annual Statement of Internal Control; and
- Assessment of risks whilst setting the budget, including any bids for resources to tackle specific issues.

7.3 Town Clerk and Responsible Finance Officer – will act as the Lead Officer on Risk Management, overseeing the implementation of the detail of the Risk Management Strategy.

The Town Clerk will:

- provide advice as to the legality of policy and service delivery choices;
- provide advice on the implications of potential service actions for the Council's corporate aims and objectives;
- update Council on the implications of new or revised legislation;
- assess and implement the Council's insurance requirements;
- assess the financial implications of strategic policy options;
- ensure that the Financial Information System allows effective budgetary control;
- inform investment decisions made by the Council.
- assist in handling any litigation claims;
- provide advice on any human resource issues relating to strategic policy options or the risks associated with operational decisions and assist in handling cases of work-related illness or injury;
- advise on any health and safety implications of the chosen or proposed arrangements for service delivery;
- consider the environmental implications of policy and service delivery choices;
- have due regard to the Equality Act 2010 when dealing with Risk Management issues; and
- report progress to Council via the Finance and General Purposes Committee as detailed in para 8.3 below.

7.4 The Operations Manager will act as the Lead officer for Risk Management and Health and Safety matters associated with the operational services of the Council.

7.5 The Deputy Town Clerk will act as the Lead officer for Risk Management in connection with employees' health and wellbeing and human resources issues.

7.6 Employees – will undertake their job within risk management guidelines ensuring that the skills and knowledge passed to them are used effectively. All employees will maintain an awareness of the impact and costs of risks and how to feed data into the formal process. They will work to control risks or threats within their jobs, monitor progress and report on job related risks to the Clerk or their line manager.

- 7.7 Role of Internal Audit** – the Internal Auditor provides an important scrutiny role carrying out audits to provide independent assurance to the Finance and General Purposes Committee and Council that the necessary risk management systems are in place and all significant business risks are being managed effectively.

Internal Audit assists the Council in identifying both its financial and operational risks and seeks to assist the Council in developing and implementing proper arrangements to manage them, including adequate and effective systems of internal control to reduce or eliminate the likelihood of errors or fraud.

The Internal Audit Report, and any recommendations contained within it, will help to shape the Annual Statement of Internal Control.

- 7.8 Training** – Risk Management training will be provided to Elected Members, and key staff. The aim will be to ensure that both Elected Members and staff have the skills necessary to identify, evaluate and control the risks associated with the services they provide.

In addition to the roles and responsibilities set out above, the Council is keen to promote an environment within which individuals/groups are encouraged to report adverse incidents promptly and openly. To assist with this aspect, the Council will develop and maintain an Anti-Fraud and Corruption Policy, a Confidential Reporting ('whistleblowing') Policy, Employee Handbooks and Health and Safety Handbooks.

8 Future Monitoring

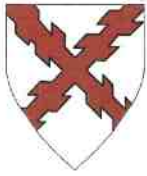
- 8.1 Review of Risk Management Strategy** - This Strategy will be reviewed on a regular basis as part of the Council's continuing review of its Policy Documents, Standing Orders and Financial Regulations. Recommendations for change will be reported to the Finance and General Purposes Committee. The date of the next review will be February 2021.
- 8.2** Once the initial work to establish Risk Registers has been completed, it is crucial that the information is regularly reviewed and updated. New risks will emerge and need to be controlled. Feedback from Internal and External Audit can identify areas for improvement, as can the sharing of best practice via professional bodies such as the National Association of Local Councils.
- 8.3 Reporting on Progress** – The Town Clerk will present an annual report to the Finance and General Purposes Committee detailing progress on risk management over the year and providing a summary of the Risk Register(s) and control assurance statements.

9. Conclusion

- 9.1** The adoption of a sound risk management approach should achieve many benefits for the Council. It will assist in demonstrating that the Council is committed to continuous service improvement and demonstrating effective corporate governance.

10. Freedom of Information

- 10.1.** In accordance with the Freedom of Information Act 2000, this Document will be posted on the Council's Website and copies of this document and the Risk Register will be available for inspection on deposit in the Council Office.



