PENZANCE COUNCIL – 9 NOVEMBER 2026

REPORT FOR DECISION

APPOINTMENTS TO COMMITTEES

Culture	Money & Decision Making	Places & Resilience	People & Wellbeing	Facilities & Open Spaces
				
	✓			

Recommendation:

The new Councillor, co-opted at the extraordinary meeting of Penzance Council held on 2 November 2026, be appointed to the following two Committees:-

<TBC>
<TBC>

Background:

At the extraordinary meeting of this Council held on 2 November 2026 a new Councillor was co-opted for the Penzance Promenade ward.

It is intended that that Town Clerk will have met with the Councillor prior to this meeting to discuss the appointment to their preferred committees and that their preferences can then be reported.

It is recommended that the newly appointed Councillor be appointed to the two committees named at this meeting.

Elliot Ridington
Democratic Services and Governance Manager

PENZANCE COUNCIL – 9 NOVEMBER 2026

REPORT FOR DECISION

PENZANCE COUNCIL RISK REGISTER

Culture	Money & Decision Making	Places & Resilience	People & Wellbeing	Facilities & Open Spaces
				
✓	✓	✓	✓	✓

Recommendation:

1. The updated Penzance Council Risk Register, as set out using tracked changes at Appendix 1 to this report, be noted and adopted.

2. The updated Risk Management Strategy, as set out using tracked changes at Appendix 2 to this report, be approved and adopted.

Background:

The regular review of Penzance Council's Risk Register has been completed.

The risk management strategy has also been reviewed and minor wording changes made.

Service leads for each area and activity are responsible for maintaining relevant sections of the register, alongside their respective operational risk assessments and management process. Where elevated risks are identified these are further developed through a Risk Management Action Plan. Detailed actions to manage the risk are identified and this is reviewed regularly at Corporate Management Team meetings.

The updated Risk Register, set out at Appendix 1, and revised Risk Management Strategy, set out at Appendix 2, are now therefore presented for adoption.

Appendix 1 – Updated Penzance Council Risk Register
Appendix 2 – Revised Risk Management Strategy

Cal Bagshaw
Corporate Services Manager

Penzance Town Council – Strategic Risk Register

This Document is the Strategic Risk Register of Penzance Town Council as documented in the Risk Management Strategy.

Created: October 2025
Approved:

	Penzance Council					
Ref	**Risk/Trigger**	~~Notes and Actions to Manage Risks~~Mitigations in place	Current ares for attention	**Impact**	**Likelihood**	**Score**
PC1	Failure to comply with legislation and/or regulations	The following are in place and reviewed regularly • Standing Orders • Financial Regulations • Statement of Internal control • Code of Conduct • Scheme of Delegation • • Various adopted policies • Membership of NALC and CALC and guidance implemented • • Required standards consistently achieved in line with the Annual Governance Accountability Return	~~None~~None.	~~3~~2	1	2~~3~~
PC2	Failure to comply with Information Handling regulations including GDPR and FOIA	• Policies in place to regulate information handling and information security ~~• Data Protection Policy~~ ~~• Data Retention Policy~~ • ~~FOI policy~~Artificial Intelligence Policy • Data Breach Policy • IT, Data Security and Device Policy		3	2~~2~~	6~~6~~

Penzance Council

Ref	Risk/Trigger	~~Notes and Actions to Manage Risks~~Mitigations in place	Current ares for attention	Impact	Likelihood	Score
		• FOI Policy • Personal Data Erasure ~~Poliy~~Policy • Privacy Notice • Confidential waste collection, IT security measures (passwords) and locked cabinets protect data security • • Required standards achieved for Assertion 10 of AGAR				
PC3	Negative impact on operation of council connected to IT system processes or failure of same	• All staff complete Cyber Security training • Cyber crime insurance in place • System backed up on secure server • Upgrades carried out as required • Capable comms officer in place to ensure website is current • External website development support is in place with budget in place to source adequate services • Code of conduct and training in place to ensure content is legal and has a consistent positive reputational impact	Cyber security training due for renewal for all Officers and Councillors Review underway to upgrade extent of external website support Review underway to extend IT infrastructure and external IT support	~~2~~3	~~2~~3	~~2~~9
PC4	Damage, harm or injury to staff or visitors to Penzance Council Property or events	• Risk Assessments carried out for each activity and event • Fire Risk Assessments in place including evacuation plan and self-closing fire doors • Conditions Survey completed for all buildings every 5 years • Completion of statutory testing and certification in line with recommended timeframes. Actions completed as required. Ensures all systems are safe and compliant. • Panic alarm, CCTV and Intruder alarm installed and operative • Annual External Health and Safety audit encompasses staff health and wellbeing including DSE use, stress management and health surveillance.	Condition surveys are due for Penlee House and Penlee Centre Full Risk Assessment review is underway in light of Martyn's Law	3	2	6

