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Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE FULL COUNCIL MEETING
held on TUESDAY 18 FEBRUARY 2025 at 7.00pm in the Town Hall

- PRESENT** Cllrs Bailey (Mayor), Gilbert (Deputy Mayor), Bullen, Conway, Gordon, Green, Harris, Heaton, Hogan, Lankston, Nancarrow, O'Brien, Penhale, Soanes, Tremain and Young
In attendance: Christopher Drake (Town Clerk)
2 members of the public
- 2502/16 Apologies for absence**
Apologies were received from Cornwall Cllr Paynter
- 2502/17 Declarations of Interest**
There were no declarations of interest
- 2502/18 Public Representation Session**
There were no representations made
- 2502/19 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 January 2025 at 7.00pm
(ii) Minutes of the Extraordinary Meeting of Full Council held on Thursday 30 January 2025 at 7.00pm
- 2502/20 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) Finance and General Purposes held on Wednesday 22 January 2025 at 7.00pm
(ii) Planning and Economic Development held on Thursday 30 January 2025 at 7.29pm
(iii) Estates and Properties held on Monday 3 February 2025 at 10.00am
- 2502/21 Reports from Cornwall Councillors**

Cllr Conway advised that the next Cornwall Council meeting was being held the following week, but was pleased to announce that the Adult Education service would be remaining in Launceston. Cllr Conway also advised that he had no further updates in regards to the proposed devolution of Cornwall Council car parks

Cllr Bailey raised the matter of missed rubbish collections in the town and the issues these were causing and requested that Cllr Conway seek to address the issue. **Cllr Conway** advised that he was working on this matter with the Portfolio holder for Neighbourhoods, Cllr Mould and advised cllrs to continue reporting the matter and advise that it is flytipping and to use a recognised councillor email address. Some of the problems have

been caused by residents not being issued with the correct rubbish and recycling equipment.

Cllr Soanes stated that he had been advised that the car park consultation had been completed and asked if a disability assessment had been undertaken. **Cllr Conway** re-stated that he had no further updates in regards to the proposed devolution of Cornwall Council car parks and requested a copy of any correspondence that Cllr Soanes had received. Cllr Soanes also enquired about the adoption of roads at Stourscombe.

Cllr Green spoke about the issue of rubbish collections and stated that some collections were being undertaken by the team responsible for clearing flytipping. **Cllr Conway** advised that a service level agreement was in place to ensure that works to clear rubbish were undertaken as required.

Cllr O'Brien stated that highways signage at Upper Chapel still wasn't in place. **Cllr Conway** advised that he was working with Cornwall Highways on the issue but that the roads at the site had not currently been formally adopted. He requested that Cllr O'Brien forward any correspondence and the Mayor also advised that she would contact Cornwall Highways

2502/22

Reports and Questions from Town Councillors

Cllr Harris advised that Cornwall Housing repairs are now to be undertaken by a new organisation and the North Cornwall area will have its headquarters based in Launceston

Cllr Heaton advised that the next PPG meeting would be held in March and that lobbying works for localised dialysis services continue to be undertaken and a response from the local MP in support of the proposals has been received. Cllr Heaton also gave details of a Winter Wellbeing event in Bude as well as raising an issue regarding lack of support services for juvenile offenders at the Police custody suite and the need for a Police front desk service at Launceston. **Cllr Bailey** advised that she had also raised the issue of a Police front desk service at Launceston with the Police and Crimes Commissioner and stated that all matters relating to the Police must be reported to ensure full awareness of issues within the town. Cllr Bailey also stated that the Police and Crimes Commissioner was working with businesses in the town to discuss required support issues and seeking funding for Launceston to be recognised as a Safer Town

Cllr O'Brien gave an update from the Super Councils Network meeting and spoke about the Government's Devolution White paper being an opportunity for seeking funding from smaller parishes adjacent to large town for services provided, and that a Bude Town councillor re-iterated this view, and that some Councils had set up a shared funding scheme to ensure services were spread and paid for evenly. Cllr O'Brien also advised that Sarah Mason would soon be stepping back from her role as County Executive Officer at CALC

Cllr Conway advised that the allocation system for Cornwall housing services was being updated

Cllr Soanes noted that the clock on the former Barclays Bank building was only working on one side of the two faces

2502/23

Report from the Town Mayor and Deputy Mayor

The Mayor provided an update on the Mayoral activities

2502/24

Report from the Town Clerk

Members considered the latest RAG update and progress and information Report 03/25 (previously circulated)

It was **resolved** to;

- i) note the RAG report
- ii) note the update regarding funding schemes for Town Council projects
- iii) note the details regarding replacement equipment at the Town Hall
- iv) note the details regarding the planning application and insurance of the former Barclays Bank building
- v) note the details of the latest edition of Launceston Life
- vi) note the schedule for the temporary closure of the Visitor Information Centre

2502/25 Publicity During the Pre-Election Period

Members considered Report 04/25 concerning the above (previously circulated).