ST AUSTELL TOWN COUNCIL

RISK MANAGEMENT POLICY STATEMENT

To define and distinguish risks there are two terms that need to be clarified:

Hazard is an event or situation which can cause harm (including ill health and injury, damage to property, plant, products or the environment, production or financial losses, increased liabilities etc).

Risk is the chance, great or small, that damage or an adverse outcome of some sort will occur as a result of a particular hazard.

Like all organisations, St Austell Town Council is exposed to Risk. Not all of the Risks to which it is exposed can be insured, but they can be managed and controlled by pro-active measures to identify and assess their impact and by the introduction of loss control programmes.

The object of the Council's Risk Management programme will be to protect people, assets, liabilities and reputation.

We will identify the risk of loss to:

- Property/Assets
- Income
- Employees
- The general public
- Our customers
- Our services and business opportunities
- Our reputation

We will review and assess the impact of potential events upon the Council's activities and implement:

- Emergency plans and contingency arrangements
- Disaster recovery and business continuity plans

We will evaluate the impact of loss in terms of frequency and severity at both strategic and operational levels.

We will make every effort to control the causes of loss by implementing a loss control programme.

We will review the possibilities of self-insuring Risks where any potential loss will not significantly affect our business.


We will carry insurance in such amounts and in respect of such perils as will provide protection against significant losses, where insurance is required by law or contract and in such other circumstances as considered necessary from time to time.

We will embed the culture of Risk Management throughout the Town Council and ensure it becomes an integral part of all we do. We will have due regard to the Equality Act 2010 and the environment when dealing with risk management issues.

REVIEW OF THE EFFECTIVENESS OF INTERNAL CONTROLS

| Evidence of Achievement | Yes or No | Notes and areas for development |
|--|-----------------|------------------------------------|
| 1. Has the Internal Auditor been properly appointed by the Council? | Y | |
| 2. Is the Internal Auditor independent of the Council? | Y | |
| 3. Are reports of the Internal Auditor made in his/her own name? | Y | |
| 4. An Audit Plan is agreed with the Internal Auditor? | Y | |
| 5. The internal audit takes account of both the Council's risk assessment and wider internal control arrangements? | Y | |
| 6. The Internal Auditor is considered to be competent and has carried out internal audit work ethically, with integrity and objectivity? | Y | |
| 7. Are interim audits conducted by Members of the Council? | Y | |

| | | |
|--|---|----------------------------------|
| 8. Interim audits cover an adequate range of Council activities? | Y | |
| 9. Interim audits are recorded and presented to the Council? | Y | |
| 10. Regular budget monitoring is reported to the Council? | Y | |
| 11. The Council makes positive responses to recommendations of the Internal Auditor and audit Members? | Y | |
| 12. Adequate insurance cover exists, including Public Liability and Fidelity Guarantee? | Y | Review Review |
| 13. The Assets Register is adequate and current? | Y | ADDITIONAL CHECKS REQUIRED |






16 February 2020.

Internal Audit

| No. | Income and Invoices Raised | Yes | No | Comments |
|-----|--|-------------------------------------|-------------------------------------|--|
| 1 | Have invoices been raised and delivered in a timely manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Has VAT been accounted for properly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 3 | Are invoices clear and presentable? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 4 | Have invoices been entered in the Income Ledger and analysed under the correct budget heading? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | AS PER Q&A TO AUDIT 02/08/19 - STILL TO BE RESOLVED RE ALLOCATION. |
| 5 | (a) Have all invoices been paid? (b) If 'No' at (a) Is there evidence of debt recovery action? | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | ONLY ONE ✓ |
| 6 | If the invoice has been paid, does the invoice book and Income Ledger show the payment Receipt Number? | <input type="checkbox"/> | <input type="checkbox"/> | CAS. DEN REVENUE QUESTION NO.6 IS NOT RELEVANT. |
| 7 | Have all invoices been entered consecutively in the Income Ledger? (This includes any spoilt or cancelled invoices) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | AS ABOVE, |
| 8. | Does the Library income match the till receipts? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | UNABLE TO CHECK - TILL RECEIPTS NO AUTHORITY. |