Penzance Council

Ref	Risk/Trigger	~~Notes and Actions to Manage Risks~~Mitigations in place	Current ares for attention	Impact	Likelihood	Score
		• Majority of council staff have Emergency First Aid at Work qualification				
PC5	Reputational or material loss incurred while delivering Civic Events and duties	• Risk Assessments in place for all events • Code of Conduct governs conduct of Mayor and Councillors • Invitations to attend events are scrutinised to ensure appropriateness • Process in place for securing Chains of office and all items are insured • Civic events are planned in advance, with carefully documented procedure notes to ensure smooth running, ensuring reputation and safety. • Budgets are in place and monitored • Civic Deputies ~~are~~ in place to cover for any~~illness or other~~ inability to fulfil duties • Security and safety of Civic regalia has been increased with the addition of an armourer role and weapon cases to contain and transport historic weapons (Sword and Maces).	Full Risk Assessment review for events is underway in light of Martyn's Law Risk of theft of Mayor's chain	3	~~1~~2	~~3~~6
~~PC6~~	~~Cost (financial or otherwise) incurred due to Town Deal development works – part 1 – Coach House development~~	~~Risk Management Action plan is in place to manage this ongoing project including:~~ ~~• Reputational risks managed by comp0liance with planning permissions and regular public comms~~ ~~• Compliance with tree survey~~ ~~• Disruption of service to public and staff with movement of reception and noise from building works , IT issues – change management and comms~~ ~~• Over run in time and budget – low risk, good adherence with schedule throughout~~ ~~• Gap in financial generation if contractor not in place on completion.~~		~~3~~	~~2~~	~~6~~

Penzance Council

Ref	Risk/Trigger	~~Notes and Actions to Manage Risks~~Mitigations in place	Current ares for attention	Impact	Likelihood	Score
		~~• Asset management plan will reflect development~~ ~~• Loss of contractor due to any risks to their business or availability~~ ~~• Compliance with building regs~~ ~~• Failure to meet grant funding deadlines would result in loss of funding~~ ~~• Disruption to education services. Cost of temporary accommodation and lack of consistency.~~ ~~• Lack of uptake of new café/reduced footfall in gallery (marketing)~~ ~~• Competition between café provisions~~ ~~• Structural damage caused by renovations~~ ~~• Capacity of contract administrator~~				

Arts and Culture Committee

Ref	Risk/Trigger	Notes and Actions to Manage Risks	Current concerns	Impact	Likelihood	Score
AC1	Damage or theft from gallery, shop or cafe	• Alarm System inc. panic alarm, CCTV and fire alarms meets required standards and is serviced annually • Insurance is in place for all assets to limit financial impact • Security procedures in place • Stewards in gallery during opening hours • Manual handling procedures and training in place • Barriers protect artwork • Secure hanging system	Failure of air management plant could cause damage to valuable art assets	3	2~~1~~	6~~3~~

Arts and Culture Committee

Ref	Risk/Trigger	Notes and Actions to Manage Risks	Current concerns	Impact	Likelihood	Score
		• Air handling system in operation • Salvage plan in place				
AC2	Safeguarding breach or complaint related to delivery of Learning Programme	• Learning Officer is Safeguarding lead • Safeguarding lead monitors and responds to changes in legal requirements • Relevant staff have enhanced DBS checks • All ~~keyholders~~ relevant officers and volunteers receive safeguarding training • Sessions are not held by a sole adult, guardians or teachers are present		3	1	3
AC3	Harm to gallery visitors, staff or volunteers	• Risk Assessments carried out for each activity, area, hazard and event • Weekly building maintenance checks • Weekly fire alarm checks • Training delivered to staff on legionella/fire marshal training/first aid training • Regular programme of external inspections: lifts/fire extinguishers/fire risk assessments/doors and roller shutters/		~~3~~3	~~2~~2	~~6~~6
AC4	Loss of reputation and income	• Temporary exhibition programme with regularly changed displays • Community engagement • Safe collections storage with secure records • Arts Council England Accredited Museum • Compliance with Museums Association Code of Ethics • Marketing Assistant in place to upkeep website and generate social media activity • Arts and Culture Committee oversees activity for generating Retail Income, Admission Fees and Fundraising • Business disruption insurance in place • Coach House Café has added an income stream	Gallery income is highly reliant on fixed term funding	3	2	6

