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Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE FULL COUNCIL MEETING
held on TUESDAY 19 DECEMBER 2023 at 7.00pm in the Town Hall

PRESENT Cllrs Bailey (Mayor), Gilbert (Deputy Mayor), Bullen, Conway, Gordon, Green, Harris, Heaton, Hogan, Lankston, Nancarrow, Penhale, Soanes Tremain and Young
In attendance: Christopher Drake (Town Clerk)
1 x public
1 x press

Council received a presentation from Dr Michael Ireland, OkeRail and Mr Adrian Gannon, Connect Bude on the potential for a Connect Launceston railway project

2312/28 Apologies for absence
Apologies for absence were received from Councillor O'Brien and Cornwall Cllr Paynter

2312/29 Declarations of Interest
There were no declarations of interest

2312/30 Public Representation Session
There were no public questions

2312/31 To confirm and sign the Minutes of the last meeting, previously circulated
It was **resolved** to confirm and sign the minutes previously circulated;
(i) Minutes of the Meeting of Full Council held on Tuesday 21 November 2023 at 7.00pm

2312/32 To receive and adopt the minutes of committees and sub-committees, previously circulated
It was **resolved** to receive and adopt the minutes of the following committees and sub-committees:
(i) Planning and Economic Development held on Thursday 23 November 2023 at 7.00pm
(ii) Estates and Properties held on Monday 4 December 2023 at 10.00am
(iii) Finance and General Purposes held on Wednesday 6 December 2023 at 7.00pm

2312/33 Reports from Cornwall Councillors
Cornwall Councillor Conway spoke regarding the proposed Connect Launceston project and advised that much of the work will require working in partnership with Devon County Council and Highways. Cllr Conway stated that the proposed changes to school transport routes had been postponed and the current routes and services retained. He also advised that funding had been received from Central Government, but more funding was required to be able to provide continued services within Cornwall

Cllr Heaton said that she had contacted Cornwall Council Cabinet Members, but to date had not received a response and this was not the time that this had happened.

Cllr Soanes asked if there was any further funding expected from Government. Cllr Conway stated that Cornwall Council continued to explore all means possible for funding

Cllr Tremain noted that funding was being used for the new metro service at a cost of £56 million, but that the north and east of Cornwall were not receiving funding and this was needed to improve the bus services in rural areas. Cllr Conway said that he approved of the metro decision as it will benefit Cornwall but had raised concerns about overspending on the proposals as Cornwall Council did not have any additional funds for the project other than those allocated and also the scheme must not be subsidised beyond the three years that have been planned. The bus services affected by the metro service will be altered accordingly and this will not have a detrimental affect on other areas in Cornwall

Cllr Nancarrow asked if the use of taxi services for school children will continue. Cllr Conway advised that this matter was being looked into to ensure the scheme is better operated but stated that Cornwall Council has a legal duty to offer transport for those school pupils that require it

Cllr Soanes asked if there were details of what the longest school journey is for a pupil. Cllr Conway asked Cllr Soanes to email the question to him so that he is able to respond with the information once he received it.

Cllr Gilbert asked if the school transport review will be undertaken again in the future. Cllr Conway stated that there was no timetable in regards to this matter being considered again

Cllr Young stated that the provision of transport for SEN pupils was not new but that the issues arose due to the lack of better SEN provision being available

2312/34

Reports and Questions from Town Councillors

Cllr Bailey provided an update regarding the PPG AGM and details of the elected officers. She also advised that another paramedic had been employed at the Medical Centre and that there is still a full time vacancy for a doctor. The pharmacy has a new manager in post and the dispensing of prescriptions was now only two days behind, which is a considerable improvement. The links with local pharmacies are good and there are plans for a facility for minor illness appointments to be held at pharmacies which will support the doctors and free up further appointments. The work on the electronic prescription service with the practice IT system was still ongoing. It was also noted that members from a younger age demographic would be welcome to attend the PPG and works on this were ongoing.

Cllr Heaton gave an update from the Integrated Care Board and how they are winter planning and seeking additional appointments. The new Launceston Hub will provide a number of services and specialist clinics and a support centre is also available at the Orchard Centre. Cllr Heaton also advised that Launceston Camera Club had been awarded first place in the Camera Club category of the UK-wide Amateur Photographer of the Year competition. Cllr Heaton also advised that she had attended the Cornwall Council climate change course

2312/35

Report from the Town Mayor and Deputy Mayor

The Mayor provided an update on the Mayoral and Deputy Mayor's activities

2312/36

Report from the Town Clerk

Members considered Report 15/23 concerning the above (previously circulated)
It was resolved that;

- i) the December RAG report be noted
- ii) the update regarding the new skatepark project be noted
- iii) the update regarding the work and events provided by the library be noted and thanks to the library team be minuted
- iv) the agreed dates for Extraordinary meetings of the Finance and General Purposes Committee and Full Council be noted
- v) the date for the Mayor's Civic Service be noted
- vi) the tender document for the library hub design be agreed

2312/37

Updated Policies and Quality Gold Statements

Members considered Report 16/23 concerning the above (previously circulated)

It was **resolved** that;

- i) the publication scheme, privacy, disciplinary and training policies be agreed
- ii) the statements as required for the Local Council Award Scheme accreditation be agreed

