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Agenda Item 10



Jo Lane  
Town Clerk and Finance Officer  
Mold Town Council  
1st Floor, Town Hall, Earl Road  
Mold CH7 1AB

12<sup>th</sup> March 2025

Dear Town Clerk

**Financial Contribution To International Day of Older  
People Saturday 12<sup>th</sup> October 2024 at Connah's Quay  
Civic Hall**

The 50+ Action Group (Flintshire) are pleased to confirm that the financial contribution that Mold Town Council kindly provided, was used to offset the costs of organising and hosting the celebration of the United Nation's International Day of Older People, which took place on 12<sup>th</sup> October 2024.

In support of this confirmation the covering e mail has attached a summary of the feedback provided by the attendees and a copy of the Winter edition of the Group's newsletter 'Codgers Quarterly' which has on pages 12 & 13 a report on the day and a page of photographs of the event.

Should you require any further information please do not hesitate to get in touch.

**Yours sincerely**

*Pat Ashford*

**Secretary:** 50+ Action Group (Flintshire)

**Editor:** Codgers Quarterly - Newsletter of the 50+ Action Group (Flintshire)

## **Feedback Summary**

### **50+ Action Group celebrating International Day for Older People 2024**

Although we had some cancellations and some 'no shows' on the day, we had extra numbers booked to attend from our waiting/reserve list as we exceed numbers every year and must put names on a reserve list.

It was a great turn out on the day with 155 older people attending, as well as an additional 20 people who were Volunteers, Councillors, FCC staff, Dignitaries and Special Guests.

Our expectations of attendees on the day were successfully met, it is a very popular event and is a 'full house' every year.

### **Organisations**

There were 8 organisation tables at the event and 14 professionals manning the tables, sharing information and offering face to face advice to attendees. Each organisation had 5 to 10 mins on the stage advising the audience what they do. Anyone listening who missed them at their table could hear what they do then revisit the tables for information.

### **Purchased Local**

- We used a local charity/social enterprise for the lunch catering for all attendees (Caffi Dai)
- We used the Connah's Quay Town Council for refreshments, tea & coffee (CQ Civic Hall)
- We used a local social enterprise printing business for our posters and flyers to promote the event widely (Double Click Design & Print).
- We recruited volunteers from across Flintshire to help out on the day.
- Attendees came from all over Flintshire including Mold and surrounding villages.

### **Suggestions:**

We handed out evaluation forms during the event for people to kindly complete. Data gathered from the forms included the following suggestions from the attendees:

- An event twice a year rather than the one event annually.
- More music and dance at the event, opportunities to move more, gentle exercise, stretches, keep active demonstrations etc.
- People wanted more organisations present with information tables. Attendees found the information very useful and informative and wanted more tables offering

advice. For IDOP 2025, we can look at inviting more organisations with services relevant to older people, providing good information was vital to some attendees.

### **Feedback:**

"The event was very informative and age friendly".

"We enjoyed the event very much and was able to catch up with friends".

"I enjoyed the lunch and talking to people on the information stands".

"I don't go out much due to mobility issues and I get lonely, the event was very good and I was grateful to socialise and meet friendly people".

"The information from tables was very useful, it is a lifeline for me to be able to speak to someone in person about my issues and have the advice and information to take home with me"

"The information and freebies was great, there could have been more information tables"

### **Outcomes:**

We wanted to raise awareness of local services that support older people. The event was very successful in doing that with attendees visiting tables and taking information & advice.

We wanted to help ease loneliness & isolation with a social gathering to celebrate international day of older people. The event was successful, everyone enjoyed the celebrations and the social atmosphere with music, dance and lunch.

As the 50+ Action Group for Flintshire, we wanted to support age friendly communities and raise awareness of the part older people play. The event was successful. The FCC Ageing Well team attended the event who work on the age friendly communities initiatives, they were very supportive to our cause and helped us to promote older people's part in our communities and volunteer opportunities for older people who want to do more.

### **Conclusion:**

The event was very successful and well attended. We received no negative feedback. The suggestions we received together with the feedback, we will take on board and will use the information to set our priorities for planning our event again later this year in October 2025.

We sincerely hope you'll support our event again and help support older people in Flintshire.

## Friends of Bailey Hill

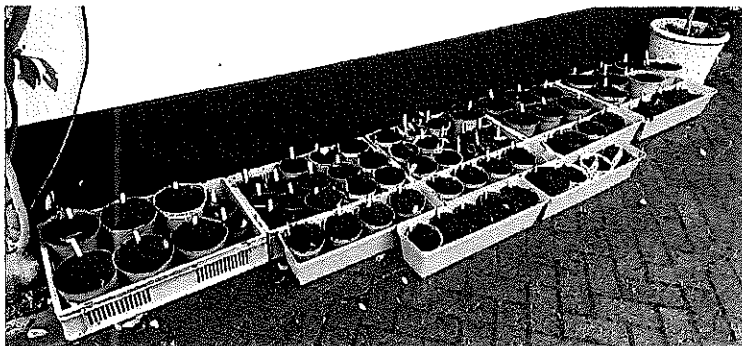
We have spent the full grant monies having purchased over 300 bulbs, hollies, ivy, muscari and a box plant.

The box plant has been placed at the base of the steps leading up from the centre to replace one which did not take and to nicely finish the line of existing box plants.

Various bulbs and plants which have been safe to plant in the ground at this time of the year have been planted in and around the Hailey Hill Centre. The remaining bulbs have been potted and kept safely at a Trustee's house and under cover ready for planting out in the next month or so, subject to the weather.

I have attached photos of the various purchases and we envisage a good display of bulbs in and around the Centre and also in the pots we place on the decking at the centre.

All will be seen by visitors to the Park this spring then many years to come. We will have more photos through the spring and summer as the bulbs/plants start to flower.



# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report



## Mold Town Council Community Grant Scheme 2024/25

### Summary

- We used £200 of MTC funding to leverage an additional £400 of material donations from Travis Perkins Mold. This allowed us to partially complete the sleigh refit and provide a safer, more magical sleigh experience.
- The sleigh was used for 9 nights in Mold and the surrounding areas, covering over 32 miles, and assisted by a different local organisation on each night.
- The sleigh generated £3,152.16 of donations of which £1,155 was donated directly back to those organisations helping on sleigh nights. The remaining donation income will be dispersed to local charities through the year.
- The sleigh was loaned to Wrexham Round Table for use on five additional nights.