Finance and General Purposes Committee

Ref	Risk/Trigger	Notes and Actions to Manage Risks	Current concerns	Impact	Likelihood	Score
FGP1	Loss of money through fraud, theft, poor accounting systems	• Financial Management System, Financial Regulations and internals controls are in place and used for all financial decisions • Authorisation hierarchy in place for all supplier payments • All contractors are controlled by contracts or service level agreements • Finance Officer regularly reconciles all accounts including petty cash tins and shop float. • Secure cash collection service in place and cash kept in safe between collections, secure measures in place for transportation between sites. • Insurance cover for internal crime reviewed annually to avoid underinsurance • Processes in place dictate regular checks on VAT and HMRC requirements by RFO and Town Clerk. • Internal audits carried out by suitably qualified external contractor (independent of the Council or any Council member or Officer) • All budget holders have completed FILCA qualification	With purchasing responsibilities shared across several roles, clear procedures and consistent oversight are essential to maintaining compliance with the Council's Financial Regulations. Training is being designed to improve confidence.	4	2~~1~~	4~~8~~
FGP2	Insufficient financial resources	• General reserve maintained at a minimum of three months operating expenditure • Earmarked reserves are maintained for areas identified as potential future expenditure and regularly reviewed by relevant budget holder,RFO and relevant committees. • Financial plan is thoroughly prepared and discussed transparently with Councillors , providing a thorough understanding of financial needs and the reasoning behind precept calculations • Monthly income and expenditure reports are prepared • Regular budgetary control reviews undertaken by finance team and shared with budget holders and presented to relevant committee and each committee meeting.		4	1	4

Finance and General Purposes Committee

Ref	Risk/Trigger	Notes and Actions to Manage Risks	Current concerns	Impact	Likelihood	Score
FGP3	Loss or damage to assets and premises through theft, fire, flood vandalism	• Asset register in place and reviewed annually along with insurance to ensure adequate cover • Assets maintained to preserve value, meet legislation and environmental regs – budget in place • Buildings have regularly maintained intruder and fire alarms • CCTV in place in public areas • Fire risk assessments in place for all buildings • Property and Land recorded with Land Registry • All assets have robust insurance cover • Good levels of general reserve are held for any events or damage which is excluded under insurance •	Land registry valuations have been completed and we are awaiting Cornwall Council to supply the transfer document.	3	2	6
FGP4	Breach of Employment Law and/or obligations as an employer. Risk of financial and reputational damage	• Robust recruitment and selection policy and procedure in place including 100% Right to Work documents checks, reference requirement, requirement to evidence qualifications and DBS check where relevant • Suite of HR policies in place, approved by Council and available to all staff • HR advice through Worknest • Corporate Services Manager completes regular training to ensure up to date compliance knowledge • Employers Liability in place in line with legal requirements	No employer training delivered to councillors	3	2	6

FGP5	Impact on Council's operation and/or activities by reduced productivity in officer team due to loss of staff/absence	• Policies in place to manage and optimise employee relations:
		  • Absence management
		  • Bereavement
		  • Capability
		  • Dignity at Work
		  • Employee Code of Conduct
		  • Disciplinary Procedure
		  • Enhanced employee benefits
			Work to finalise the Crisis Communication plan will be prioritised
			
			Reduced Human resource: Penlee House – ~~long notice period to get VERM~~ extended notice period for
				~~3~~2	~~3~~2	~~6~~4