2312/38

Progress and Information

Members considered Report 17/23 concerning the above (previously circulated)

It was **resolved** that;

- i) the details of the Cornwall Council Electric Vehicle Infrastructure Strategy be noted and that the Mayor had concerns that due to the potential weight of electric vehicles, thought should be given regarding their continued use especially within multi storey car parks
- ii) the details of the Cornwall Council 2024 Off-Street Parking Order be noted
- iii) the statement in the Local Government Finance Policy Statement for 2024/25 regarding Council Tax referendums be noted

2312/39

Correspondence and Matters to Note

It was **resolved** to;

- i) note the venue usage
- ii) agree that Cllrs Gilbert, Lankston, Soanes and Penhale attend the Launceston Rugby Community Day on Saturday 6 January 2024
- iii) note the Council operational times and emergency contact details for Christmas and the New Year and thank the stewards team for their work over the festive period

2312/40

Urgent Items

- 1) Cllr Tremain advised that the block paving in Westgate Street was in need of repair again further to a pedestrian tripping and falling at the site
- 2) Cllr Harris asked if the wild vegetation adjacent to Maunders could be investigated to ensure it did not pose a danger
- 3) Details of the proposed Mayor's Civic Award were agreed

Date of the next meeting of the Council

The next Full Council meeting will be held on Tuesday 16 January 2024

The meeting ended at 8.28pm

Signed Date

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The Town Hall
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Cornwall PL157AR

MINUTES OF THE MEETING OF THE PLANNING AND ECONOMIC DEVELOPMENT COMMITTEE
held on Thursday 14 December 2023 at 7.00pm
The Guildhall, Launceston Town Hall

Present Cllrs Cllr Bailey (Mayor), Cllr Gilbert (Deputy Mayor) Gordon, Green, Lankston, Nancarrow, Penhale and Tremain
In attendance: Cllr Heaton
Christopher Drake (Town Clerk)

2312/19 Apologies
Apologies for absence were received from Cllr Harris who was substituted by Cllr Heaton

2312/20 Declarations of Interest
There were no declarations of interest

2312/21 Public Representation
There were no representations made

2312/22 Minutes of the last meetings
The minutes of the meeting held on 23 November 2023 were signed as a correct record

2312/23 Current Planning Applications for comment

Application PA23/09708
Proposal Non material amendment in relation to decision notice PA19/05884 dated 19/12/2022 to omit footway along the site frontage to west of the access as this is a duplication of the onside footway/cycleway

Location Land South of Tavistock Road Launceston PL15 9JY
Decision Support

2312/24 Planning Decisions to Note
It was resolved to note the applications

Application PA23/05855
Location St Stephens Community Academy Roydon Road St Stephens Launceston Cornwall PL15 8HL
Proposal Installation of 2.4m weld mesh perimeter and playground security fencing and associated vehicular and pedestrian gates.
Decision APPROVED
Town Council SUPPORT

Application PA23/07648
Location 12 Southgate Street Launceston Cornwall PL15 9DP
Proposal Listed Building Consent to vary Condition 2 (approved plans) of Application No. PA22/06974 dated 21.11.22 (Listed building consent for change of use from accountancy offices to six residential flats including some demolition to reinstate a courtyard)
Decision APPROVED
Town Council SUPPORT

Application	PA23/07647
Location	12 Southgate Street Launceston Cornwall PL15 9DP
Proposal	Variation of Condition 2 (approved plans) of Application No. PA22/06973 dated 21.11.22 (Change of use from accountancy offices to six residential flats including some demolition to reinstate a courtyard)
Decision	APPROVED
Town Council	SUPPORT
Application	PA23/07296
Location	Walk House Car Park Tower Street Launceston Cornwall PL15 8BG
Proposal	Demolish the existing west wall of Walk House car park along Tower Street and rebuild a new masonry wall in its place
Decision	APPROVED
Town Council	SUPPORT
Application	PA23/07188
Location	5 St Stephens Hill St Stephens Launceston Cornwall PL15 8HN
Proposal	Off road parking space with electric vehicle charging point and dropped kerb
Decision	REFUSED - The proposed removal of a section of walling and the creation and subsequent use of a new off-road parking space within the front garden of this Grade II listed building would result in less-than-substantial harm to the appearance, character and setting and significance of listed heritage assets and their contribution to the historic environment within this part of the conservation area which is considered to outweigh the perceived public or social benefit of creating one more off-road parking space. As such, the proposed development conflicts with the provisions, aims and intentions of Policies 24, 12 and 1 of the Cornwall Local Plan Strategic Policies 2010-2030, and the National Planning Policy Framework 2021, with particular reference to paragraphs 8, 130, 189, 194, 195, 197, 199, 200 and 202.
Town Council	SUPPORT The Town Council were contacted in accordance with the Local Council Protocol and confirmed they agree to disagree with a recommendation of refusal.
Application	PA23/07189
Location	5 St Stephens Hill St Stephens Launceston Cornwall PL15 8HN
Proposal	Listed building consent: Off road parking space with electric vehicle charging point and dropped kerb
Decision	REFUSED - The proposed removal of a section of walling and the creation and subsequent use of a new off-road parking space within the front garden of this Grade II listed building would result in less-than-substantial harm to the appearance, character and setting and significance of listed heritage assets and their contribution to the historic environment within this part of the conservation area which is considered to outweigh the perceived public or social benefit of creating one more off-road parking space. As such, the proposed development conflicts with the provisions, aims and intentions of Policies 24, 12 and 1 of the Cornwall Local Plan Strategic Policies 2010-2030, and the National Planning Policy Framework 2021, with particular reference to paragraphs 8, 130, 189, 194, 195, 197, 199, 200 and 202.
Town Council	SUPPORT The Town Council were contacted in accordance with the Local Council Protocol and confirmed they agree to disagree with a recommendation of refusal.
Application	PA23/08076
Location	Hay Common Launceston
Proposal	Construction of Primary Academy, Sports Pitch, Multi Use Games Area (MUGA), car parking and associated infrastructure without compliance of condition 2 in relation to decision notice PA20/02822 dated 17/07/2020
Decision	APPROVED
Town Council	SUPPORT