It was **resolved** to;

- i) note the details regarding publicity during the Pre-Election Period
- ii) note the timetable for events for Town and Parish Council elections

2502/26 Strategic Plan

It was **resolved** that each Council Committee consider the strategic plan and what it wishes to be the focus for the next four years. These resolutions will then be fed back to the working party for consideration and completion of the new plan

2502/27 Strengthening the Standards and Conduct Framework for Local Authorities in England

Members considered Report 05/25 concerning the above (previously circulated)

It was **resolved unanimously** that the Council agree with the responses suggested by CALC and that these be submitted as part of the consultation

2502/28 VAT Advice for Future Library Hub

It was **resolved** that the Council undertakes Option 3 of the recommendations from Parkinson Partnership concerning VAT for the Library Hub

2502/29 Correspondence and Matters to Note

It was **resolved** to;

- i) note the venue usage
- ii) note the correspondence from Mr K Wadland and the Town Council's response

2502/30 Urgent Items

- i) The Mayor advised of correspondence received from Launceston Tasmania
- ii) A working party for the organisation of a VE Day event was agreed and members were: Cllrs Tremain, Lankston, Gordon, Harris, Conway and Bullen

2502/31 Exclusion of members of the press and public

It was **resolved** that under s1(2) of the Public Bodies (Admission to Meetings) Act 1960 that the public and press be excluded from the meeting for the following item as it involved the likely disclosure of confidential information

2502/32 Council Property Reports

It was **resolved** that consultants for the property reports were invited to discuss the details with councillors

Date of the next meeting of the Council

The next Full Council meeting will be held on Tuesday 18 March 2025

The meeting ended at 8.26pm

Signed Date

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MINUTES OF THE MEETING OF THE PLANNING AND ECONOMIC DEVELOPMENT COMMITTEE
held on Thursday 20 February 2025 at 7.00pm
The Guildhall, Launceston Town Hall

Present Cllrs Gilbert (Deputy Mayor), Gordon (Vice Chair), Green, Harris, Lankston, Penhale and Tremain (Chair)
In attendance: Cllrs Heaton and Soanes
Christopher Drake (Town Clerk)

2502/33 Apologies
Apologies for absence were received from Cllrs Bailey (Mayor) and Nancarrow

2502/34 Declarations of Interest
All Members declared an interest in planning applications PA25/00380/00381 – 6 Broad Street and PA25/00660/00661 – 8 St Stephens Hill and took no part in the discussion or voting on these items

Cllrs Gilbert and Harris declared an interest in planning application PA25/00266 – Windmill Hill Academy and left the meeting and took no part in the discussion or voting on these items

2502/35 Public Representation
There were no representations made

2502/36 Minutes of the last meetings
The minutes of the meeting held on 30 January 2025 were signed as a correct record

Current Planning Applications for comment

Application PA24/08743
Proposal Roof repairs and new AC units.
Location Co-Operative Group Ltd 12 - 14 High Street Launceston Cornwall
Decision Support

Application PA24/08744
Proposal Listed building consent for roof repairs and new AC units.
Location Co-Operative Group Ltd 12 - 14 High Street Launceston Cornwall
Decision Support

Application PA25/00101
Proposal One new self/custom build dwelling
Location 5 Ridgeway Hill Launceston Cornwall PL15 8BT
Decision Support

Application PA25/00266
Proposal Construction of new preschool extension on an existing disused playground. The extension will be an 'infill' building with only 2 new walls required.
Location Windmill Hill Academy Windmill Hill Launceston Cornwall
Decision Support

Cllrs Gilbert and Harris declared an interest in this application and left the meeting and took no part in the discussion or voting on this item

Application PA25/00380
Proposal Conversion of former bank building into multi-functional public library and visitor's information centre, with council offices. Internal alterations and external works including restoration of stone facades and pitched roofs, and replacement of building services with new mechanical systems and ASHP.