Internal Audit

| No. | Bank Reconciliation | Yes | No | Comments | | | | | | | | | |
|---|--|-------------|----|--|-------|-----------------------------|------|----------------|---|-------------|----|--|--|
| | For guidance, see 'Bank Reconciliation' procedure notes. | | | | | | | | | | | | |
| 1 | Has the Bank Reconciliation been completed for the previous month-end? If 'No', how many months have not been completed? | ✓ | | | | | | | | | | | |
| | Assuming the Bank Reconciliation is current... | | | | | | | | | | | | |
| 2 | Do the Bank balances reported agree with the balances shown on Bank statements? | ✓ | | | | | | | | | | | |
| 3 | Do expenditure and income figures in the Bank reconciliation match the cash book? | ✓ | | | | | | | | | | | |
| 4 | Are the unrepresented cheques reported correctly? | ✓ | | ONE CHEQUE DATED JUN 19 - NOT RECORDED TO BE RECORDED 19 JUL | | | | | | | | | |
| 5 | Are the credits and direct debits unaccounted for reasonable? | ✓ | | | | | | | | | | | |
| 6 | Are there any areas of concern with regard to the bank reconciliation or banking arrangements? | | ✓ | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | Other Comments | | | | | | | | | | | | |
| <table><tr><td>Print</td><td>Internal Auditors Signature</td><td>Date</td></tr><tr><td>1. Tina Jones.</td><td></td><td>14 Feb 2020</td></tr><tr><td>2.</td><td></td><td></td></tr></table> | | | | | Print | Internal Auditors Signature | Date | 1. Tina Jones. |  | 14 Feb 2020 | 2. | | |
| Print | Internal Auditors Signature | Date | | | | | | | | | | | |
| 1. Tina Jones. |  | 14 Feb 2020 | | | | | | | | | | | |
| 2. | | | | | | | | | | | | | |

Internal Audit


| No. | Expenditure | Yes | No | Comments |
|--|--|-------------------------------------|--------------------------|----------|
| 1 | Have all payments been authorised by the Council? (check sample of payments). | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Are invoices or vouchers available for all payments? (check sample of payments). | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 3 | Are cheque counterfoils signed by at least two authorised signatories? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 4 | Have all BACS payments been approved by two councillors and processed by more than one individual? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 5 | Is there a list of approved direct debit payments and evidence that payments are checked and accounted for properly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 6 | Are all payments entered in the cash book correctly and is VAT accounted for separately? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 7 | Is there evidence of competitive quotations or estimates where appropriate? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Other Comments | | | | |
| <div> <div>Print</div> <div>Internal Auditors</div> <div>Signature</div> <div>Date</div> <div>1. Tim Davis</div> <div>14 February 2020</div> <div>2. _____</div> <div>_____</div> </div> | | | | |

63


| <u>Internal Auditors</u> | |
|--------------------------|--------------------|
| Print | Signature |
| 1. <u>Tim Jones</u> | <u>[Signature]</u> |
| 2. _____ | <u>[Signature]</u> |

FEbruary 2020

Internal Audit

| No. | Petty Cash | Yes | No | Comments |
|---|---|-------------------------------------|--------------------------|------------------------------------|
| | The Town Clerk maintains a petty cash imprest account so that the balance of receipts and cash held should always equal £250. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 1 | Does the cash box contain vouchers and cash to the sum of £250? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 2 | If the answer at (1) is 'No', is there a Petty Cash reimbursement voucher awaiting approval and entry in to the cashbook? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 3 | Do all the vouchers have receipts attached and have they all been signed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not signed But receipts |
| 4 | Have all the vouchers been entered in the Cash Book and correctly analysed under the budget headings? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 5 | Has the VAT element been recorded and entered onto the Customs & Excise claim form? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 6 | Is the cash box kept in a secure location? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Other Comments | | | | |
| <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="width: 45%;"> <p style="text-align: center;"><u>Internal Auditors</u></p> <p>Print Signature Date</p> <p>1.  14 Feb 2020</p> <p>2. _____</p> </div> <div style="width: 45%;"></div> </div> | | | | |