### Outcomes

The total cost of the project was estimated at £4,831.38. Of this we sought £1,000 from MTC and £1,000 from other funders with the remaining costs met through volunteer time and funding from core funds. We successfully secured £200 from MTC which we used to leverage an additional ca.£400 in materials from Travis Perkins Mold (marine plywood panels for the sleigh sides). The full list of expenditure can be seen below.

<i>Item</i>	<i>Receipt</i>	<i>Cost</i>
<i>Red paint for sleigh sides</i>	MTC1	£16.65
<i>Blades, sanding paper etc</i>	MTC2	£17.87
<i>Black gloss for sleigh</i>	MTC3	£5.56
<i>Rondel stickers</i>	MTC4	£50.00
<i>paint and brushes</i>	MTC5	£19.15
<i>Additional paint</i>	MTC6	£15.40
<i>Misc fixtures</i>	MTC7	£2.88
<i>Misc fixtures</i>	MTC8	£4.57
<i>Folding step</i>	MTC9	£66.76
<i>LED lights</i>	MTC10	£7.99
<b>TOTAL</b>		<b>£206.83</b>

# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report

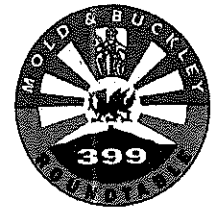


Given the shortfall in funding we took a phased approach to the sleigh refit and focused on the issues of greatest concern first. This include new sleigh sides with embedded LEDs. In addition we fitted a foldable step to allow safer access to the sleigh.




*Photograph of Santa on the newly refurbished sleigh showing the new sleigh sides, embedded LEDs and rondel stickers.*

# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report



## Media Coverage

The sleigh was covered in 130 separate social media posts across Facebook and Tiktok. Typical engagement on Facebook was between 700 and 5,000 views with approximately 50% from non-followers. A selection of Facebook posts are included below.

**Mold & Buckley Round Table**  
4 December 2024 · 🌐


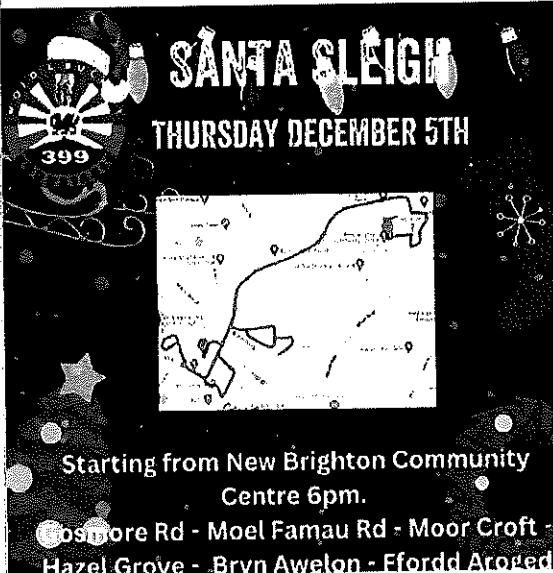
👍👍👍👍 SANTA CLAUS IS COMING TO TOWN!!! 🎅👍👍👍



That's right, Santa Claus and his wonderful helpers from Mynydd Isa Ladies Football Team and Mynydd Isa U14 girls will be coming to New Brighton and Mold tomorrow!

Santa will be arriving at New Brighton Community Centre - Flintshire at 6pm, before a tour of the village, and then down for out first night in Mold, visiting Bryn Awelon, Bridge Street, Hafod Alyn and Bro Alun.




A big thanks to Mold Town Council / Cyngor Tref yr Wyddgrug for their generous donation this year for some essential work brightening up Santa's Sleigh, we hope you'll agree it looks extra magical!



#totallymold



 6

8 shares

 Like       Comment       Share

 Write a comment...      

# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report



Mold & Buckley Round Table

30 September 2024 · 🌐

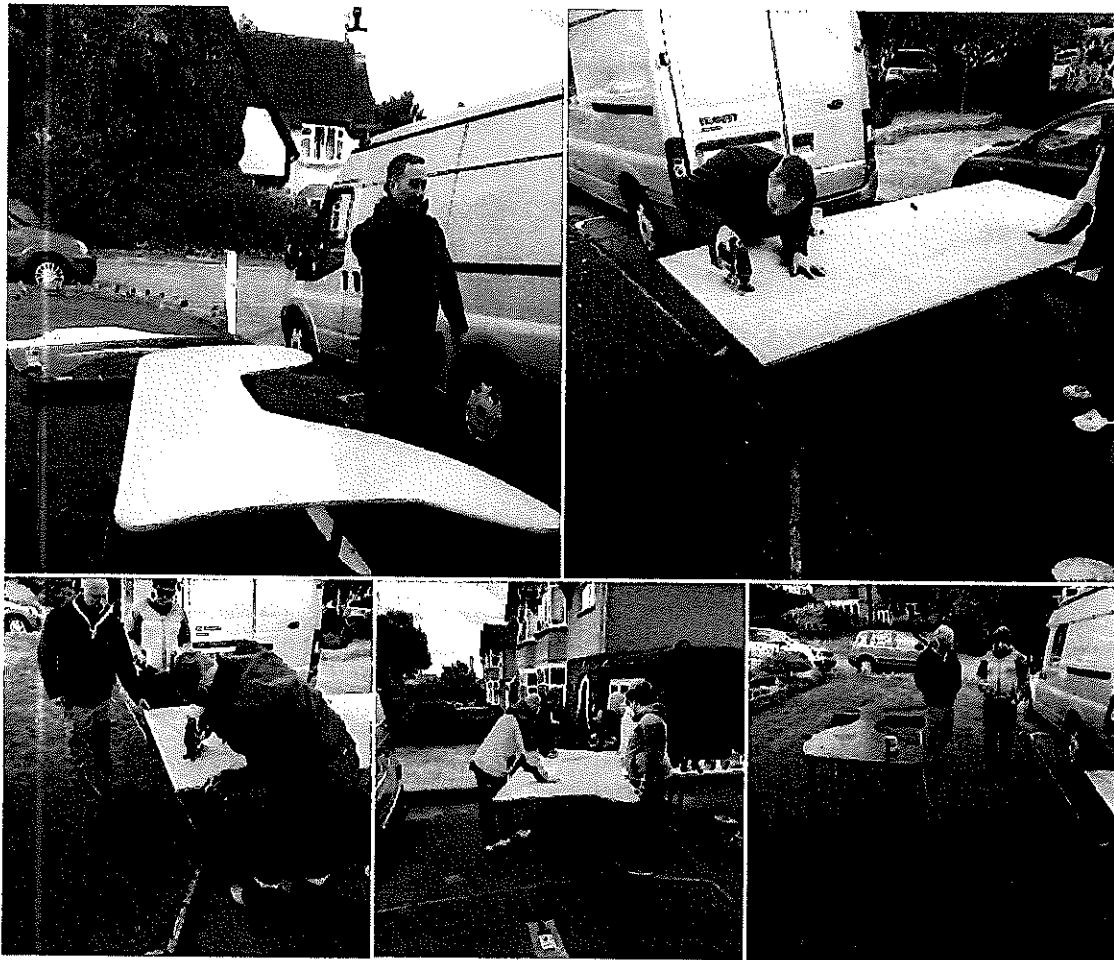
...