Location 6 Broad Street Launceston Cornwall PL15 8AF

All Members declared an interest in this planning applications and made no comment

Application PA25/00381
Proposal Listed Building Consent for the Conversion of former bank building into multifunctional public library and visitor's information centre, with council offices. Internal alterations and external works including restoration of stone facades and pitched roofs, and replacement of building services with new mechanical systems and ASHP.

Location 6 Broad Street Launceston Cornwall PL15 8AF

All Members declared an interest in this planning applications and made no comment

Application PA25/00519
Proposal Works to trees in a Conservation Area (TCA) - T002 - Lime - Reduce height by 1.5m max and lateral branches by 2m max. Remove all deadwood.
T003 - Sycamore - retain centre height of the tree and reduce lateral branches by 1.5m max where appropriate to reduce tension forces. Remove all deadwood. T004 (plus X) - Silver Fir and neighbouring Sycamore (X) - Fell to ground level. Also fell tree X as this will be exposed and heavily leaning over footpath once Fir is removed. G001 - Mixes species of tree shrubs - remove low branches, crown raise and cutback to edge of footpath to give minimum height clearance of 2.5m. T006 - Monterey Cypress - reduce both stems by 1/3 to previous historic pruning points.
T007 - Beech - Reduce height by 2m. Lowest seven branches on east side to be reduced back by a max of 3m, where needed. Crown raise to a minimum height of 3m . Remove all deadwood. T008 - Yew - reduce lateral branches by 2m max. T009 - Sycamore - Fell to ground level.

Location 21 Mayne Close Launceston Cornwall PL15 8XQ

Decision Support

Application PA25/00553
Proposal Non material amendment in relation to Decision Notice PA17/02564 dated 12/04/18 - Change of position to the parking allocated to plot 179
Location Land At Hay Common South Of Hay Parc Long Field Road Launceston Cornwall
Decision Support

Application PA25/00643
Proposal Proposed demolition of garage and extension to form additional bedroom and utility room
Location Panorama 40G St Stephens Hill St Stephens Launceston
Decision Support

Application PA25/00660
Proposal Erection of an extension to the rear of the existing garage to provide additional garage space.

Location 8 St Stephens Hill St Stephens Launceston Cornwall

All Members declared an interest in this planning applications and made no comment

Application PA25/00661
Proposal Listed building consent for erection of an extension to the rear of the existing garage to provide additional garage space.
Location 8 St Stephens Hill St Stephens Launceston Cornwall
All Members declared an interest in this planning applications and made no comment

2502/37

Planning Decisions to Note

It was **resolved** to note the decisions

Application PA24/09672
Location 14 Trevallyn Road Launceston Cornwall PL15 7HN
Proposal Proposed porch.
Decision APPROVED
Town Council SUPPORT

Application PA21/05647
Location Land South West Of Kensey View Launceston Cornwall
Proposal Proposed housing development of 28 dwellings
Decision APPROVED
Town Council SUPPORT

Application PA24/07851
Location Jubilee Bath Under Lane Launceston Cornwall PL15 8HU
Proposal Works to a tree subject to a Tree Preservation Order for Oak (T1) - A 2m reduction by thinning with pruning cut diameter limited to 70mm and sever the Ivy
Decision APPROVED
Town Council SUPPORT

Application PA24/07850
Location Edymead Court Tavistock Road Launceston Cornwall PL15 9EZ
Proposal Works to trees subject to a Tree Preservation Order for Copper Beech (T1) - reduce lower limbs overhanging neighbouring driveway by 3 metres (please see accompanying photo). Laurel (T2) - reduce limbs overhanging neighbouring driveway by 2 metres. Works intended to give clearance for vehicles.
Decision APPROVED
Town Council SUPPORT

2502/38

Correspondence and Items to Note

There were no matters for consideration

Next Meeting

The next meeting will be held on Thursday 13 March 2025

The meeting closed at 7.12pm

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



**Minutes of The Library, Arts, Business and Information Services Committee meeting
held on
Tuesday 4 March 2025 at 7.00 pm in the OP Rooms**