Internal Audit

| No. | Computer Security | Yes | No | Comments |
|---|---|-------------------------------------|-------------------------------------|-------------------------|
| 1 | Are the Personal Computers (PCs) physically secure in the workplace - ie, office door locked at night, doors alarmed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Have the Serial Numbers of PC equipment been noted? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 3 | Are the PCs encrypted and password protected? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Passwords need updating |
| 4 | Is there a regular back-up of files? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 5 | Is the back-up secured away from the offices? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 6 | Does the Council meet the criteria for cyber essentials? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Still to be addressed |
| 7 | Have there been any data breaches since the last audit? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Other Comments | | | | |
| <div style="display: flex; justify-content: space-between;"> <div> <p>Internal Auditors</p> <p>Print Signature Date</p> <p>1. Tim Jones  14 February 2020</p> <p>2. _____</p> </div> </div> | | | | |

**ST AUSTELL TOWN COUNCIL
FINANCE AND GENERAL PURPOSES COMMITTEE
24TH FEBRUARY 2020
BUDGET MONITORING REPORT**

1. PURPOSE OF REPORT

To provide Members with an update on expenditure and income to the 31st January 2020 and a copy of the Council's latest bank reconciliation statements.

2. LEGAL AND RISK MANAGEMENT ISSUES

It is a legal requirement for the Town Council to set a budget annually and it is good practice to monitor that budget at regular intervals. The Town Clerk monitors budgets on a monthly basis and provides regular budget monitoring reports to the Finance and General Purposes Committee. It is part of the remit of the Finance and General Purposes Committee to monitor and manage budgets on behalf of the Town Council.

3. RESOURCE ISSUES

None outside of existing budgets.

4. EQUALITIES ISSUES

None.

5. ENVIRONMENTAL ISSUES

None.

6. RECOMMENDATIONS

It is recommended that Members note the attached budget monitoring reports and bank reconciliation statement.

DAVID POOLEY
TOWN CLERK

Profit & Loss

St Austell Town Council 1 Jan 2020 to 31 Jan 2020

| | Actual | Budget | Var GBP | Var % | YTD Actual | YTD Budget | Var GBP | Var % |
|--------------------------------|---------------|---------------|----------------|--------------|------------------|----------------|-----------------|--------------|
| Income | | | | | | | | |
| Car Park Income | 25,887 | 25,000 | 887 | 3.5% | 263,788 | 250,000 | 13,788 | 5.5% |
| Council Tax Grant | - | - | - | 0.0% | 32,423 | 32,422 | 1 | 0.0% |
| Interest Income | 339 | 250 | 89 | 35.7% | 2,793 | 2,500 | 293 | 11.7% |
| Library Income | 1,057 | 916 | 141 | 15.4% | 9,683 | 9,168 | 515 | 5.6% |
| Other Grants and Contributions | 222 | - | 222 | 0.0% | 68,144 | - | 68,144 | 0.0% |
| Other Income | 39 | 79 | (40) | -50.4% | 10,029 | 790 | 9,239 | 1169.5% |
| Precept Payments | - | - | - | 0.0% | 672,800 | 672,800 | - | 0.0% |
| Public Convenience Charges | 218 | 358 | (141) | -39.2% | 3,352 | 3,584 | (232) | -6.5% |
| Rent Received | 2,500 | 877 | 1,623 | 185.1% | 5,594 | 8,773 | (3,180) | -36.2% |
| Transfers from Reserves | - | - | - | 0.0% | 438 | - | 438 | 0.0% |
| Total Income | 30,261 | 27,480 | 2,781 | 10.1% | 1,069,043 | 980,037 | 89,006 | 9.1% |
| Gross Profit | 30,261 | 27,480 | 2,781 | 10.0% | 1,069,043 | 980,037 | 89,006 | 9.0% |
| Less Operating Expenses | | | | | | | | |
| Employee Expenses | | | | | | | | |
| Recruitment | 270 | 146 | 124 | 84.9% | 270 | 1,460 | (1,190) | -81.5% |
| Salaries / Wages | 38,638 | 41,560 | (2,922) | -7.0% | 389,379 | 415,600 | (26,221) | -6.3% |
| Training | 590 | 700 | (110) | -15.7% | 2,075 | 7,000 | (4,925) | -70.4% |
| Total Employee Expenses | 39,498 | 42,406 | (2,908) | -6.9% | 391,724 | 424,060 | (32,336) | -7.6% |