	Finance and General Purposes Committee					
Ref	**Risk/Trigger**	**Notes and Actions to Manage Risks**	**Current concerns**	**Impact**	**Likelihood**	**Score**
	productivity	• Equal Opportunities • Flexible Working • Grievance • Leave • Maternity, Adoption and Paternity • Safeguarding • Training and Development • Employee Assistance Programme in place • Regular staff appraisal scheme (PDR) • Leadership training is available to all line managers • Cover for sickness – overtime, schemes of delegation (action), redistribution of work, keyholders, first aiders/fire wardens • Action – emergency/business continuity plan	incoming staff member plus incidents of ~~in post. Increased~~ long and ~~medium~~short term sickness. L&A – long term sick in key leadership role. Shorted resources causing delays in further recruitment. Long serving staff approaching retirement age. Corporate Services – Increased long term and medium term absence. Increase in overall responsibilities due to general expansion Council Services.			

L&A Committee

Ref	Risk/Trigger	Notes and Actions to Manage Risks	Current concerns	Impact	Likelihood	Score
LA1	Harm caused by failure to ensure adequate Health and Safety	• Risk Assessments carried out for required activities • Fire risk assessment in place • H&S Advisory Service and annual audit provided by Worknest • Induction for all staff including documented safety checklist relevant to role. • Council property properly maintained and regularly inspected • Specific training provided as per risk assessment findings • H&S covered in team meetings • Regularly serviced machinery operated by qualified persons with up to date certification using correct PPE. • Permission must be sought from PZTC for any events on PZTC property being held by third parties with relevant Insurance and Risk Assessments produced and submitted to Safety Advisory Group of Cornwall Council where appropriate. • Adequately trained First Aiders in L&A team • All contractors provide method statements, risk assessments, hold valid accreditation and hold public liability insurance	No documented detailed H&S induction	4	2	8
LA2	Liability arising from operation of public parks including Penlee Park and all Council managed Play parks, Skate Parks and Open Spaces	• Recorded checks are in place of bins, litter, drugs, pathways and car park with any hazards removed or dealt with • Compliance with all legal requirements • Vehicles are locked and secured when not in use • Machinery is suitable, well maintained and securely stored, operated only by trained staff and with appropriate PPE • Regular checks and regular Service Risk Assessments carried out on Play equipment and facilities. • Insurance in place to mitigate cost of damage by vandalism • Repair budget in place annually ensures equipment is replaced within safe lifespan limits		4	2	8

L&A Committee

Ref	Risk/Trigger	Notes and Actions to Manage Risks	Current concerns	Impact	Likelihood	Score
LA3	Risk to public safety and public health linked to operation of public toilets	• Contract in place with Crystal Clear to ensure toilets are cleaned and maintained to ensure continued availability and good standards of cleanliness and hygiene. • Daily checklists completed to ensure established standards are maintained • Water management plans in place and adhered to. • Statutory inspection checklists in place and reported to the L&A Committee • Toilets are closed to allow for cleaning and making safe in the event of any dangerous substances including drug paraphernalia or bodily excretions LA3 • Opening hours have reduced the amounts of dangerous incidents late in to the evening • Risk Assessment in place with mitigations to manage risk of injury to users	Strategic review of public toilet provision is needed to inform decision on maintenance and refurbishment.	3	2	6
LA4	Inadequate fulfilment of duty to provide allotments	• Responsibility with RFO and L&A manager to maintain reserve funds and be watchful for land purchase opportunities • EMR is in place with funds should appropriate land become available, • Regular allotment inspections carried out to ensure allotment property is properly maintained in good order • Risk Assessments in place where required for activities carried out by staff at allotment sites (eg grass cutting and strimming) • Gates and perimeters are checked regularly and kept in good order to ensure plots are secure, any vandalism is reported to PZTC and to police. • Rules for safe use of chemicals and fire are outlined in the Allotment Holders Agreement	Lack of security of tenure of current sites.	3	2	6
LA5	Loss or liability resulting from provision of Summer Seasonal Flags	• Risk Assessments completed and reviewed where required • Regular inspection schedule in place • Contractor provides Risk Assessments and valid insurance documents for working at height and any other identified hazards		2	3	6

	L&A Committee					
Ref	**Risk/Trigger**	**Notes and Actions to Manage Risks**	**Current concerns**	**Impact**	**Likelihood**	**Score**
		• Staff / contractors trained in ladder use, IPAF and Manual Handling where required • Relevant financial regulations are applied for tendering and budget setting				