- Present:** Cllrs: Gilbert (Deputy Mayor), Gordon, Lankston and Tremain
In attendance: Cllrs, Heaton and Soanes
Ewan Murray (VIC Manager – non-voting)
- 2503/01 Apologies for Absence**
Cllrs Bailey and Nancarrow
- 2503/02 Declarations of Interest**
There were no declarations of interest.
- 2503/03 Public Representation Session**
One member of the public was in attendance.
- 2503/04 Minutes of Previous Meetings**
The minutes of the meeting held on Tuesday 7 January 2025 were agreed and signed as a correct record
Proposed: Cllr Gordon
Seconded: Cllr Gilbert
Carried:
- 2503/05 Financial Report**
It was **noted** that:
i. The VIC is on budget for the current financial year.
ii. Councillors receive VIC financial reports via the F&GP Committee paperwork.
- 2503/06 Report from VIC Manager**
The content of the report was previously circulated and the following **noted**:
i. E. Murray, M. Cornish, A. Snook, G. Herbert, L. Greene, P. Terry have completed the 'Train the Trainer' safeguarding courses and will provide annual training for all staff and updates for councillors.
ii. The VIC refurbishments are proving challenging in relation to electrics.
- 2503/07 Update of Broader LABI Activities**
The committee **received an update** from the Library Manager including:
i. The library continues to provide a wide range of activities.
ii. In particular, the stop-smoking sessions are proving popular.
iii. Cllr Gordon requested thanks be forwarded to library staff for their diligence.

- 2503/08 Projects and Funding Update**
It was **noted** that there are time pressures in relation to the Safer Greener Streets project, but LTPG has requested a deadline extension.
- 2503/09 Connect Launceston Update**
The committee **noted**:
i. the Connect Launceston update from Cllr Gordon.
ii. the group expect to hear the outcome of the grant bid to GWR by the end of March
iii. the meetings are well attended including representation from Cornwall Council and the local MP.
- 2503/10 Launceston Show 2025**
The committee **recommends** that consultation with staff is undertaken, ensuring that whilst the council positively promotes its activities and successes, it confirms it is within the capacity of the current staffing complement.
Proposed: Cllr Langston
Seconded: Cllr Gilbert
Carried
- 2503/11 Strategic Plan 2025 – 2029**
The committee **recommends** the following:
i. The spreadsheets identifying current projects should be shared with all committees for consideration.
ii. The council should augment previous strategic plans with an operational plan and a 4-year financial forecast.
iii. The current number of major projects preclude the inclusion of any additional projects.
iv. There should be officer representation on the strategic plan group.
v. The council should explore current best practice in relation development and improvement planning processes.
- 2503/12 Items to note and any urgent matters (information only)**
No matters were raised.
- 2503/13 Date of Next Meeting**
The next meeting will be scheduled following the first meeting of the new council.

The meeting closed at 8.32pm

Signed :

Date:



MINUTES OF THE FINANCE & GENERAL PURPOSES COMMITTEE

held on WEDNESDAY 5 MARCH 2025 at 7.00pm in The Otho Peter Suites, Launceston Town Hall

- PRESENT** Cllrs Bailey (Town Mayor), Gilbert (Deputy Mayor), Bullen, Conway, Heaton, O'Brien, Soanes and Young
In attendance: Responsible Finance Officer
- 2503/14 Apologies for absence**
Apologies were received from Cllr Hogan
- 2503/15 Declarations of Interest**
There were no declarations
- 2503/16 Public Representation Session**
There were no members of the public present
- 2503/17 Minutes of the last meeting**
The minutes of the meeting held on 22 January 2025 were signed as a correct record.
- 2503/18 Finance**
It was **resolved** to:
i) approve the payment listings for January and February 2025
ii) approve the balance sheet for January 2025
iii) approve the budget comparison report for January 2025
- 2503/19 Direct Debits and Standing Order Payment**
It was **resolved** to approve the payments made by direct debit and standing order
- 2503/20 Segregation of Duties**
The segregation of duties was **noted**.
- 2503/21 Asset Register**
It was **resolved** to approve the asset register
- 2503/22 Financial Regulations**
It was **resolved** to approve the financial regulations
- 2503/23 Management & Safe Keeping of Money Policy**
It was **resolved** to approve the management & safe keeping of money policy.
- 2503/24 Statement of Internal Control**
It was **resolved** to approve the statement of internal control.
- 2503/25 Investment Strategy**
It was **resolved** to approve the investment strategy.