🎅🎅 SANTA SLEIGH!!!! 🎅🎅

It might seem a bit early, but the Mold & Buckley Round Table lads have been hard at work this weekend, doing some renovations to Santa's sleigh, so that it will be even brighter and more magical when Father Christmas visits Mold this December!

A big thank you to Mold Town Council / Cyngor Tref yr Wyddgrug for their generous donation towards the renovations, and also Travis Perkins in Mold who donated the wood to aid in the rebuilding! We can't for everyone to see the new improved sleigh!

#totallymold



👍❤️ 31

1 share

👍 Like

💬 Comment

➦ Share



Write a comment...





# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report



## Selected quotes

*"Thank you all, you made our little boys day after being poorly all week. Merry Christmas 🎄"*

- Suzanne Thomas (resident)

*"Thank you so much guys!! My Children were so excited, and couldn't stop talking about meeting Santa again 🥰"*

- Ash Sugden (resident)

*"Thank you so much. Santa was absolutely fantastic and so involved which was lovely! My 6 year olds words were 'mummy I'm so excited I can't believe it's Santa 🥰' Merry Christmas!"*

- Lauren Bedford (resident)

*"Well done all. Precious to see happy smiles. Has delighted my boys over the years. Fabulous thing to do x"*

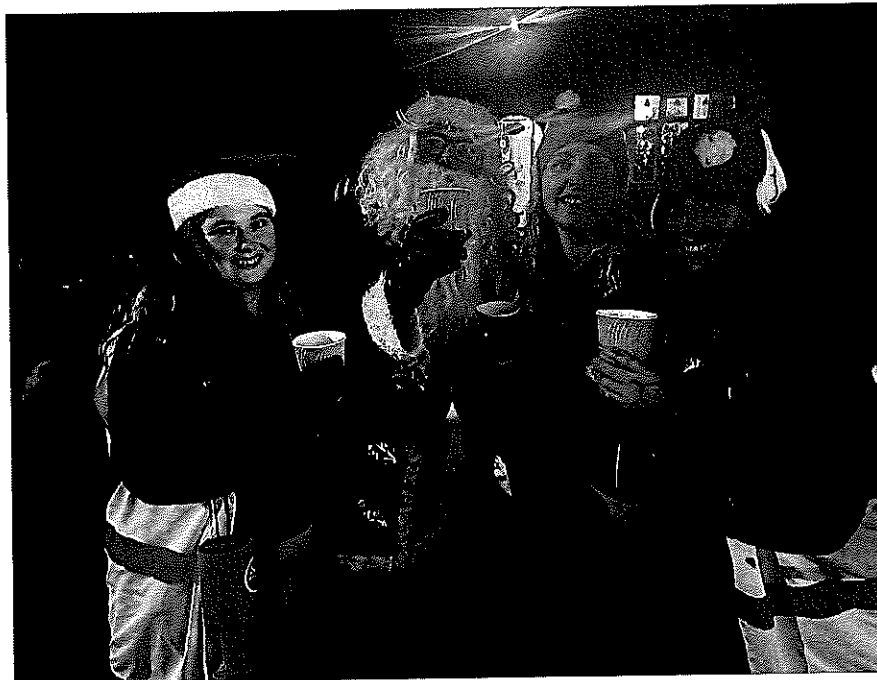
- Jo Windeler (resident)

*"Wow, thank you so much. The boys enjoyed themselves and I think it is something we would like to do again."*

- Mold RFC U15s (helpers)

*"Amazing night can't wait for next year already 🥰"*

- Inversion Aerial Fitness (helpers)



*Helpers from Inversion Aerial Fitness enjoying a hot chocolate with Santa*

# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report



## Estimated impact

The sleigh generated £3,152.16 of donations of which £1,155 was donated directly back to the helpers on sleigh nights. The remaining donation income will be dispersed to local groups and charities through 2025. The full breakdown can be seen below:

<i><b>Date</b></i>	<i><b>Route/Place</b></i>	<i><b>Group Helping</b></i>	<i><b>Takings</b></i>	<i><b>Donation</b></i>
1-Dec	Gwernymyndd/Pantymwyn	School PTAs	£371.21	£200.00
3-Dec	Northop	Aaron's Army	£290.49	£100.00
5-Dec	New Brighton/Bryn Awelon/Maes Alun	MI Ladies/Under 14s	£260.41	£100.00
6-Dec	WREXHAM	-	-	-
8-Dec	Maes Gwern/Bromfield	Rugby Minis	£286.16	£100.00
9-Dec	WREXHAM			
10-Dec	St Marys/Bryn Coch Lane	Cambria Band	£447.17	£150.00
11-Dec	WREXHAM	-	-	-
12-Dec	Hafod/Hendy/Llys Preswylfa	Aerial Inversion	£374.00	£125.00
15-Dec	Sychdyn	Carnival Committee	£377.50	£130.00
16-Dec	WREXHAM	-	-	-
17-Dec	Hillside/Bryn Gwalia	Mold RFC Under 15s	£418.20	£140.00
18-Dec	WREXHAM	-	-	-
19-Dec	Lon Yr Orsaf/ Woodlands/Llys Nercwys	Buckley Hockey Club	£327.49	£110.00
<b>TOTALS</b>			<b>£3,152.16</b>	<b>£1,155.00</b>

It's difficult to count exactly how many people engaged with the sleigh, but the sleigh was active for 9 nights and covered over 32 miles around Mold and the surrounding areas. The sleigh always started and ended at a pub or village hall to act as a gathering point for helpers, but also to further broaden the reach of the sleigh.