PENZANCE COUNCIL

Risk Management Strategy

CURRENT POLICY STATUS

Version: 2
Date of Approval: 9/11/2026
Approving Body: Penzance Council
Responsible Officer: Corporate Services Manager

VERSION HISTORY

DATE	VERSION
9/11/2026	2

NEXT REVIEW DATE: November 2028

Penzance Town Council

Risk Management Strategy

Risk is the threat that an event or action will adversely affect an organisation's ability to achieve its objectives and to successfully execute its strategies. Risk management is the process by which risks are identified, evaluated and controlled. Risk management is an essential feature of good governance. An organisation that manages risk well is more likely to achieve its objectives.

The effective management and mitigation of risk is a key issue for the success of any organisation or activity and it is important to understand the risks inherent in any decision. A structured approach to risk management can achieve this by enabling the decision to be made within a framework of better information about the potential outcomes of a particular course of action. Penzance Town Council has adopted a structured approach to risk management. This strategy is intended as guidance to the Council and ensure consistency across the growing range of activities the Council is engaged in.

Aims and Benefits.

The aim of this strategy is to develop a culture of risk awareness and risk management within the Council. It also provides a common approach to evaluating and managing risk. The strategy encourages transparency so that everyone in the Council can contribute. The Council expects the risk strategy to provide:

- Increased certainty and fewer surprises.
- Better management of threats to cost, time and performance.
- Better grasping of opportunities to improve services.
- More effective management of change.
- Better management at all levels through improved decision making.
- Clear ownership and accountability for the management of risk.
- Better value for money for the Council Tax payer.

Process

The overall process for the management of risk is set out at Appendix 1

Ownership

The Risk Strategy is owned by the Council and implemented through the offices of the Town Clerk.

Assessment of Risk

Each risk will be assessed in terms of its probability of occurrence and the potential impact on the Council. The following are the criteria by which each risk will be assessed:

Probability of Occurrence:

Category	**Probability**	**Possible indicators**
Almost certain (4)	>90%	Frequent occurrence
Likely (3)	>60%	Regular occurrence
Possible (2)	>10%	Occasional occurrence
Unlikely	<10%	Has never occurred

Evaluation of Impact:

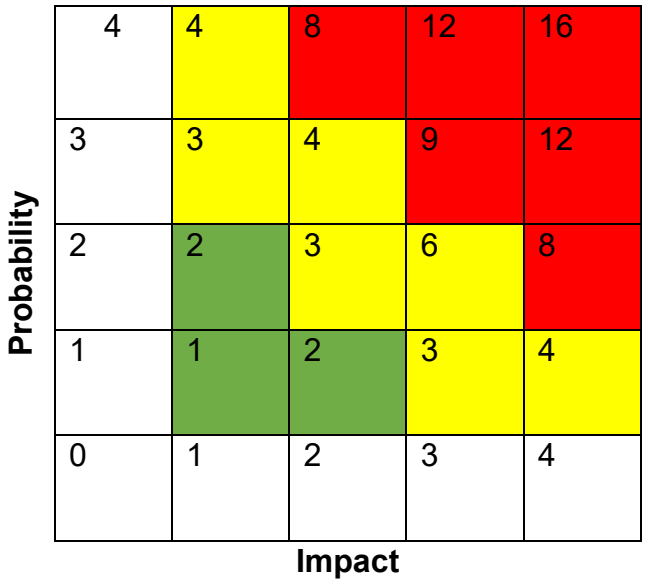
Impact on Performance	Risk Threat
Major (4)	Financial impact >£25,000. Fatality/disabling injuries to public or staff. Adverse national media attention. External intervention in management of the Council. Total service disruption. Extensive legal action.
Serious (3)	Financial impact >£15,000 Adverse local media attention. Extensive public complaints. Adverse comment by regulators or auditor. Significant service disruption. Failure to deliver targets or projects. Injuries to public or staff. Legal action against Council.
Significant (2)	Financial impact >£5,000 Adverse service user complaints. Service disruptions. Minor injuries or near misses (staff and public).
Minor (1)	<£5,000 financial impact Isolated complaints/minor service disruption.

Priority Ranking:

The ranking of an individual risk is the product of assessed probability and impact.