Profit & Loss

| | Actual | Budget | Var GBP | Var % | YTD Actual | YTD Budget | Var GBP | Var % |
|--------------------------------|---------------|---------------|----------------|---------------|----------------|----------------|-----------------|---------------|
| Premises Expenses | | | | | | | | |
| Cleaning & Domestic Supplies | 548 | 600 | (52)▼ | -8.7%▼ | 6,180 | 6,000 | 180▲ | 3.0%▲ |
| Electricity | 1,360 | 517 | 843▲ | 163.1%▲ | 5,844 | 5,170 | 674▲ | 13.0%▲ |
| Gas | - | 225 | (225)▼ | -100.0%▼ | 1,070 | 2,250 | (1,180)▼ | -52.5%▼ |
| Grounds Maintenance Supplies | 672 | 1,580 | (908)▼ | -57.4%▼ | 22,932 | 15,790 | 7,142▲ | 45.2%▲ |
| Play Equipment | - | 3,333 | (3,333)▼ | -100.0%▼ | 2,048 | 33,330 | (31,282)▼ | -93.9%▼ |
| Rates | 6,905 | 7,059 | (154)▼ | -2.2%▼ | 71,940 | 70,590 | 1,350▲ | 1.9%▲ |
| Rent / Room Hire | 1,295 | 458 | 837▲ | 182.8%▲ | 5,180 | 4,580 | 600▲ | 13.1%▲ |
| Repairs / Maintenance Premises | 5,065 | 4,042 | 1,023▲ | 25.3%▲ | 40,018 | 40,420 | (402)▼ | -1.0%▼ |
| Water | 59 | 188 | (129)▼ | -68.6%▼ | 1,681 | 1,880 | (199)▼ | -10.6%▼ |
| Total Premises Expenses | 15,904 | 18,002 | (2,098) | -11.7% | 156,893 | 180,010 | (23,117) | -12.8% |
| Supplies and Services | | | | | | | | |
| Books and Publications | - | 16 | (16)▼ | -100.0%▼ | 360 | 168 | 192▲ | 114.0%▲ |
| Contract Payments | 19,998 | 13,516 | 6,482▲ | 48.0%▲ | 149,297 | 135,168 | 14,129▲ | 10.5%▲ |
| Insurances | 319 | 483 | (164)▼ | -34.0%▼ | 5,978 | 4,834 | 1,144▲ | 23.7%▲ |
| IT / Communications | 895 | 1,342 | (447)▼ | -33.3%▼ | 14,485 | 13,420 | 1,065▲ | 7.9%▲ |
| Mayors Allowances | - | 63 | (63)▼ | -100.0%▼ | 273 | 630 | (357)▼ | -56.6%▼ |
| Members Allowance | - | 21 | (21)▼ | -100.0%▼ | 50 | 210 | (160)▼ | -76.3%▼ |
| Miscellaneous Expenses | 997 | 2,946 | (1,949)▼ | -66.2%▼ | 25,016 | 29,460 | (4,444)▼ | -15.1%▼ |
| Miscellaneous Grants | 10,276 | 2,833 | 7,443▲ | 262.7%▲ | 38,000 | 28,330 | 9,670▲ | 34.1%▲ |
| Office Supplies | 165 | 479 | (314)▼ | -65.5%▼ | 2,952 | 4,790 | (1,838)▼ | -38.4%▼ |
| Printing and Stationery | 56 | 310 | (254)▼ | -82.1%▼ | 2,884 | 3,100 | (216)▼ | -7.0%▼ |
| Protective Clothing | - | 167 | (167)▼ | -100.0%▼ | 1,211 | 1,670 | (459)▼ | -27.5%▼ |
| Publicity | - | 125 | (125)▼ | -100.0%▼ | 1,320 | 1,250 | 70▲ | 5.6%▲ |
| Small Grants Scheme | - | 667 | (667)▼ | -100.0%▼ | 5,437 | 6,670 | (1,233)▼ | -18.5%▼ |