Without a doubt the sleigh brought joy to hundreds of children and their families each night it was out. In addition it increased contact between local community groups, local pubs/village halls and local residents.

# Mold & Buckley Round Table Santa Sleigh Monitoring & Evaluation Report



## Next steps

There remains approximately £1,600 of funding required to complete the refit. This includes a full service for the trailer, a conversion from a petrol generator to 12v leisure batteries and fitting of safety rails and bubble machines. We are already looking for additional funding this year to allow us to complete this work.

(4)

## MOLD AND DISTRICT CHORAL SOCIETY

Registered charity number 503339

C/O Marion Webb, The Coach House, Bryn Mair, Llanfair D.C.,  
Ruthin, Denbighshire, LL15 2EF [marionwebbmew@gmail.com](mailto:marionwebbmew@gmail.com)  
01824 704163



Dear Members of Mold Town Council,

I write to report on the project which you so kindly supported at the end of last year.

Mold and District Choral Society performed in a concert in Capel Bethesda, Mold to celebrate Christmas. It was a resounding success, as much for the local response in ticket purchase, as for the considerable enjoyment we had in delivering the programme. We exceeded our attendance expectations by nearly fifty per cent. There were 45 choir members taking part in the concert with an audience of 114.

Our choir numbers continue to increase steadily in spite of several members having made the difficult decision to retire from the choir at the end of the 2023-2024 season.

We continue to offer choral involvement to some vulnerable members, two of whom are suffering with dementia. Some are challenged with mobility issues but we minimise their difficulties by rehearsing at "street level". The same is not always possible when it comes to concerts but there are always plenty of willing helpers to assist movement. It is hoped that their families will continue to support their attendance as we do our best to provide transport and keep them safe. They do so enjoy taking part.

The concert that you supported was somewhat of a return to a more traditional, pre Christmas service, in which carols were sung by both choir and audience amongst the specialist pieces that we had rehearsed during the term. I have attached a copy of the programme and the resulting budget for your perusal. It was felt that this return to a more traditional carol concert was successful and as a result, we plan to have an even more traditional concert next Christmas with the addition of a brass band.

Thank you for your continuing support for Mold and District Choral Society.

With very best wishes,

Kind regards

Marion Webb, Treasurer

# Positive Futures Mold

## 6 month review

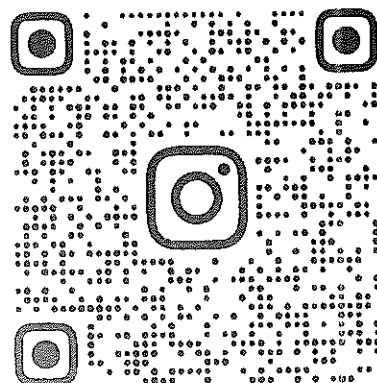
Approx 380 contacts in the first six months!

A nomination for the over 25s volunteer award with Mold Community Council!

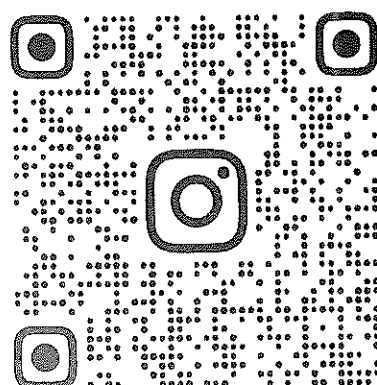
Shortlisted for the North Wales Your Community Your Choice Awards 2025! (Voting still open!)

The Positive Futures Drop-in Group applied for the original grant in 2024 to set up a drop-in aiming to meet once a week for two hours in the Daniel Owen Hall in Mold which now runs weekly and has done since September of 2024. The group is run by Ellie Johnson and Su Banks and we are looking to also recruit further volunteers due to the popularity and success of the group.

The group targets 15-19 years olds in the local area and has seen a period of development in the initial months as we learnt what works and what does not. The group is on a drop in basis once young people have registered at their first session and has a maximum capacity to ensure safe running of the group and safeguarding of both young people and volunteers. So far we have had numbers between 15-26 young people each week and whilst some may pop in for a quick cup of tea many stay for the full amount of time to play games, chat and keep us up to date with the things going on in their lives.



REEL SHARED ON OCT 23, 2024  
BY POSITIVEFUTURESOLD

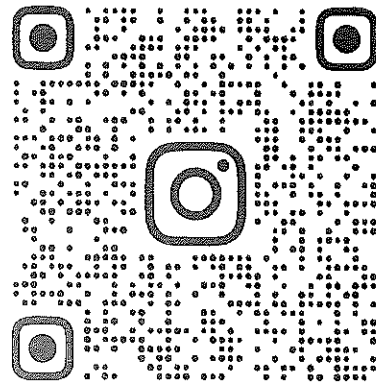


REEL SHARED ON DEC 17, 2024  
BY POSITIVEFUTURESOLD

One of the things we have now begun to do after being established for our initial six months is liaise with agencies and groups who may be able to share their experience and support for our local young people, we recently had a visit from Flintshire Sorted and will be visited on pancake day by our local PC's and PCSO's to promote engagement with the group of young people who attend. The following week we have members of Flintshire Connects coming to visit and we have two other agencies who are keen to become involved and offer support including FLVC.

We will be opening this up further to engage a regular speaker eg: sports/ education/ wellbeing/ cv writing to help our young community gain in resilience, confidence and gain helpful, fulfilling opportunities for a more positive future. The week to week running of the group has an informal drop in feel which we think works well though attendees are required to sign in and out and sign a behaviour contract at first session agreeing to terms of appropriate and expected behaviour, this is something we have had to reinforce regularly as some of our young people struggle with boundaries and need guidance around social skills and appropriate behaviour (this is something we had expected and has gone fairly well so far) - on one occasion this has involved contacting a parent which also promoted positive engagement with parents.