Risk Matrix:

The risk, using the above impact and likelihood gradings, can then be plotted onto the risk matrix and its classification identified:



Roles and Responsibilities.

Risk management is only considered to be truly embedded in an organization when it functions as part of the Council's day to day operations and decision making processes. In order for this to be achieved it is vital that clarity exists over roles and responsibilities of committees and individuals within the Council.

To ensure that this level of clarity exists, the Council has established a structure that shows how Members, Committees and Officers contribute to the overall risk management process.

Organisational structure:

Council	Monitor risk management activity Certification of the Council's Annual Statement on Internal Controls. Oversight of the Council's risk management policy and processes.
Finance & GP Committee	Ownership of risks associated with F&GP activities. Investigation of risk events and 'near misses' for F&GP activities. Assessment of risks associated with provision of new services. Identification of risks and appropriate mitigation strategies. Creation and maintenance of risk register entries for F&GP activities.
Leisure & Amenities Committee	Ownership of risks associated with L&A activities. Identification of risks and appropriate mitigation strategies. Creation and maintenance of risk register entries for L&A activities. Investigation of risk events and 'near misses' for L&A activities.
Arts and Culture	Ownership of risks associated with A&C activities.

Committee	Identification of risks and appropriate mitigation strategies. Creation and maintenance of risk register entries for A&C activities Investigation of risk events and 'near misses' for A&C Activities
Planning Committee	Ownership of risks associated with Planning Committee functions (if any). Identification of risks and appropriate mitigation strategies. Creation and maintenance of risk register entries for Planning activities. Investigation of adverse events and 'near misses'.
Town Clerk	Allocation of risk ownership to specific Council Officers. Administration of the Council's Risk Strategy and Risk Register. Advising Committees and Council on risk management matters.

APPENDIX 1

RISK MANAGEMENT PROCESS

Identifying Risks

Risks and opportunities may be identified at any stage and should be included in the Risk Register once identified. There are various techniques for engaging members and staff in the process of identifying risk. The list below is not definitive:

- Discussions with individuals, committees or panels and various levels of management.
- Checklists.
- Questionnaires.
- Learning from others (the auditor, other councils, other projects).

As risks are identified they are to be added to the Risk Register. Each risk must be described in terms of the source of the risk, the consequences if it happens and the effect it would have on the Council's activities or project as the case may be.

Risk Ownership.

Once a risk has been identified, it will be given an owner who is the person best able to manage the risk. The owner will be responsible for all aspects of the management of the risk or opportunity. The risk will also be assigned to a standing committee so there is oversight.

Risk Evaluation

Each risk will be evaluated in accordance with the evaluation process set out in this strategy. This information will be entered in the Risk Register. The process of scoring risks will result in the serious risks being given priority over lesser risks.

Risk Planning

The risks which have been identified during the evaluation as scoring 8 or above on the risk matrix will be transferred to the risk Action Plan.
A target score will be identified for each risk on the action plan taking into account the following risk responses:

- **Terminate**: An action that allows the risk to be avoided.
- **Treat**: An action that will reduce the impact and/or the probability of a risk.
- **Transfer**: Is there a stakeholder or another organisation better able to manage the risk?
- **Tolerate**: Accept the consequences if the risk occurs.

Review

The Risk Action plan will be reviewed by the Town Clerk on a quarterly basis and a meeting held with the Service leads to identify and review required actions to manage risks and achieve the target risk score.

Report and Monitor

The Risk Register will be presented to Penzance Council annually.

PENZANCE COUNCIL – 9 NOVEMBER 2026

REPORT FOR DECISION

FEES AND CHARGES REVIEW

Culture	Money & Decision Making	Places & Resilience	People & Wellbeing	Facilities & Open Spaces
				
	✓			

Recommendation:

1. The fees and charges which fall within the purview of the Arts and Culture Committee, as set out in Appendix 1 to this report, be adopted from 1 April 2027 and used to inform the draft budget for 2027/28.

2. The fees and charges which fall within the purview of the Leisure and Amenities Committee, as set out in Appendix 2 to this report, be adopted from 1 April 2027 and used to inform the draft budget for 2027/28.

Background:

Financial Regulations prescribe that fees and charges for Council services are reviewed annually.

All prices listed are inclusive of VAT where required, if the regulations change on VAT during the year, then these prices will be adjusted to reflect that.