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Profit & Loss

| | | | | | | | | |
|---|-----------------|-----------------|-------------------|------------------|---------------------|---------------------|-------------------|-----------------|
| Subscriptions | Actual 254 | Budget 563 | Var GBP (309)▼ | Var % -54.9%▼ | YTD Actual 6,859 | YTD Budget 5,630 | Var GBP 1,229▲ | Var % 21.8%▲ |
| Total Supplies and Services | 32,959 | 23,531 | 9,428 | 40.1% | 254,120 | 235,330 | 18,790 | 8.0% |
| Transport Related Expenses | | | | | | | | |
| Contract Hire and Operating Leases | 1,005 | 1,034 | (29)▼ | -2.8%▼ | 10,843 | 10,332 | 511▲ | 4.9%▲ |
| Fuel | 396 | 483 | (87)▼ | -17.9%▼ | 5,183 | 4,834 | 349▲ | 7.2%▲ |
| Other Transport/plant expenses | 14,990 | 175 | 14,815▲ | 8465.7%▲ | 47,435 | 1,750 | 45,685▲ | 2610.6%▲ |
| Repairs/ Maintenance-Vehicles/Plant | 479 | 250 | 229▲ | 91.7%▲ | 4,136 | 2,500 | 1,636▲ | 65.4%▲ |
| Road Fund / Taxes | 263 | 33 | 230▲ | 695.5%▲ | 788 | 330 | 458▲ | 138.6%▲ |
| Transport Insurance | - | 250 | (250)▼ | -100.0%▼ | 1,996 | 2,500 | (504)▼ | -20.2%▼ |
| Travel and Subsistence | 409 | 75 | 334▲ | 445.4%▲ | 1,642 | 750 | 892▲ | 118.9%▲ |
| Total Transport Related Expenses | 17,542 | 2,300 | 15,242 | 662.7% | 72,022 | 22,996 | 49,026 | 213.2% |
| Total Operating Expenses | 105,903 | 86,239 | 19,664 | 22.8% | 874,758 | 862,396 | 12,362 | 1.4% |
| Net Profit | (75,642) | (58,759) | (16,883) | -29.0% | 194,284 | 117,641 | 76,643 | 65.0% |

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ST AUSTELL TOWN COUNCIL

BANK RECONCILIATION AS AT:

31.01.20

| | £ | £ |
|---------------------------------|---|-------------------|
| Business Current Account | | 193,658.92 |
| Mayor's Charity Account | | 272.72 |
| Business Direct Reserve Account | | 0.00 |
| Petty Cash | | 211.52 |
| Library Float | | 100.00 |
| Total in Bank | | <u>194,243.16</u> |

| | |
|------|-----------|
| 3160 | £1,500.00 |
| 3379 | £100.00 |
| 3396 | £210.00 |
| 3415 | £5,000.00 |
| 3419 | £240.00 |
| 3486 | £6,791.86 |
| 3492 | £318.75 |
| 3494 | £49.92 |
| 3495 | £63.44 |
| 3496 | £63.17 |
| 3497 | £360.00 |
| 3498 | £66.62 |
| 3500 | £194.40 |
| 3501 | £564.56 |

| | |
|------------------------------|-----------------|
| ADJUSTED BANK BALANCE | <u>15522.72</u> |
| | 178,720.44 |

Add Income not yet banked

Outstanding Accounting System entries

47.00

| | |
|--|-------------------|
| | <u>178,767.44</u> |
| <u>Accounting System Bank Balance:</u> | |
| Opening Bank Balance | 186,669.64 |
| Expenditure to date | 1156610.83 |
| Income to date | <u>1148708.63</u> |
| | 178,767.44 |

Accounting System Bank Balance

178,767.44

0.00
balanced

Note:

Attach Accounting Statement and remember to adjust for the Outstanding Accounting System Entries after balancing.