2503/26

Strategic Plan

The Committee **recommends** the following:

- i. The council should augment strategic plans with an operational plan and a 4-year financial forecast
- ii. The current number of major projects preclude the inclusion of any additional projects unless the additional aspirations are of a long-term nature which will not impact the work levels of officers significantly.
- iii. There should be officer representation on the strategic plan group.
- iv. The council should explore current best practice in relation development and improvement planning processes.

2503/27

Urgent Items

The RFO informed the committee that the Facebook page Launceston Parish Council has not been set up by the Town Council and has no connection to the Council and advised members not to be associated with the page as this may lead to confusion with the wider public. The page has been reported for using the Town Crest and name Parish Council by officers.

Councillors thanked all officers involved with the St Piran's Parade, it was a really successful event.

Cllr Soanes reported an issue regarding the pavement outside Native Burgers

The meeting closed at 8.00 pm.

Signed

Date

Agenda item: 9

Committee: Full Council

Date: Tuesday 18 March 2025

Subject: Business Progress Report

Summary: To note the update on various items of progress and information regarding the work of the Council

Recommendations.

The Council is recommended to note the updates on various items of progress and information regarding the current ongoing work of the Council

1 Buildings

- 1.1 Former Barclays site – A planning application for works to the site has been submitted and minor queries raised by the planning team. The council needs to agree how the works for the building stage of the project will be undertaken as the Town Council's contractor, Hayhurst and Co were only contracted to take the works to the planning stage. As the aforementioned queries needed to be addressed they have been instructed Hayhurst to answer the queries and will invoice the Council accordingly for their time. The Council's working party for the project will meet to discuss the appointment of contractors for RIBA stages 4 to 7 in the coming weeks.
- 1.2 Regular update meetings are held between the Clerk and Cornwall Council (CC) officers to appraise them of the progress of the project. There is some pressure from CC to complete the project so as they have a clear idea of when the current library site will be vacated. It is therefore imperative that we begin agreed planned works to the outside of the building at the earliest opportunity so as we ensure that all monies received from CC are spent and/or allocated.
- 1.3 Southgate Arch – A grant application for funding up to £75k has been submitted and we have now been requested to supply relevant financial details including bank accounts. If the funding bid is successful, this will be used towards the costs of exterior repairs to the site. The Council will then need to investigate further funding opportunities to allow us to complete the exterior works and undertake interior alterations in line with the Council's proposals for the site
- 1.4 Lawrence House – Following meetings with relevant expert parties for advice, officers are now beginning work on a National Lottery Heritage Bid. This bid will be within the capacity of community development and the employment of a manager for Lawrence House, to review what is required at the site in the long term and provide the details for inclusion in a larger bid to complete all rebuild works in their entirety.
- 1.5 The funds remaining from the current bid will be used to design and build the accommodation at the site, which will allow for an income stream and all remaining monies from this will be allocated to the design and development of some rooms at the building. The aim is that the site can be open in a limited capacity whilst works are carried out on the larger overall bid.

- 1.6 Ambulance Hall – The roof repairs are now complete. The Council need to consider what the future use of the building will be and the associated costs of conversion/adaption. The site has the potential to house Council office staff in the shorter term with the opportunity of being a space for hire in the future
- 1.7 Town Hall – Following completion of the quinquennial report, Council has budgeted for repair and maintenance works. Due to the cost levels, this will require a tender process and work will need to be undertaken in preparing this. The work on the tender process will need to be undertaken following completion of the project at Priory Park
- 1.8 Grounds compound – Planning has been agreed and architect designs drafted. Enquiries have begun in regards to works required by building contractors (water/electrics etc). This will again require a tender process, but we are working with the current contractor as to whether they are able to undertake this for us.
- 1.9 Multi storey car park – Members resolved for professional consultants to present findings to the Council regarding the implications of any works required at the site and the various options available. We are awaiting confirmation of available dates for when this can be undertaken.
- 1.10 Information Centre – Electrical and plumbing works to the site are now complete and contractors are undertaking the required decoration works. It is proposed that based on the works remaining to be completed that the site will re-open on 24 March