The following areas of income are the responsibility of the Arts and Culture committee, and the recommendations from the budget holders responsible are set out at Appendix 1 to this report.

1. Exhibition Admissions

2. Education Workshops

3. Guided tours

4. Shop Discount

5. Café franchise fees
6. Image licence fees
7. Image reproduction fees
8. Commission on artwork
9. Penlee House events

The following areas of income are the responsibility of the Leisure and Amenities Committee, and the recommendations from the budget holders responsible are set out at Appendix 2 to this report.

1. Wellfield's Car Park – Daily Ticket
2. Wellfield's Car Park – Quarterly Permit
3. Allotment Charges
4. Penzance Football Club Rent
5. Penlee Park Tennis Club Ground Rent

The Finance and General Purposes committee does not currently have any activities that require fees and charges to be set.

Appendix 1 – Table of Fees and Charges – Arts and Culture Committee
Appendix 2 – Table of Fees and Charges – Leisure and Amenities Committee

Anna Renton
Director, Penlee House Gallery and Museum

Ben Brosgall
Leisure and Amenities Manager

Cameron Sil
Finance Manager

Table of Proposed Charges

Income	Current Charge	Proposed 27/28	Planned 28/29
Admissions charges	Adult: £8 18-26 years: £4 Under 18s: Free Penzance Pass holders: Free Friends of Penlee House: Free Art Fund Members: Free Museums Association/National Museum Directors Conference Members/SWFed members: Free Community participation groups: Free *50% discount on ticket prices during rehang period*.	*(no change)*	To be reviewed in 27/28
Education (school/further education/higher education) visits	Self-guided: Free Half day workshop – Penzance Council area schools: Free Half day workshop – Cornwall schools: £3 per student Half day workshop – outside Cornwall schools: £4 per student Full day workshop – Penzance Council area schools: Free	*(no change)*	To be reviewed in 27/28

	Full day workshop – Cornwall schools: £4 per student Full day workshop – outside Cornwall schools: £8 per student		
Guided tours	Public (11am Tue or Thu) – free with admission ticket Group (bespoke) - £60 plus admission ticket price per person	(No change)	To be reviewed in 27/28
Discount in shop	Penzance Council staff; Penlee House volunteers; Friends of Penlee House: 10%	(no change)	(no change)
Café franchise fees	8% on first £100,000 of turnover; 10% of the turnover between £100,001 to £200,000; 12% of turnover above £200,000; provided that the fee in each period of 12 months shall not be less than £20,000 per annum.	(No change, multi-year contract)	(No change, multi-year contract)
Image licence fees	The current fees are determined based upon image size, production run, UK/world rights and retail price (if any) for the publication. Penlee House licenses images directly and via Bridgeman Picture Library.	(No change)	To be reviewed in 27/28

Image reproduction	Sold in shop or via ArtUK – price based on size of reproduction	(No change)	To be reviewed in 27/28
Commission on Artwork	Artwork sold on display in the Coach House Café sold on a sale-or-return basis, with the Council receiving a percentage commission.	35% (+ any VAT due)	To be reviewed in 27/28
Events	Events run by Penlee House Gallery and Museum. This is a new experimental activity which has been trialled this year using external funding. Ticket prices to be calculated based on a minimum amount required to be sold to cover all costs, however a fixed profit margin is not appropriate to set yet until further events are held.	Ticket price to be determined on a per event basis to ensure break-even point has been met.	To be reviewed in 27/28, with a view of a minimum profit margin to be achieved per event (i.e., 10%).

Table of Proposed Charges

Income	Current Charge	Proposed 27/28*	Planned 28/29 (TBC)
Wellfields Car Park Daily Ticket (All Day)	£2.50	£3.00 as soon as possible post 1 April	To be reviewed in 27/28
Wellfields Car Park Quarterly Permit	£100.00	No change but planned to be discontinued.	*(to be discontinued)*
Allotment Charges	Variable based on size of plot and facilities available at the site.	-	-
Allotment Full Plot with water	£50	£52 *(+3.5% CPI)*	£54 *(+3.5% CPI)*
Allotment Full plot without water	£45	£47 *(+3.5% CPI)*	£49 *(+3.5% CPI)*
Allotment Half plot with water	£30	£31 *(+3.5% CPI)*	£32 *(+3.5% CPI)*
Allotment Half plot without water	£25	£26 *(+3.5% CPI)*	£27*(+3.5% CPI)*
Allotment Deposit	£60	*(No change)*	*(No change)*
Penzance Football Club	£5,500 (contractual rental)	-	-
Penzance Tennis Club Ground rent	£6,362 (contractual rental)	£6,585 *(+3.5% CPI)*	£6,815 *(+ 3.5% CPI)*