Reconciliation Completed:

Date:

Reviewed:

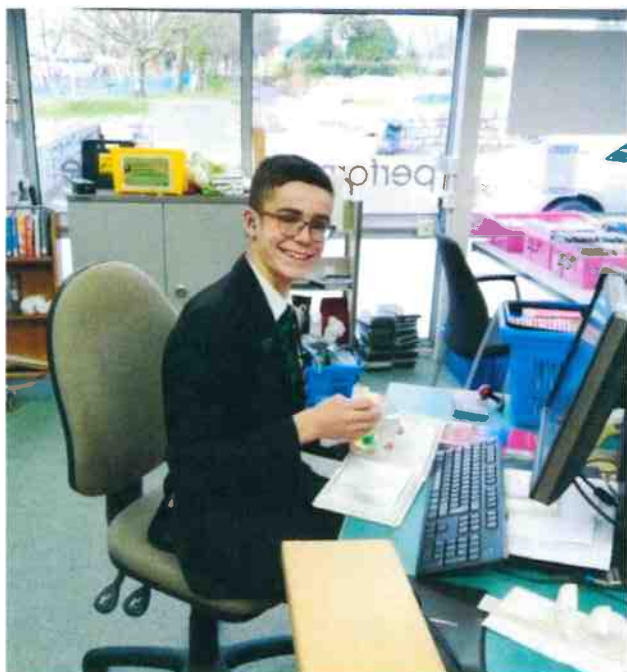
Date:

St Austell Library Newsletter – February 2020

So we rounded off the end of last year on a very positive note, the Library team had received some very good feedback about our book stock, the care and attention that we afford it and how hard working it is.....mostly half our book stock is out on loan to customers at any given time and for my team to have the comments: *"The usual glowing report! St Austell customers are lucky to have a team who really believe in the importance of libraries. Well done all"* makes them feel valued in their contribution to supporting their role and our community.

Ashley, our Ukulele tutor, delivered another series of beginner Ukulele workshops. These originally began back in 2015 with funding from the Town Council's small grant scheme and enabled us to purchase 6 ukuleles, loan them out and run twice yearly instruction workshops. Four years on, these classes are as popular as ever and the collective groups have now joined forces, known as The SAS (St Austell Strummers) and have some 50 events booked this coming year to strum their music. You will be able to hear them here again at the **Library's 60th Birthday Party event in June.**

SALSA said a community thank you in December with their WhoHa of music, mince pies, mulled cider and apple juice (and another little **musical!!!** contribution by the Library staff). SALSA also accepted a wonderful donation of **£308.26** from the Soroptimists, who kindly gave us the money donations from their free book giving stall. It enabled SALSA to purchase for the library a new Lego display cabinet and a new children's seat/book shelf. Both are being well used already in the Children's Library.



The Library has always supported young people with work experience placements, but we have never assisted with the Duke of Edinburgh Award Scheme before.

George McIntyre is a Year 9 student at Poltair and is well on his way to receiving his Bronze award after volunteering with us for over 12 hours of shelving books and cleaning talking books and lots more.....just the 10 Tors in March to conquer now! Good luck George, Ciara and Dennis should be long gone by then!



And, finally, just a little bit of showing off, well you must always have thought to yourselves, where do the Library get their wonderful display posters from? Well, our **Emma** is an illustrator in the other half of her week when she isn't here. After a very successful series of children's books illustrating for Bear Grylls, this is her book with new author **Serena Patel**, published by Usborne, out at the beginning of March.

How fortunate are we to have her here!

With kind regards from Terry and the Team at the Library.