2 Projects

- 2.1 Priory Park New Play Area – Companies were invited to submit Expressions of Interest of which seven were received and from these all seven companies have been invited to tender. Due to the Pre-Election Period, we cannot considered any tenders and have deferred the decision on appointment of a contractor until after the election. All contractors have been advised of this
- 2.2 Skatepark – Heads of Terms between the Town Council and the Coronation Park Trust have been agreed for the site. Included within these is that the Trust is responsible for the fencing at the site. This fencing needs repair/removal and the Council will work with the Trust to get these works completed. Following completion of the works, we will liaise with BetongPark (the skate park provider) to finish the painting of the surface as agreed. Once a date for this has been finalised we will look to officially open the site and hold a skate jam to celebrate the event
- 2.3 Coronation Park – The Council is in the process of formally adopting the sites at Windmill and the Nature Area, but are still awaiting final registration of the land. We are in the process of agreeing required works with the Town Council's Grounds team
- 2.4 Ridgegrove Nature area – As above, whilst responsibility is now that of the Town Council, we are still awaiting final registration of the land
- 2.5 Upper Chapel flooding – Further to negotiations with Barrett Homes, we have now agreed a Deed of Easement across Town Council allotment land that will allow underground pipe works to be installed to alleviate the issue of flooding caused by the development at Upper Chapel. The houses at this site are not within the Town Council boundary and the Town council receives no precept funding from any of the properties however the flooding is having a detrimental effect on properties with the town boundary. All legal fees are being covered by Barrett Homes and we now need to agree when the works can commence as well as agreeing a form of compensation to the Town Council for use of its land

- 2.6 Connect Launceston – Regular monthly meetings are being held and the project has now received support by the local MP and GWR. A large number of officer hours have been dedicated to this project to date, however going forward this is a very large project that falls outside of the expertise remit that can currently be offered by existing Town Council staff and consideration should be given to this.
- 2.7 Safer Greener Streets – Having received funding from the Town Vitality Fund and Community Capacity Fund, work is ongoing on the three identified focus area projects. The cost of project completion is beyond the finances currently available however funding received from the Town Accelerator Fund and Town Development Fund, which originally were intended for the project have now been directed to replacing the bollards within the town square, which are seen as being a contributory factor in the promotion of Safer Greener Streets. Town Council Officers have priced and ordered the bollards and are awaiting agreement of an installation date from Cornwall Highways

3 Legal

- 3.1 Transfer of allocated land to allotment site – Solicitors were charged with undertaking the necessary works. There is currently a very long delay in land registration (see above for Coronation Park and Ridgewood Nature areas). Officers will seek advice of whether transfer can be legally made without an official land transfer
- 3.2 Transfer of land at Polson – This is an ongoing issue relating to a resident seeking the transfer of a small piece of land, so as not to pay the peppercorn rent currently due at the site. Legal works have been hindered by the Trust nature of the land as well as the ongoing issue of land registration (see above re: Coronation Park/Ridgewood Nature area/allotment land transfer). Officers will seek advice of whether transfer can be legally made without official land transfer registration
- 3.3 Work to agree compensation with Barrett Homes – Now that a Deed of Easement has been agreed for access to the land, the Town Council will begin negotiations in regards to the compensation due for the access. In the first instance the Council will seek funding towards other projects (grounds compound/Priory Park play area)

4 Staffing

- 4.1 Stewards vacancy – Following the resignation of Mr Ryan Smith and him leaving the organisation on Tuesday 4 March, the post was been advertised and five applications received by the closing date. These applications have been shortlisted and four candidates are being interviewed on Thursday 20.
- 4.2 Staff Appraisals – These are currently being undertaken with a deadline of 31 March.
- 4.3 Staff cover – Due to the ongoing long-term absence within the Steward team and the Venues Manager post, staff cover is proving to be challenging. At present the Council is currently undertaking the operation of its venues primarily with Council staff rather than dedicated venues staff. This in turn is leading to colleagues having their working times tested, especially as due to the ongoing list of works and projects listed above, they are already experiencing capacity issues. Within the current week, there is a need for colleagues to cover four late night closures (11pm and beyond) as well as two full room turnarounds and cleans for bookings.