A hot drink or juice and a biscuit is provided each week. This is something we definitely underestimated in our initial grant

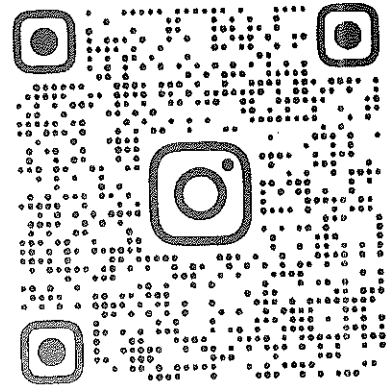


REEL SHARED ON DEC 17, 2024  
BY POSITIVEFUTURESMOLD

application due to the popularity of the drop-in and has incurred expenses for volunteers, but we see this as a work in progress and a plus that the service is being used so well. We promote a welcoming atmosphere of inclusivity which we feel has enabled people to attend regularly and has also seen the young people try to guide each other to better life choices. We focus on engaging the local young people, particularly those who feel disengaged from society and who require consistent and regular connection to enhance healthy life choices and positive futures and as such has attracted some of our most difficult to engage young people who do not or cannot attend other local groups. Some of our attendees are well known within the local community and whilst they are still learning and growing we aim to support them and make them feel a part of the local community rather than feeling excluded from events and clubs/groups.

Our aim has been to promote a more positive, resilient and engaged group of young people in our local area who in time can hopefully play a more positive part of creating an inclusive and healthy culture of social responsibility and a cohesive community accessible to all and whilst we are still a work in progress we are very proud of our accomplishments in the initial six months of our drop-in.

We would like to thank the Mold Community Council for our initial funding and making any of this possible!



POST SHARED ON FEB 28, 2025  
BY POSITIVEFUTURESOLD

# Agenda Item: 16 (a)

## Mold Town Council

### RISK MANAGEMENT STRATEGY

March 2025

#### 1. Introduction

1.1 This document forms Mold Town Council's Risk Management Strategy, it sets out:

- What risk management is;
- Why the Mold Town Council needs a risk management strategy;
- The Mold Town Councils philosophy on risk management;
- The risk management process;
- Roles and responsibilities;
- Future monitoring.

1.2 The objectives of this strategy are to:

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

#### 2. What Risk Management is

2.1 *'Risk is the threat that an event or action will adversely affect an organisation's ability to achieve its objectives and to successfully execute its strategies. Risk management is the process of which risks are identified, evaluated and controlled. It is a key element of the framework of governance together with community focus, structures and processes, standards of conduct and service delivery arrangements.'*

Audit Commission, *Worth the Risk: Improving Risk Management in Local Government*, (2001:5)

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

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

**Strategic Risk** - Long-term adverse impacts from poor decision-making or poor implementation. Risks damage to the reputation of the Town Council, loss of public confidence, in a works case scenario Government intervention.



**Compliance Risk** – Failure to comply with legislation, laid down procedures or the lack of documentation to prove compliance. Risks exposure to prosecution, judicial review, employment tribunals and the inability to enforce contracts.

**Financial Risk** – fraud and corruption, waste, excess demand for services, bad debts. Risk of additional audit investigation, objection to accounts, reduced service delivery, dramatically increased Council Tax levels/ impact on Town Council reserves.

**Operating Risk** – Failure to deliver services effectively, malfunctioning equipment, hazards to service users, the general public or staff, damage to property. Risk of insurance claims, higher insurance premiums, lengthy recovery processes.

- 2.4 These risks can be broken down further into specific areas which could impact on the achievement of the Town Council's strategic objectives and day-to-day delivery of services:

**Political** – Those associated with the failure to deliver local, regional or national policy.;

**Financial** – Those affecting the ability of the Town Council to meet its financial commitments; failure of major projects; internal and external audit requirements; failure to prioritise and allocate resources effectively; poor contract management; initiative overload;

**Social** – Those relating to the effects of changes in demographic, residential, or socio-economic trends on the Town Council's ability to deliver its strategic priorities;

**Technological** – Those associated with the capacity of the Town Council to deal with the pace/ scale of technological change, or its ability to use technology to address changing demands. This includes the consequences of internal failures on the Town Council's ability to deliver its objectives;

**Legal** – The ability of the Town Council to meet legislative demands affecting breaches of legislation (UK & EU);

**Environmental** – Those relating to the environmental consequences of progressing the Town Council's objectives in terms of energy-efficiency, pollution, recycling, emissions etc.;

**Partnership/Contractual** – Those associated with the failure of partners/contractors to deliver services to an agreed cost and specification and similarly failure of the Town Council delivers services to an agreed cost and specification; compliance with procurement policies (internal/external); ensuring open and fair competition.

**Human Resources** – Those associated with the professional competence of staff; training and development; over-reliance on key personnel; ineffective project management; recruitment and selection issues;

**Organisational** – Those associated with the review of services and delivering continuous improvement;

**Health & Safety/ Physical** – Those related to fire safety, accident prevention and health & safety which pose a risk to both staff and the public; safeguarding and accounting of physical assets;

**Reputational** – Those associated with the changing needs of customers and the electorate; ensuring appropriate consultation; avoiding poor public and media relations.

Not all of these risks are insurable and for some the premiums may not be cost effective. Even where insurance is available, a monetary consideration might not be an adequate recompense. The emphasis should always be on eliminating or reducing risk before costly steps to transfer risk to another party are considered.

- 2.5 Risk is not restricted to potential threats but can be connected with missed opportunities. Good risk management can facilitate proactive, rather than merely defensive responses. Measures to manage adverse risks are likely to help with managing positive ones.

### **3. Why Mold Town Council needs a Risk Management Strategy**

- 3.1 Risk management will strengthen the ability of Mold Town Council to achieve its objectives and enhance the value of services provided.
- 3.2 The Risk Management Strategy will help to ensure that all Committees and service areas understand risk and that Mold Town Council adopts a uniform approach to identifying and prioritising risks. This should in turn lead to conscious choices as to the most appropriate method of dealing with each risk, be it elimination, reduction, transfer or acceptance.
- 3.3 Strategic risk management is an important element in demonstrating continuous service improvement.
- 3.4 There is a requirement under the Accounts and Audit Regulations 2015 to establish and maintain a systematic strategy, framework and process for managing risk.