2312/25

Proposed Street Names

The committee was requested by the Launceston Obligated Infrastructure Works project to propose street names for the new road leading to Link Road. It was **resolved** to propose the following:

- i) Oakwood Drive
- ii) Ashwood Road
- iii) Lowley Brook Way
- iv) Oakwood Drive

Cllr Heaton left the meeting at 7.13pm during the discussion of the above

2312/26

Proposed Renaming of 12 Southgate Street

The committee was requested by Tre Kernow to agree a proposed renaming for the property at 12 Southgate Street. It was **resolved** that the name Chy Gwithyas be agreed

2312/27

Correspondence and Items to Note

- 1) The Chair provided an update regarding planning proposals at Stourscombe and it was agreed to contact the landowner in regards to a possible cemetery site as part of the plans

Next Meeting

The next meeting of the committee will be held on Thursday 11 January 2024

The meeting closed at 7.34pm

Signed..... Date.....

Agenda item: 9

Committee: Full Council

Date: Tuesday 16 January 2024

Subject: Town Clerk Report

Summary: To consider and agree various items of updates works

Recommendations.

The Council is recommended to;

- 1) Ratify the decision of the Library, Arts, Business and Information Committee for the Council's continued support of the Safer Greener Streets project
- 2) Note the update regarding the work and events provided by the library
- 3) Note the update regarding the Library Hub Design tenders
- 4) Agree that officers investigate the benefits and potential costs of using HR Software
- 5) Note that the Grounds Maintenance Team vacancy will be advertised from week commencing 15 January
- 6) Note the short term use of temporary agency staff to assist with the Council's stewarding requirements

1 Safer Greener Streets

- 1.1 At the most recent meeting of the Library, Arts, Business and Information Committee (LABI) it was resolved that the committee supports the next phase of the Safer Greener Streets project and recommends this is adopted by Full Council at its next meeting. The Council is recommended to ratify this decision

2 Library Update

- 2.1 The library continues to provide an expansive range of services and to work in collaboration with other charitable and community groups as detailed in previous reports. Since the December report, the Community Hub works have included:
- Launceston Community Church becoming a new HUB partner
 - Funding electricity for Launceston's Community Christmas Lunch attended by more than 60 people on Christmas Day.
 - Gateway Centres Café Avodah providing free hot meals for those in need.
 - Two new volunteers in the Library Games group which will now allow provision to run two groups, with 1 downstairs offering disabled access.
 - A new women's peer support group has been developed as a result of a mental health session in December.
 - The Mandown cooking group made extra food in their last session to help see them over the festive season.
- 2.2 The table below highlights what services may have been affected if the hub facility was not available, as well as highlighting the type of assistance that was offered

If you weren't able to get support from the hub today, which of the following would you have approached for support? (please enter totals for each option)				
Please tick any that apply	Yes	No	Maybe	Don't know
999	2		14	3
NHS 111	15	2	2	
Mental Health Services	12	1	4	
GP	17	1		2
Local hospital	5	10	4	
Council	9	7		2
Adult Social Care		3		4
Pharmacy	1	13		5
Friends/ family	13	1	5	
Other NHS community services – eg nurse	16	2	2	
Other Community organisation or charity	18	1		
Other (please specify) Phone lines, text services, support apps. Childline *Macmillan online * NHS online. *Local Diabetes support Group Cancer Café Silver cloud Kooth	15		2	
3. During your visit today, what did we support you with? (Please tick all that apply)				
No of ticks for each				
a. Physical health	17			
b. Emotional health / wellbeing	18			
c. Finances	8			
d. Employment / Education	11			
e. Other (please provide details) Examples of Digital help provided -	12			

2.3 Following the most recent report on services provided, the Library Manager received the following emails:

Morning Andi and everyone,

Thank you and the partners for another wonderful insight into all the great work being offered to the community of Launceston and around. The desire to succeed and grow more activities and services is clear with the new partner coming on board – it's so heartening to read all that is done, shared & given for those amongst us who are most in need. Launceston really is a success story, and shows what can happen with everyone working together