Contact officer: Christopher Drake – Town Clerk
Wednesday 11 March 2025

PROJECTS	PERSON/S RESPONSIBLE	NOTES	STATUS
Library relocate to new Hub	Town Clerk	RIBA Stage 3 works complete Planning application submitted and out for consultation. Contractor responding to queries raised by Planning Officer	Priority project
Lawrence House repairs and future maintenance programme	Town Clerk/Snr Mgt Team Council	Exterior works completed. Contractor working on undertaking internal works. Museum artefacts temporarily stored at rented units in Pennygillam. Working Party group established. Trust status legal advice received from Wheelers Law Group - 4 September Historic Impact Assessment of site undertaken in preparation of pre planning application and copy received 12 November 24 Meeting with Lottery Heriatge Fund on 4 February to discuss further stage of funding. Details of meeting included at February Council	Ongoing
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. Funding for the site agreed as part of 2025/26 budget	Completed
New skatepark installation at Coronation Park	Town Clerk		

Priority Park play equipment installation project	RFO/ Estates Mgr	Public consultation event held CIL funding bid successful and Expression of Interest advertised in January 2025. 7 companies invited to tender and bids to be considered following May elections (due to Pre Election Period form 14 March)	STATUS
Heads of Terms for skatepark	Town Clerk Coronation Park Trust	Awaiting signed agreement	
Town Hall changing room refurbishment	Estates Mgr	Architects have visited the site and quotations have been received. This work will be reviewed following the conclusion of the current priority projects	
Town Hall stage accessibility	Estates Mgr	This work is being reviewed as part of the changing room refurbishment	
Green Room building future use	Council	Council to agree use for the site. This work will be reviewed following the conclusion of the current priority projects Site currently being used to store some grounds equipment due to poor state of container at grounds compound	
Electric charging points installed	Estates Mgr	Works agreed but will be considered once required works to the car park have been identified as these may impact on the installation.	
			Priority project
			Ongoing
			Completed

Car park refurbished and new signage erected	Estates Mgr	PCA report received and considered by June Estates and Properties committee. Condition report update received and Council considered details at September meeting. Condition details to be considered. Consultants requested to present findings to future Council meeting	STATUS
Transfer of land for new allotment	Town Clerk	Legal agreement to be agreed	
New cemetery land acquisition			
Conversion of new land at St Thomas as rest garden	Town Clerk	TC working with Barrett Homes regarding flooding issues. Solicitors undertaking legal permissions (costs covered by Barrett Homes). Council seeking compensation for land use and awaiting response from Barrett Homes. Deed of Easement for site received 4 March	
Installation of live streaming equipment at Town Hall	Town Clerk/RFO	OWL system viewed and costed at £1000 +. Report to be taken to future F+GP meeting to discuss funding and suitability	
Adoption of new nature area at Ridgegrove	Town Clerk/ Estates Mgr	Solicitors appointed to undertake legal agreement works and documents signed. Land Registry and funding documents signed and returned. Agreement made and completed and awaiting registration documents	
			Priority project
			Ongoing
			Completed

Adoption of new nature are at Windmill Hill	Town Clerk/ Estates Mgr	Solicitors appointed to undertake legal agreement works documents signed. Land Registry and funding documents signed and returned. Agreement made and completed and awaiting registration documents
Town Vitality Fund works	RFO/VIC Mgr	Meetings ongoing to agree projects and new funding streams.
Quality Gold Accreditation	Town Clerk	Gold statements agreed Dec 23 and TC completing final policy updates. Resolved at March 24 Council that requirements are met. Council agreed not to pursue accreditation further as of May 2024
New town bypass to be investigated	Town Clerk	West Devon Borough Council and Cornwall Council have been contacted about the project and meeting dates TBA.
Replacement roof at Ambulance Hall	Estates Mgr	
Rail link with Okehampton and/or Tavistock	VIC Manager	Connect Launceston meeting on monthly basis. Proposals supported by GWR, Network Rail



Launceston Town Council

Statement of

Internal

Control

2025

Approved by

Adopted at Full Council on:
Minute Reference:

Policy Review Date:

Prepared By:

Date
Number

March 2026

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Responsible Finance Officer

Contents

1. SCOPE OF RESPONSIBILITY.....3

2. THE PURPOSE OF THE SYSTEM OF INTERNAL CONTROL3

3. THE INTERNAL CONTROL ENVIRONMENT3

4. REVIEW OF EFFECTIVENESS.....4

5. SIGNIFICANT INTERNAL CONTROL ISSUES.....4

STATEMENT ON INTERNAL CONTROL

FOR THE YEAR ENDING 31 MARCH 2025

1. SCOPE OF RESPONSIBILITY

Launceston Town Council (the Council) is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, and used economically, efficiently and effectively.

In discharging this overall responsibility, the Council is also responsible for ensuring that there is a sound system of internal control which facilitates the effective exercise of the Council's functions and which includes arrangements for the management of risk.

