

# CHARD TOWN COUNCIL

## People Management Internal Audit August 2026

| Risk                                                                                               | Hazard/Consequence                                                                                                            | Process                                                  | Current Control Measures                                                     | Red, Amber, Green                                                                                                        | Revised/Further Actions                                                                                                     | Date Completed |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------|
| Loss of Town Clerk                                                                                 | The Council is unable to fulfil its financial obligations, Financial Loss, Financial mismanagement, Operational Mismanagement | Contingency Planning, Succession Planning                | Key Personnel Cover Insurance.<br>Operational and Business disruption policy | Newly appointed T/C & RFO                                                                                                | Clear objectives provided by Council for probation period & beyond, Support in reaching theses Review meetings              |                |
| Loss of Deputy Town Clerk / Operations Manager                                                     | The Council is unable to fulfil its financial obligations, Financial Loss, Financial mismanagement, Operational Mismanagement | Contingency Planning, Succession Planning                | Key Personnel Cover Insurance.<br>Operational and Business disruption policy | Lack of opportunity for relevant training, current job description does not align with day to day functions              | Clarification of role and responsibilities. Provision of 'on the job' training and consideration of formal training (CILCA) |                |
| Damage to third party due to lack of maintenance (should this say training)? and control of assets | Council unable to fulfil its legal obligations, Financial Loss                                                                | Contingency Planning, Succession Planning                | Key Personnel Cover Insurance.<br>Operational and Business disruption policy | All relevant training for staff to be undertaken, this has started but yet to be completed.                              | Line managers to identify relevant training for staff to reduce any 3 <sup>rd</sup> party risk.                             |                |
| Actions of staff, Councillors bringing the Council into disrepute                                  | Loss of Reputation                                                                                                            | People Management                                        | HR Committee, Town Clerk, Deputy Town Clerk                                  | Complaints currently still active                                                                                        | Training for Cllrs and staff individually & combined to improve Cllr / Staff relations and understanding of roles.          |                |
| Current or ex-employee or member brings claim against the Council                                  | Loss of Reputation                                                                                                            | People Management                                        | Official Indemnity Cover. HR Committee, Town Clerk, Deputy Town Clerk        | Recent history (last 18 months) evidence a level of unrest                                                               |                                                                                                                             |                |
| Contracted Resources can not meet the obligations and services required by the community           | Financial Loss, Loss of Services, Loss of Reputation. bringing the Council into disrepute.                                    | People Management, Strategy Planning, Financial Planning | Town Council.<br>Members, Mayor, Town Clerk                                  | The current staffing levels do not allow for more than the 'normal' holiday i.e. if there is A/L and sickness / multiple | This risk has been partially met with additional members of staff having been contracted for fixed term March 27            |                |

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|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--|
|                                                                 |                                                                                                      |                                                                                      |                                             | sickness or other unplanned absence<br>Amenities and Events services in particular are vulnerable.  | however the long-term risk needs to be addressed. TC currently working on review of staff structure                            |  |
| No Appraisals of staff                                          | Loss of Reputation, Poor employer. No Succession Plan                                                | People Management, Strategy Planning, Financial Planning. Key Performance Indicators | HR Committee, Town Clerk, Deputy Town Clerk | Appraisals commenced in the Council year 25/26 but not completed                                    | Appraisals to be undertaken for those staff that did not receive one 25/26 and a new timetable for appraisals agreed for 26/27 |  |
| No PDP. Personal Development Plan for all Staff and Councillors | No Improvement of staff, Loss of building capabilities and opportunities. Loss of Council Reputation | People Management, Succession Planning. Training needs analysis reports              | HR Committee, Town Clerk, Deputy Town Clerk | This has not been addressed in the last 5 years - maybe longer.                                     | A PDP discussion with staff to be included in the 26/27 round of appraisals.                                                   |  |
| No Refresher Training for all Staff and Councillors             | No Improvement of staff, Loss of building capabilities and opportunities. Loss of Council Reputation | People Management, Succession Planning. Training needs analysis reports              | HR Committee, Town Clerk, Deputy Town Clerk | Training has recently recommenced for Cllrs & staff and training matrices are being set up for both | Distinct training needs to be identified for staff & Cllrs. The mechanisms for which to be agreed                              |  |