Jayne Roycroft

Community Maker (East Cornwall) Volunteer Cornwall

Hi Andi,

Thanks for the amazing report. A quote sprung to mind, alone we can do so little , together we can do so much. This is certainly true in terms of the Launceston collaboration. Great that the community church has joined the hub and a new group has developed from the library session. Fabulous how people are sharing skills and the person offering painting and was helped to carpet his home. Fabulous keep up the great work.
Carolyn Trevethick
Community Maker – East Cornwall
Volunteer Cornwall

3 Library Hub Tender Process

- 3.1 Further to Council agreement at the December meeting for the tender process for the design element of the new library hub, the tender was published on ContractFinder on 20 December 2023. To date 16 companies have expressed an interest in the works. A number of interested parties have asked for clarification in regards to the tender and the works involved and officers are working through these

4 HR Software

- 4.1 As the Council continues to grow and staffing levels increase, it is becoming more challenging to ensure that all necessary details for staffing matters are undertaken. This includes the proper booking of annual leave, staff training and sickness absence. The fact that the Council operates over four distinct sites and operates outside of typical office hours is also a factor.
- 4.2 The Clerk has sought feedback from other larger Councils on the use of specifically designed HR support software and it is becoming more widely used by the sector as Council's expand. Companies used include, Citrus HR, Bright HR (the most used amongst the ten Council's using systems), You Manager and MHR Global. Services provided can include; Staff holiday planner, sick leave and lateness, shifts and rotas. HR document storage, overtime, recruitment and payroll reports The Council is recommended to agree that further work be undertaken to see what systems are available and the likely costs to the Council.

5 Grounds Maintenance Team Vacancy

- 5.1 The current Grounds Maintenance vacancy will be advertised week commencing 15 January and the aim is that the post is filled prior to the start of the grass cutting season in April. It is proposed that the interview panel consist of the Estates and Properties Chair, Estates Manager and Grounds Maintenance Team Manager

6 Temporary staff

- 6.1 Due to the ongoing long-term absence of a member of the Stewards Team, officers are seeking to employ a temporary staff member/s to undertake some of the duties of the post. These will include opening and closing of public toilet facilities, cleaning of Town Council premises and opening and closing of town centre bollards. This will allow current team members to return to their more usual working times as well as giving the provision of there being two stewards available across the working day. The costs of the additional staff will be covered by the savings incurred by the vacancy within the Grounds Maintenance team.

Contact officer: Christopher Drake – Town Clerk
Monday 10 January 2024

PROJECTS	PERSON/S RESPONSIBLE		NOTES	STATUS
Town Hall changing room refurbishment	Estates Mgr		Architects have visited the site and quotations have been received	ONGOING
Town Hall stage accessibility	Estates Mgr		This work is being reviewed as part of the changing room refurbishment	COMPLETED
First Aid organisation relocated from Ambulance Hall garage area	Town Clerk		Space for LVFS trailer agreed	RESOLVED PRIORITY PROJECTS
Green Room garage cleared	Estates Mgr			WORK TBC
Green Room building future use	Council		In the short term the upper floor will be cleared and used as an office/welfare area for the stewards team, as well as providing proper storage space for tech equipment. The garage area will be used to stock Council gazebos	
Library team relocate to new Hub	Library Mgr /Town Clerk		Tender for design works ongoing - closing date of 28 Feb 2024	
Car park machines updated	RFO/ F+GP committee			
Electric charging points installed	Estates Mgr		Works agreed and awaiting start date. Company has advised of an estimated 6 month lead time on project. Car park repair works are being investigated and it may be that any other works at the site are delayed until investigatory works are complete	

Car park refurbished and new signage erected	Estates Mgr		PCA report received and considered by June Estates and Properties committee. Agreed that consultants be assigned to undertake investigation works. Survey works undertaken on 10 July. Survey results reported to October Estates Committee and investigatory works now agreed
Lawrence House repairs and future maintenance programme	Town Clerk/ Council		Grant bid successful and works ongoing. Completion estimated as Autumn/Winter 2023. Vision for site agreed at August Council and works undertaken. Officers meeting with National Trust regarding lease proposals and further grant funding works ongoing
Priory Park play equipment installation project	Town Clerk/ RFO/ Estates Mgr		Football goals installed, following works at site by National Grid. Officers working on additional grant funding streams but large level consultation required which will not be undertaken until early 2024
New cemetery land acquisition			Potential site identified and land owner requested to supply any available plans of proposals - Dec 2023

Conversion of new land at St Thomas as rest garden	Town Clerk		TC working with Barrett Homes regarding flooding issues. Solicitors approached to complete necessary legal documents. TC met with Barrett Homes 9/1/24 regarding ongoing flooding issues
Installation of live streaming equipment at Town Hall	Town Clerk/RFO		
Adoption of new nature are at Ridgegrove	Town Clerk/ Estates Mgr		Solicitors appointed to undertake legal agreement works and awaiting responses from CC
Adoption of new nature are at Windmill Hill	Town Clerk/ Estates Mgr		Solicitors appointed to undertake legal agreement works and awaiting responses from CC
Design and build of new grounds compound	Estates Mgr		Site visits have been held and a quotation and design works received. Ecology Assessment undertaken. Planning permission granted 6 November
Welcome Back Fund works	RFO/VIC Mgr/ Town Clerk		
Town Vitality Fund works	RFO/VIC Mgr		Meetings ongoing to agree projects and new funding streams. Latest meeting held 09/02/24
Quality Gold Accreditation	Town Clerk		Gold statement agreed Dec 23 and TC completing final policy updates. Proposed resolution that Council meets requirements at February Council