### **4. Risk Management Policy Statement**

*Mold Town Council is committed to effectively managing risks to ensure the safety, wellbeing, and continued success of the community it serves. The Council recognises that proactive risk management is essential for safeguarding public resources, protecting the environment, and maintaining the trust of residents. By identifying, assessing, and mitigating potential risks, the Council aims to minimize disruptions to its operations and services, while ensuring compliance with relevant regulations and best practices.*

*To achieve this, Mold Town Council will implement a comprehensive risk management framework that encourages awareness and accountability at all levels of the organization. The Town Clerk, in collaboration with Council members and staff, will oversee the identification and management of risks, including operational,*

*financial, strategic, and reputational risks. Regular reviews, training, and updates will ensure that the Council remains responsive to emerging risks and is well-equipped to address challenges as they arise.*

*Through effective risk management, Mold Town Council aims to protect its assets, support its long-term objectives, and deliver high-quality services to the residents of Mold.*

## **5. Implementing the Strategy**

### **5.1 Risk Control**

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

Options for control include:

**Elimination** – The circumstances from which the risk arises are removed so that the risk no longer exists;

**Reduction** – Control measures are implemented to reduce the impact/ likelihood of the risk occurring.

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

**Sharing** – The risk is shared with another party;

**Insuring** – Insure against some or all of the risk to mitigate financial impact; and

**Acceptance** – Documenting a conscious decision after assessment of areas where the Town Council accepts or tolerates risk.

### **5.2 Risk Register**

The Strategic Risk Register (*Appendix A*) and Financial Risk Register (*Appendix B*) will be regularly refined and updated as part of this Risk Management Strategy.

### **5.3 Risk Monitoring**

The risk management process does not finish with putting risk control procedures in place. Their effectiveness in controlling risk must be monitored and reviewed. It is also important to assess whether the nature of any risk has changed over time. The Risk Management Plan will be reviewed at least annually by the Town Clerk and the Policy and Audit Committee.

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

## 5.4 Risk Management System

**Risk Identification** – Identifying and understanding the hazards and risks facing the Town Council is crucial if informed decisions are to be made about policies and service delivery methods. The risks associated with these decisions can then be effectively managed.

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

**Risk Prioritisation** – An assessment should be undertaken of the impact and likelihood of risks occurring, with impact and likelihood being scored Negligible (1), Low (2), Medium (3) and High (4).

		Impact			
		Negligible (1)	Low (2)	Medium (3)	High (4)
Likelihood	High (4)	4	8	12	16
	Medium (3)	3	6	9	12
	Low (2)	2	4	6	8
	Negligible (1)	1	2	3	4

The scores for impact and likelihood are scored as above. Risks scoring 12 and above will be subject to detailed consideration and preparation of a contingency/ action plan to appropriately control the risk.

## 6. Roles and Responsibilities

6.1 It is important that risk management becomes embedded into the everyday culture and performance management process of Mold Town Council. The roles and responsibilities set out below, are designed to ensure that risk is managed effectively right across the Council and its operations, and responsibility for risk is located in the right place. The process must be driven from the top but must also involve staff throughout the organisation.

6.2 **Councillors** – Risk management is seen as a key part of Councillors' stewardship role and there is an expectation that Councillors will lead and monitor the approach adopted, including:

- i. Approval of the Risk Management Strategy;

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

6.3 **Employees** – will undertake their job within risk management guidelines ensuring that their skills, experience and knowledge are used effectively. All employees will maintain awareness of the impact and costs of risks and how to feed information into the formal process. They will work to control risks or threats within their roles, monitor progress and report on task related risks to their line manager or to the Town Clerk.

6.4 **Town Clerk** – will act as the lead officer on risk manager, assisted by the Policy and Audit Committee, and be responsible for overseeing the implementation of the Risk Management Strategy. The Town Clerk will:

- i. Provide advice as to the legality of policy and service delivery options;
- ii. Provide advice on the implications for service areas of the Town Council's strategic aims and objectives;
- iii. Update the Town Council on the implications of new or revised legislation;
- iv. Assist in handling any litigation claims;
- v. In consultation with the Town Council's external advisors as necessary, provide advice on any human resource issues relating to strategic policy options or the risks associated with operational decisions and assist in handling cases of work related to illness or injury;
- vi. In consultation with the Town Council's external advisors as necessary, advise on any health and safety implications of the chosen or proposed arrangements for delivery;
- vii. Assess and implement the Town Council's insurance requirements;
- viii. Assess the financial implications of strategic policy options;
- ix. Provide advice on budgetary planning and control;
- x. Ensure that the financial information systems and processes allow effective budgetary control;
- xi. Ensure the Town Council's Risk Register is maintained;
- xii. Effectively manage the Town Council's investment and loan portfolio.

6.5 **Role of Internal Audit** – Internal Audit provides an important scrutiny role by carrying out audits to provide independent assurance to the Town Council that the necessary risk management systems are in place and all significant business risks are being managed effectively.

Internal Audit assists the Town Council in identifying both its financial and operation risks and seeks to assist the Town Council in developing and implementing proper

arrangements to manage them, including adequate and effective systems of internal control to reduce or eliminate the likelihood of errors and fraud.

Internal Audit reports, and any recommendations contained within, will help to shape the Annual Governance Statement.

- 6.6 **Policy and Audit Committee** – Review and future development of the Risk Management Policy and Strategy will be overseen by the Policy and Audit Committee.
- 6.7 **Training** – The aim will be to ensure that both Staff and Councillors have the skills necessary to identify, evaluate and control the risks associated with the services they provide. Risk Management training and development will be provided through a range of methods such as workshops, literature and in-house service familiarisation.
- 6.8 In addition to the roles and responsibilities set out above, the Town Council is keen to promote an environment within which individuals and groups are encouraged to report adverse incidents promptly and openly.

## **7. Future Monitoring**

- 7.1 **Review of Risk Management Strategy** – This strategy will be reviewed annually by the Policy and Audit Committee.