2. THE PURPOSE OF THE SYSTEM OF INTERNAL CONTROL

The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the Council's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

The system of internal control has been in place at the Council for the year ended 31 March 2025, and accords with proper practice.

3. THE INTERNAL CONTROL ENVIRONMENT

The Council:

The Council has appointed a Chairman, who is responsible for the smooth running of meetings and for ensuring that all Council decisions are lawful.

The Council regularly reviews its obligations and objectives, and approves budgets for the following year at its December meeting. The December meeting of the Council approves the level of precept for the following financial year.

The Finance & General Purposes Committee monitors progress against objectives, financial systems and procedures, budgetary control and carry out regular reviews of financial matters.

The Full Council meets 11 times each year and monitors progress against its aims and objectives at each meeting by receiving committee minutes and relevant reports from members of the Council and the Town Clerk.

The Council carries out regular reviews of its internal controls, systems and procedures.

Clerk to the Council / Responsible Financial Officer:

The Council has appointed a Clerk to the Council who acts as the Council's advisor and manager. The Council has appointed a separate officer to act as the Responsible Financial Officer who advises on financial related issues and is responsible for the administration of the Council's finances. The Clerk is responsible for the day to day compliance with laws and regulations that the Council is subject to and for managing risks. The Clerk also ensures that the Council's procedures, control systems and policies are adhered to.

Payments:

Members of the Finance & General Purposes Committee authorise every payment. All payments are reported to the Full Council. The RFO is responsible for checking the legality of each payment and that payments are within the powers of the Council prior to presentation to the Finance and General Purposes Committee.

Risk Assessments / Risk Management:

The Council carries out regular risk assessments in respect of actions and regularly reviews its systems and controls.

Internal Audit:

The Council has appointed an Independent Internal Auditor who reports to the Council on the adequacy of it's:

- records
- procedures
- systems
- internal control
- regulations
- risk management
- reviews

The effectiveness of the internal audit is reviewed annually.

External Audit:

The Council's External Auditors, BDO LLP, submit an annual Certificate of Audit, which is presented to the Council.

4. REVIEW OF EFFECTIVENESS

The Council has responsibility for conducting an annual review of the effectiveness of the system of internal control. The review of the effectiveness of the system of internal control is informed by the by the work of:

- the Full Council;
- the Clerk to the Council and Responsible Financial Officer are responsible for the development and maintenance of the internal control environment and managing risks;
- the independent Internal Auditor who reviews the Council's system of internal control;
- the Council's external auditors, who make the final check using the Annual Return, a form completed and signed by the Responsible Financial Officer, the Chairman and the Internal Auditor. An Audit Certificate is issued.
- the number of significant issues that are raised during the year.

5. SIGNIFICANT INTERNAL CONTROL ISSUES

No significant internal control issues were identified during the 2024-2025 financial year.

Whilst no significant internal control issues were identified during the year the Council strives for the continuous improvement of the system it has adopted.

LAUNCESTON TOWN COUNCIL – RISK ASSESSMENT
OPERATIONAL AND FINANCIAL

March 2025

Agenda Item 11

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 and Deputy Mayor 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	Smoke detectors and early warning smoke detection installed in Town Hall, Ambulance Hall, Southgate Arch and Information Centre	
Assault to Members and Officers	Low	Employer's Liability cover 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	Low	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	
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 on an as required basis to ensure up to date information	
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:		March 2025	
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	<i>All staff, operatives & members of the public</i>	Vigilance for unattended packages and suspicious behaviour	Ring 999, evacuate building	Emergency	Town Clerk
Fire in Municipal Building	<i>All staff, operatives & service delivery.</i> <i>Town Council Art Collection</i> <i>Cornwall Council Book Stock</i> <i>Museum Collection</i>	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	Medium	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 working at height	Employees/volunteers Members of the public	Ladders erected properly – please see guidance notes for proper usage		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 Social media poorly maintained	LTC reputation	Appoint social media colleagues		Medium	T Clerk/Snr Management

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 From 18/02/2025 to 18/03/2025

	Bookings Count	Hours Booked
Ambulance Hall (Main Hall)	19	71
Entire Town Hall	1	8
External Hires	3	8.5
Guildhall	8	23
Kitchen Bar and Reception Area	8	71.75
Main Hall	27	194.5
Otho Peter Suite 01	6	18.5
Otho Peter Suite 02	4	28
Otho Peter Suite Both Rooms	10	69
Town Square	7	40
Total	93	