Tree planting scheme at Coronation Park and Town Council sites	Town Clerk/ Estates team		Sakura blossom trees planted and tree planting for Passmore Edwards Centenary at current library site
Employment evaluation	Town Clerk/ Council		
Site clearance at Stourscombe	Estates Mgr		
New town bypass to be investigated	Town Clerk		West Devon Bourough Council and Cornwall Council have been contacted about the project and meeting dates TBA. VIC manager liasing with Scott Mann MP
Rail link with Okehampton and/or Tavistock	VIC Manager		OkeRail team giving presentation to December 23 meeting. Connect Launceston meetying held 10/01/24
Solar panels to be explored on all Council owned buildings	Town Clerk		Email sent to CC planning dept. Response advises that cost implication for site vists. Council has resolved not to undertake any further works and written to complain about excessive costs of consultation process
Repairs to Town Hall/Clocktower due to water ingress	Town Clerk/ Estates Mgr		Awaiting quotations for works
New skatepark installation at Coronation Park	Town Clerk		First consultation held at Town Hall on 28 November. From this, new design will be prepared based on consultation feedback. Awaiting planning agreement from CC

LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL

January 2024

Agenda Item 10

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Damage to third party property or individuals	Low	Public Liability Insurance	Annual check on level of cover in place (T Clerk) Logged system of issues received and action taken	
Damage to public seating and risk to third party as a consequence of damage	Medium	Public Liability Insurance Ongoing maintenance of public seats Claims for costs in respect of damage pursued whenever possible	Annual check on level of cover in place (T Clerk) Logged system of issues received and action taken Regular inspections carried out by a member of the Council's maintenance team	
Damage to bus shelters and risk to third party as a consequence of damage	Medium	Public Liability Insurance Ongoing maintenance to bus shelters Council has an agreement with Fernbank Advertising regarding the checking and cleaning of shelters within the town Claims for costs in respect of damage pursued whenever possible	Annual check on level of cover in place (T Clerk) Logged system of issues received and action taken Regular additional inspections carried out by the Council's maintenance team	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Damage to litter bins and risk to third party as a consequence of damage	Medium	Public Liability Insurance Ongoing maintenance to litter bins Claims for costs in respect of damage pursued whenever possible	Annual check on level of cover in place (T Clerk) Logged system of issues received and action taken Regular additional inspections carried out by the Council's maintenance team	
Damage to fixtures and fittings of public toilets and risk to third party as a consequence of damage	High	Public Liability Insurance Ongoing maintenance of fixtures and fittings Claims for costs in respect of damage pursued whenever possible	Annual check on level of cover in place (T Clerk) Logged system of issues received and action taken Daily inspections carried out by the Council's maintenance team	
Damage to play equipment and risk to third party as a consequence of damage	Medium	Public Liability Insurance Ongoing maintenance to play equipment Claims for costs in respect of damage pursued whenever possible	Annual check on level of cover in place (T Clerk) Logged system of issues received and action taken Weekly, Quarterly and Annual Inspections of Play areas carried out by competent persons	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Protection of Council properties, furniture and equipment	Medium	Insurance Cover obtained Up to date Asset Register Regular Maintenance of equipment Annual Portable Appliance Testing. Annual testing of fire alarm, emergency lighting and fire extinguishers. Annual service of gas hob and gas boiler. Five yearly fixed wire testing. Early warning smoke detection system installed in the municipal buildings Security marking on equipment kept up to date	Annual check on insurance values (T Clerk) Asset Register (Year end) and annual asset check carried out. Use of qualified technicians Use of reputable insurance provider	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Security of buildings Town Hall Ambulance Hall Visitor Information Centre Southgate Arch	Low	Fire alarm installed Provision of Fire extinguishers, fire drills Trained Fire Wardens Secure locks and annual review of security. Record of key holders CCTV Monitored locations External contractor emergency call out	Annual servicing of fire alarm by competent person Fire protection equipment serviced by competent person Fire Warden training undertaken and reviewed External contractor ensures emergency contacts advised to attend in the event of alarm activation	
Protection of Civic Insignia	Medium	Civic Insignia included on asset register Appropriate insurance cover obtained	Annual check on insurance values (T Clerk) Mayor is aware that Civic Insignia must be kept under secure conditions	
Insolvency of insurance company Reduction of available companies to insure Council	Low Medium	Use of one of the largest companies providing specialist cover for Councils Free legal service and advice from National Association of Local Councils and Cornwall Association of Local Councils	Reputation within the sector monitored	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Legal liability as a consequence of asset ownership	Low	Public Liability Insurance Professional advice available if required from Council's solicitor, CALC, NALC, SLCC	Annual check on level of cover in place (T Clerk)	
Personal Accident to Members and Officers	Low	Employer's Liability cover Health & Safety Handbook provided to Officers. Staff receive relevant health & safety training. Trained first aiders and first aid kits	Annual check on level of cover in place (T Clerk) Regular refresher training	
Health of Members and Officers	Low	Council buildings and vehicle are designated no smoking areas Occupational Health Service available Employer's Liability cover	Smoke detectors and early warning smoke detection installed in Town Hall, Ambulance Hall, Southgate Arch and Information Centre	
Assault to Members and Officers	Low	Premises are secure – office door is locked with access by invitation	Annual check on level of cover in place (T Clerk)	
Assault of third party by Members and Officers	Low	Public Liability cover	Annual check on level of cover in place (T Clerk)	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Security of officers working alone in building	Medium	Use of digital CCTV in Town Hall Lone Working Policy	Staff meetings to review and staff appraisals Weekly alarm checks	
Security of officers exiting and locking up building after meetings	Medium	Buildings to be locked by authorised member of the team.	Where possible an officer is not left alone to exit building	
Procedures in place for recording and monitoring members' interests, gifts and hospitality received Completion of Code of Conduct	Low	Code of Conduct signed and a Register of Interest completed by each Member of the Council Disclosure of interest register kept listing any interests, gifts and hospitality received Disclosure of interests to appear as an item on the agenda as a prompt to members	Internal audit check Register of Interest kept by the Town Clerk with a copy kept by the Cornwall Council Monitoring Officer	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Loss of cash through theft or dishonesty	High	Fidelity Guarantee Premises are secure Secure storage of cash Money is regularly banked Petty cash is kept to a minimum Segregation of duties between receipting, recording and banking of cash and cheques	Fidelity Insurance reviewed and increased appropriately annually (T Clerk) Internal procedures reviewed by officers and segregation of duties reviewed annual by Finance and General Purposes committee	