## **8. Conclusion**

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

Jo Lane – Town Clerk, Mold Town Council

March 2025

# Agenda Item: 16 (b)

Mold Town Council Operational Risk Assessment					
Town Council General					
Risk Category	Identified Risks	Mitigation Strategies	Impact	Likelihood	Score
Governance & Legal	Non-compliance with statutory duties and regulations	Regular training, policy reviews, and adherence to legal requirements.	3	1	3
	Inadequate policies and procedures	Implement clear policies and regularly review their effectiveness.	3	2	6
	Conflicts of interest and ethical violations	Enforce strict codes of conduct and conflict-of-interest declarations.	3	1	3
	To host a compliant website with full information	Review work to take place in 2025 to upgrade Town Council Website to ensure all information is accessible (work in progress).	2	3	6
	Budget shortfalls and funding cuts	Budget planning with contingency funds and regular financial reviews.	2	2	4
Financial	Fraud, theft, or mismanagement of funds	Finance Committee meets quarterly to review budget. Payments are reviewed monthly at Town Council Meetings.	3	1	3
	Poor financial planning and lack of reserves	Minimum of 3 months operation costs in General Reserves	3	1	3
	Inaccurate financial reporting	Town Clerk has received adequate training using the Rialtas system	3	1	3
	Loss of Councillor's midterm causing elections with cost implications	An amount is budgeted for each Financial Year, All underspends are transferred to specific EMR at the Financial Year End.	2	2	4
	Level of reserves to meet regulations whilst ensuring service delivery costs are budgeted.	A minimum of 3 months operational costs available within General Reserves. EMR are available and monitored for specific projects/ activities	3	1	3
Health & Safety	Accidents involving staff or the public	Staff received health and safety training. H&S Policies are reviewed annually.	3	2	6
	Insufficient health and safety protocols	Worknest constructed to support with all H&S requirements	3	1	4

Health & Safety	Fire hazards and inadequate emergency planning	Ensure fire safety measures are in place and conduct regular drills.	3	2	5
	Poor public perception	A variety of channels are used to communicate with public/ residents. Complaints policy in place.	2	2	4
	Mishandling of sensitive issues	Ensure sensitivity training for staff handling contentious matters.	4	1	4
	Transparent and clear decision making.	Residents are welcome to join all Town Council and Committee Meetings. Meetings are available via Zoom to ensure accessibility to all.	3	1	3
	Community Grants	Information is available on the Town Council Website. The Council has a Community Grant Policy.	3	1	3
Reputational	Breach of confidentiality or data leaks	The Council contracts Microshade and uses Citrix. Regular reports are received and monitored to ensure protections are in place.	4	1	4
	Loss of Town Clerk and Finance Officer at short notice	Contract of employment allows for 3 months' notice. Locum Clerks available via SLCC.	2	3	6
	Staff shortages & sickness	EMR to cover staff shortages to be implemented.	3	2	4
	Inefficient record-keeping systems	Paper copies are stored securely onsite. Older documents are archived with Flintshire Archive. Currently in the process of scanning paper copies so back up digital copies are available.	3	2	6
	Equipment failure	PAT Testing is completed on annual basis. External business used to maintain laptops.	3	2	6
Operational	Inadequate IT infrastructure and cybersecurity threats	IT systems are managed by external provider	4	1	4
	Adverse weather impacting services	Staff are able to remote work in adverse weather conditions	3	1	3
	Pollution or damage to natural areas	Office waste disposed of correctly. Greener suppliers used when available and cost effective.	2	1	2
Environmental	Data loss or corruption	Regularly backed up by Microshade	2	1	2
	Inadequate data protection measures	Microshade, staff training and policies in place	2	2	4
	Dependence on outdated systems	Regularly upgrade IT systems and ensure compatibility with modern software.	2	2	4
Technological					



Mold Cemetery							
	Identified Risks	Mitigation Strategies	Impact	Likelihood	Score		
Risk Category	Grave Diggers & Maintenance Staff Injuries	Training, PPE, regular inspections, and use of eco-friendly chemicals.	3	2	6		
	Public Safety (Trips, Slips, Falls)	Inspect and maintain pathways regularly.	3	2	6		
	Unsafe Memorials	Routine checks and repair programs for unstable monuments.	3	1	3		
Health & Safety	Regulatory Non-Compliance	Procedures are updated regularly to comply with changes in laws and regulations.	3	1	3		
	Data Protection Issues	Staff training and Policies in place	3	2	6		
	Contractual Disputes	Maintain clear, written contracts with service providers.	2	1	2		
Legal & Compliance	Soil Contamination	Adopt environmentally friendly burial practices.	2	1	2		
	Flooding & Erosion	Regular monitoring of drainage systems and embankments.	4	1	4		
	Biodiversity Impact	Implement wildlife-friendly maintenance practices.	2	1	2		
Environmental	Cost Overruns	Budget is regularly reviewed in Cemetery Committee Meetings	3	1	3		
	Insufficient Revenue	Fee structure is reviewed on an annual basis	3	1	3		
	Fraud or Misappropriation	Budget is regularly reviewed in Cemetery Committee Meetings	3	1	3		
Financial	Staff Shortage & Sickness	Maintain trained casual staff and contractors for cover.	3	2	6		
	Record-Keeping Errors	In the process of digitalising Burial Records	3	2	6		
	Equipment Failure	Equipment checked weekly - annual services Implemented	4	1	4		
Operational	Security Risks (Vandalism, Theft)	Ring Door Bell installed to lodge. Trail cameras available if needed.	3	2	6		
	Poor Service Quality	Complaints policy in place. Social Media and Website used to communicate with visitors/ residents	2	2	4		
	Cultural Sensitivities	Staff are aware cultural and religious sensitivity.	4	1	4		
Reputational	Data Loss	Currently in the process of digitalising burial records	3	2	6		