Loss of Investments	High	Deposits spread between four separate organisations No stocks and shares investments	Finance and General Purposes committee regularly reviews the consolidated bank reconciliation	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Keeping proper financial records in accordance with statutory requirements	Low	Use of accounts package by competent employees only Regular scrutiny of financial records and approval of pending expenditure by Members Accounts and Audit Regulations	Standing Orders and Financial regulations reviewed annually by the Finance and General Purposes committee Bi-monthly internal checks carried out by Members of the Finance and General Purposes committee Annual Internal and External Audit Officer and Member training	
Ensuring all requirements met under employment law and Inland Revenue regulations and Salaries in accordance with adopted scales	Low	Use of payroll system with legislation updates for salary calculation by trained staff Monthly Full Payment Submissions to Inland Revenue Contracts of employment for all staff	Annual Staffing Review Bi-monthly internal checks carried out by Members of the Finance and General Purposes committee Annual Internal and External Audit	
Unfair dismissal claims	Medium	Grievance and Appeals procedure Council contracts WorkNest for advice on personnel management	Robust policies and procedures. Staff appraisal process.	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Failure of Computer system - Hardware - Software	Medium	Remote server monitoring by IT company with support available if required Virus protection installed on server and PC's and Cloud based system in operation Daily backups undertaken Town Clerk holds delegated powers for emergency purchasing in accordance with the Councils Standing Orders	Provision reviewed annually by RFO and insured Regular replacement and upgrade to software and hardware Council has engaged an external contractor who advises the Council on compliance and remotely monitors the Council's IT system – reporting any matters of concern as soon as possible on the next working day following detection	
Banking Arrangements	Medium	All payments in line with Financial Regulations. Payments are always signed off by Councillors in accordance with the Councils Financial Regulations.	Bi Monthly internal checks carried out by two Members of the Council Annual Internal and External Audit	Low
Loss of Income, or the need to provide essential services	High	General Reserves	Reviewed annually	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Ensuring all requirements are met under Customs and Excise regulations	Low	Accounts software calculates VAT and produces VAT claim form	VAT return total compared to VAT control account to ensure totals match	
Ensuring adequacy of annual precept within sound budgeting arrangements	Low	Budgets prepared to determine amount required. Budget includes current budget and the projected position for following year based on actual costs and projected inflation. Approval of budget by Full Council.	Regular budget monitoring report to Finance and General Purposes Committee	
Ensuring all business activities are within legal powers applicable to local councils	Low	All activity and payments resolved and minuted at Full Council or relevant Committee. Town Clerk consults with CALC or NALC when necessary. Town Clerk consults with Council's Solicitor as appropriate. Regular scrutiny of financial records by Councillors when undertaking the Internal Audit Checks. Reporting of matters to the Finance and General Purposes Committee Councillor and staff training	Standing Orders and Financial Regulations Internal Audit External Audit	
Complying with restrictions on borrowing	Low	Borrowing approval authorised by Council in line with current restrictions	Reference to Local Council Administration Book (Charles Arnold Baker) and National Association of Local Councils and CALC	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Ensuring proper use of funds granted to local community groups under specific powers or under 137	Low	Identification of items paid under Section 137 and reported in the Annual Accounts	Annual Independent Internal Audit	
Breach of Confidentiality	Medium	Registration under the Data Protection Act Registration with an external adviser for confidential data Details included in Contracts of Employment Where necessary confidential matters considered without Public or Press involvements Passwords on computer systems stored in restricted server file	Town Clerk maintains up to date registration entry Regular Members and Officer training Redaction of shared documents as necessary	
Proper, timely and accurate reporting of Council business in minutes	Low	All items resolved and numbered with a master copy maintained in a safe Minutes circulated	Minutes approved and signed at next meeting of Council or Committee Internal Audit check	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Failure to respond to electors wishing to exercise their rights of inspection	Low	Minutes published on Council website Financial Information published on Website Advertising of end of year accounts and available for inspection to the public as required under the Accounts and Audit Regulations Freedom of Information Publication Scheme	Elector informed of Council's complaints procedure Council compliance with the Transparency Code – section of website set up dedicated to this matter	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Document control – correspondence, postage, storage and filing, etc	Medium	Filing systems maintained in lockable cabinets Record of postages maintained Regular review of need to retain documents and other records Any deeds or other legal documents stored in fire proof safe Remote backup to cloud undertaken daily.	Quarterly internal checks carried out by officers	
Provision of amenities/facilities for occasional use by third parties and community groups	Low	Booking Application Forms in place for use/hire of facilities by third parties and community groups Health and Safety Issues highlighted to hirers and contractors	Review of systems by Estates and Properties Committee	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Changes to legislation and procedures	Medium	Provide effective training for Staff and Councillors Subscribe to Society of Local Council Clerks and Cornwall Association of Local Councils Standing Orders, policies and procedures reviewed regularly	Provide adequate budget for staff and Councillor training Annual Review of Internal Controls carried out by Finance and General Purposes committee	
Loss of Officers due to sudden departure or long term illness	Medium	Staff trained in different duties. Production of detailed instructions for key tasks e.g. salaries, posting payments. SLCC offer a locum Clerk in case of sudden departure or incapacity of staff members.	Appraisals system Staffing report presented to the Staffing Committee	
Supplies and Services provided to the Council	Medium	Contract for services advertised and awarded in line with Standing Orders and Financial Regulations Ensure Contractors have adequate insurance and public liability cover Ensure Contractors have appropriate Health and Safety policy	Contract compliance monitoring Sight of insurance certificate before award of contract	

**LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL**

Risk Description	Current Risk Factor	Measures Taken	Controls	New Risk Factor
Project Management	Medium	Identify staff responsible for specific projects Enable staff to seek professional guidance from preferred contractors locally. Report project progress to the Finance and General Purposes Committee	All schemes considered by Council and/or relevant committee and regular updates of active schemes reviewed by Council	
Breakdown/ Accidents with Council Vehicle	Low	Annual service and MOT of vehicles. Vehicle routinely inspected by the town grounds maintenance team with any faults recorded and immediately reported to the Properties Manager. Only Members and Officers of the Council with a valid driving license are permitted to drive the vehicle.	A valid driving license is presented to the Town Clerk prior to a new driver using the vehicle.	

LAUNCESTON TOWN COUNCIL

This Risk Assessment has been written to support the activities and duties undertaken by members of the Launceston Town Council Management team.

Key to risk level employed

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	M	H	H	E	E
Likely	M	M	H	H	E
Possible	L	M	M	H	E
Unlikely	L	M	M	M	H
Rare	L	L	M	M	H

Risk assessment

Signed:		Date:	January 2024
Subject to review, monitoring and revision by: T Clerk	In the event of a service delivery failure	Every:	Year

Organisation name: Launceston Town Council.

Hazard and Risk	Who/what might be at risk and how?	Preventative measures	Further measures to minimise the risk	Risk Level	Action by
External Events					
Major epidemic.	All staff, operatives & service delivery.	Immunisation, testing, isolation	Respond in accordance with national guidelines.	Emergency	NHS Central government.
Major natural disaster.	All staff, operatives & service delivery.	Respond in accordance with national guidelines.		Emergency	Central government.
War.	All staff, operatives & service delivery.	Respond in accordance with national guidelines		Emergency	Central government.
Extreme weather conditions.	All staff, operatives & service delivery.	Assess the safety of providing services and respond accordingly, asking staff to remain at home if necessary.		High	Town Clerk
Social unrest or rioting.	All staff, operatives & service delivery.	Liaise with police with regard to safe service provision.		Medium	Police & Central government.
Radical political change.	Service delivery.	Respond in accordance with the Council's direction.	Council need to have a plan in place.	High	Town Clerk
Loss of power Loss of heating/water	All staff and customers	Assess need to close and signpost to another building	Good relationship with Western Power and other service providers Knowledge of location of generator hire if necessary	Medium	Estates and Properties Mgr