Technological	Cybersecurity Threats	Computer systems and security maintained by Microshade	3	1	4
Events and Activities					
Risk Category	Identified Risks	Mitigation Strategies	Impact	Likelihood	Score
Governance & Legal	Failure to obtain relevant permits or adhere to legal guidelines.	All checks are completed for each event and licenses applied for.	3	1	3
	Poor planning guidelines or unclear responsibilities.	Policies are in place and information provided to volunteers prior to event	4	1	4
Financial	Insufficient funding or poor budget management.	EMR are available for Events. Accurate Event Expenditure and Income are kept and reconciled with accounting system	3	1	3
	Mishandling of financial resources.	Event accounts are reconciled by Town Clerk after each event.	3	1	2
Health & Safety	Accidents, crowd control issues, or inadequate first aid provision.	All risk assessments are in place and policies and procedures adhered to. Council insurance covers all events and activities.	4	1	4
	Fire, medical emergencies, or severe weather conditions.	Emergency plans are communicated to all involved parties prior to event/ activity.	4	1	4
Reputational	Negative feedback due to inadequate event management.	All complaints are addressed promptly in line with policy	3	1	3
	Lack of awareness or respect for diverse community needs.	Staff aware of cultural sensitivity and inclusive practices.	3	1	3
Operational	Unexpected loss of Events & Community Officer	New staff currently receiving training from Events Officer	4	2	3
	Staff shortages or sickness	Maintain a pool of casual staff and ensure clear role delegation.	3	2	3
	Poor coordination between Council staff and volunteers.	Regular communication bulletins are sent to volunteers	3	1	3
Environmental	Adverse weather conditions	Contingency plans in place, including indoor alternatives where possible.	3	2	3
	Equipment failure	All equipment is tested before events and maintain technical support availability.	3	2	3

Technological		Data loss or cybersecurity threats		4	1	4
Bailey Hill Centre						
Risk Category	Identified Risks	Mitigation Strategies	Impact	Likelihood	Score	
Governance & Legal	Breach of health & safety, fire safety, or licensing regulations.	Regularly review compliance, conduct safety inspections, and keep licenses up to date.	3	2	6	
	Lack of clear hiring policies or poor contract management.	Booking Forms and terms of use are regularly monitored, regularly review policies.	3	1	3	
	Underutilization of the facility or cancellation of bookings.	Promote the centre, ensure flexible booking policies, and maintain good communication with users.	3	2	6	
	Financial	Fraud or mismanagement of funds	Budget is regularly reviewed in CDR Committee Meetings	3	1	3
Health & Safety	Public or staff injuries	Risk assessments in place as well as appropriate insurance coverage.	3	2	6	
	Fire hazards	Fire alarms are maintained, conduct regular drills, and review evacuation plans annually.	4	1	4	
	Reputational	Poor user experience	Many communication channels available. Complaints procedure in place.	3	2	6
Operational	Conflict between user groups	Clear booking procedures in place.	2	1	2	
	Staff shortages or sickness	EMR to be introduced for use in cases of long term staff sickness. A number of officers have keys to premises and trained in opening and closure procedures.	3	2	6	
	Facility maintenance issues	Regular maintenance scheduled.	3	1	3	
	Energy inefficiency	All energy-saving measures feasible are in place	3	1	3	
Environmental	Adverse weather conditions	Regularly inspections of premises take place	3	1	3	
Technological	Loss of booking information or malfunction of the booking platform.	Bailey Hill Centre Calendar in place - all staff have access	2	1	2	
Bailey Hill Lodge						
Risk Category	Identified Risks		Impact	Likelihood	Score	
	Non-compliance with tenancy laws		4	1	2	
Governance & Legal	Poor communication with estate agent		3	2	6	

Financial	Loss of rental income	Rent is collected by estate agents and they implement effective tenant vetting. Regular communication with estate agents.	3	1	2
	Unexpected maintenance costs	EMR available for unexpected costs	2	1	2
	Fire hazards	Fire safety items are all in place.	3	1	3
Health & Safety	General property safety	Estate Agent conducts annual inspections and respond promptly to maintenance requests.	3	1	3
Reputational	Tenant dissatisfaction	Complaints are addressed promptly through the estate agent and maintain clear communication.	3	1	4
Operational	Estate agent management failure	Performance through regular reviews and establish alternative management options if needed.	3	1	4
	Poor record-keeping	Documents kept on Citrix System	4	1	4
Environmental	Property damage from weather	Property inspected by Estate Agents.	3	1	3
Technological	Data breaches	Data stored on Citrix and managed by Microshade	4	1	4

		Impact			
		Negligible (1)	Low (2)	Medium (3)	High (4)
	High (4)	4	8	12	16
	Medium (3)	3	6	9	12
	Low (2)	2	4	6	8
	Negligible (1)	1	2	3	4
Likelihood					

## Agenda Item: 16

### New Town Council Offices Opening Hours Report

#### Introduction

The Town Council's move from the Town Hall to the new Town Council Offices located in the Daniel Owen Precinct represents a positive step towards being more visible and accessible to residents and visitors. This increased accessibility is likely to attract more visitors to the office, particularly during the initial phase following the relocation.

#### Impact of Increased Footfall

While the new Support Offices are equipped to greet and manage unplanned visitors, the anticipated increase in footfall could be significant. The Support Officers also have key project work that is essential to the effective running of the Council. Without proper management, an increase in visitors could negatively impact the ability of the staff to complete their responsibilities efficiently.

#### Recommended Core Opening Hours

To ensure that the staff can effectively balance their project work with providing services to visitors, I recommend establishing core opening hours for the new Town Council Offices of 10:00 am to 2:00 pm, Monday to Friday.

#### Benefits of Proposed Opening Hours

**Clarity for Residents and Visitors:** The public will have a clear understanding of when they can access the Town Council Offices, enhancing transparency and accessibility.

**Dedicated Time for Staff Work:** Staff will have time in the mornings and afternoons to focus on work that requires concentration, allowing them to better support the running of the Council.

#### Conclusion

Implementing these core opening hours will help the Town Council effectively manage increased footfall while maintaining productivity and providing quality service to the public. It is recommended that this approach be reviewed after an initial trial period to ensure it continues to meet the needs of both the public and the staff.

#### Staff Hours and Days of Work

	<b>Jo</b>	<b>Jane</b>	<b>Leila</b>	<b>Emma</b>
<b>Monday</b>	8.30am to 4.30pm	8.30am to 4.30pm	NWD	8.30am to 4.30pm
<b>Tuesday</b>	8.30am to 4.30pm	8.30am to 4.30pm	9am to 4.30pm	NWD
<b>Wednesday</b>	8.30am to 4.30pm	8.30am to 4.30pm	9am to 4.30pm (Bailey Hill)	NWD
<b>Thursday</b>	8.30am to 4.30pm	8.30am to 4.30pm	9am to 4.30pm	8.30am to 4pm
<b>Friday</b>	8.30am to 4.30pm	8.30am to 4.30pm	NWD	8.30am to 2pm
<b>Total Hours</b>	37 hours	35 hours	20 hours	20 hours