Hazard and Risk	Who/what might be at risk and how?	Preventative measures	Further measures to minimise the risk	Risk Level	Action by
Town Hall and Council offices					
Bomb Threat	All staff, operatives & members of the public	Vigilance for unattended packages and suspicious behaviour	Ring 999, evacuate building	Emergency	Town Clerk
Fire in Municipal Building	All staff, operatives & service delivery. Town Council Art Collection Cornwall Council Book Stock Museum Collection	Weekly fire drills and evacuation procedure ensures safety of personnel • Employees have phone communications. • Emergency services – fire relayed information on the traffic management plan and the event management plan • No smoking permitted • Emergency exits identified and kept clear. • Fire-fighting equipment available.	Library close branch and signpost to nearest branch	Emergency	Town Clerk, Estates Mgr, Library Mgr
Electrics – shock, Use of laptops, electrical items	All team members Faulty Equipment	All equipment regularly tested and certified by a PAT testing qualified/accredited electrician	Ensure up to date and retest/certify every 12 months	High	Estates Mgr
Screens – eye sight damage	All team members Continually looking at a monitor	Take regular breaks away from the screen	Ensure staff at risk have regular eye tests	Medium	T Clerk
IT – back problems	All team members Poor posture from being seated for long periods	Use of appropriate seating and regular breaks	Ensure seating in good order	Medium	T Clerk
Museum Exhibitions Risk					
Public Entry Injury to the public through open exhibition space when installing	Employees/volunteers Members of the public	- Signs around space to warn members of public of any hazards - Verbal direction from staff to visitors - Objects to be placed around the edge of the rooms to prevent trip hazards - Any tools/artworks are to be monitored at all times by at least one member of staff	No workshops or events to be scheduled during installation weeks	Low	Estates Mgr/ Museum team
Use of ladders and	Employees/volunteers	Ladders erected properly – please		Low	Estates Mgr/ Museum team

- Physical injury		• Adequate staffing i.e. 2 members of staff to use steer ladder		
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Hazard and Risk	Who/what might be at risk and how?	Preventative measures	Further measures to minimise the risk	Risk Level	Action by
		Ladders to be climbed up on the inside and never the outside			
Movement of large structures - Physical injury	Employees / volunteers	Movement of large structures/artworks to be scheduled in advance	- Movement to be handled by experienced staff with object handling skills. - Inspection of structure/fixings to be completed before installation. - Heavy objects to be lifted by a team of experienced staff with a safe weight distribution guide of 7-10kg for each person - Only staff and volunteers who have completed the in-house object handling training can lift or handle artworks	Low Exhibition team is trained and experienced	Estates Mgr
Object handling	Employees/volunteers Lenders	- Only staff and volunteers who have completed the in-house object handling training can lift or handle artworks - All artworks to be condition checked and quarantined if necessary before handling	Exhibition team is trained and experienced	Low	Estates Mgr
Museum Collection Risk					
Disposal/Sale of Art Gallery Collections	Collection's Accreditation status LTC reputational risk Art Collection through dispersal	Museum abides by the Museum Association code of ethics . Ensure all Town Councillors are aware of the significance of the collection	Maximising access to the collection Public support and pride in the collection	Low	Estates Mgr
Outdated/tired displays	Loss of visitors Reputational risk	Rotate exhibitions on a regular, planned basis Formulate an exciting and attractive programme of exhibitions	Keep visitors aware of the offer	Medium	Museum team
Lack of space for stored collections	Puts contemporary and future collecting at jeopardy Bequests and gifts may have to be refused	Evaluate all new acquisitions to ensure adequate storage (and environmental conditions) available.		High	T.Clerk/ Museum team

Hazard and Risk	Who/what might be at risk and how?	Preventative measures	Further measures to minimise the risk	Risk Level	Action by
Theft	LTC financially and reputationally	Volunteers/contractors/visitors aware of all visitors and contractor in the building		Low	All staff
Damage to wall works	Condition of Collection Financial implication	Extra care to be taken when carrying large objects (and tables) through corridors or in areas where wall works are hung		Medium	All staff
Cultural and Information Services Systems, staff and generally					
Websites poorly maintained	LTC reputation	Appoint social media colleagues		Low	T Clerk
Social media poorly maintained					

Hazard and Risk	Who/what might be at risk and how?	Preventative measures	Further measures to minimise the risk	Risk Level	Action by	Done
Server fails	Data	Regular server back ups		Medium	RFO	
Failure to comply with GDPR	LTC reputationally	All personal information held on Excel databases to be amalgamated into one encrypted Access database		High	T Clerk	
Verbal and Physical abuse	All staff, volunteers and members of the public From members of the public	- Training undertaken by Front of House staff - Diplomatic approach	Inform police if required / CCTV	Medium	All staff	
Visitors needs not understood/recognised	All staff, volunteers and members of the public	- Staff training – we are just people serving people - Monitor social media for adverse comment		Medium	T Clerk	
Staff succession not managed	All employees	- All staff have job descriptions - Roles are regularly reviewed and staff are aware of one another's roles - Issues raised at regular staff meetings - Annual appraisals - Volunteer support		High	T clerk	
Safe-guarding incident	All employees, volunteers members of the public	- Ensure all safe-guarding, vulnerable adult and children and young people policies are up to date and regularly reviewed - Ensure all DBS checks are regularly reviewed - Ensure all staff know what to do in the event of a safe-guarding incident	Inform police / social services	High	VIC Mgr	

Venue Usage – December to January

Launceston Town Hall	Bookings Count	Hours Booked
Entire Town Hall	0	0
External Hires	6	18.5
Guildhall	5	22.5
Kitchen Bar and Reception Area	2	12
Main Hall	10	37
Otho Peter Suite 01	10	47.25
Otho Peter Suite 02	3	8
Otho Peter Suite Both Rooms	3	13.5
Town Square	4	12
Total	43	

Ambulance Hall	Bookings Count	Hours Booked
Ambulance Hall (Main Hall)	7	35
Ambulance Hall (Meeting Room)	2	2
Total	9	