**Allotment charges and Tennis Club Ground Rent increase by the Consumer Price Index (CPI) for September applicable for the following rental year as per terms of agreements. The September 2026 CPI rate of 3.5%, has been applied to the current charges for the next financial year. New allotment tenancies commencing part-way through the year will be charged on a pro-rata basis up to the renewal date, calculated according to the number of months remaining in the rental year.*

PENZANCE COUNCIL – 9 NOVEMBER 2026

REPORT FOR DECISION

CO-OPTION POLICY

Culture	Money & Decision Making	Places & Resilience	People & Wellbeing	Facilities & Open Spaces
				
	✓			

Recommendation:

The Co-option Policy, as set out at Appendix 1 to this report, be approved and adopted.

Background:

The Local Council Awards Scheme requires that the Council has a published co-option policy in place. A Co-option Policy for Penzance Council has therefore been drafted in advance of any future application(s) to the Scheme being made.

The Policy, set out at Appendix 1 to this report, merely documents the process(es) required by legislation and that which has been followed by Penzance Council for a number of years.

It is therefore recommended that the Co-option Policy be approved and adopted.

Appendix 1 – Co-option Policy

Elliot Ridington
Democratic Services and Governance Manager

PENZANCE COUNCIL

Co-option Policy

CURRENT POLICY STATUS

Version: 1
Date of Approval:
Approving Body: Penzance Council
Responsible Officer: Democratic Services and Governance Manager

VERSION HISTORY (heading)

DATE	VERSION
28/10/2026	1

NEXT REVIEW DATE November 2028

Scope

This policy sets out the procedures Penzance Council has put in place to manage instances where it is required to fill vacancies on the Council by co-option.

Penzance Town Council is a council in England.
Its contact details are:

Penzance Council,
Penlee Centre, Penlee Park, Penzance, TR18 4HE

This policy is binding on all officers, Members and volunteers of Penzance Town Council ("The Authority")

Person Responsible

The Democratic Services and Governance Manager is responsible for the ongoing compliance with, and monitoring of, this policy.

No person within the authority shall deviate from this policy without written authorisation from the person responsible.

Overview

When a vacancy arises on Penzance Council it will be advertised on its noticeboards, website and social media channels for the statutory time period determined by legislation. If no requests for an election are made by at least ten electors of the ward in which the vacancy has arisen, or if the vacancy has arisen within the six-month period before the next ordinary election, an election will not be called and the Council may fill the vacancy by co-option.

Co-option is the process by which the Council selects a new Councillor to fill a vacancy by way of consideration at a Council meeting.

This Co-option policy details the procedure which will be enacted and is intended to demonstrate that it is fair and equitable.

Background

The co-option of a Penzance Councillor may occur in two instances:-

- Where an ordinary vacancy has arisen on the Council after the ordinary elections held every four years; and
- Where a casual vacancy has arisen on the Council and no poll has been called.

<u>Ordinary Vacancy</u>

An ordinary vacancy occurs when there are insufficient candidates to fill all of the seats on the Council at the ordinary elections held every four years. Any candidates who were nominated are automatically elected to the Council and any remaining vacancies are known as “ordinary vacancies”. Provided there are enough Councillors to constitute a quorum, the Council is usually able to use co-option to fill the vacancies.

<u>Casual Vacancy</u>

A casual vacancy occurs when:-

- A Councillor fails to make their declaration of acceptance of office at the proper time.
- A Councillor resigns.

- A Councillor dies.
- A Councillor becomes disqualified.
- A Councillor fails for six consecutive months to attend a meeting of the Council or to attend, as a representative of the Council, a meeting of an outside body, without a dispensation provided in advance by the Council.

Eligibility for Co-option

Any candidate must satisfy the following qualification categories in order to be eligible to fill a vacancy on Penzance Council:-

1. Be aged 18 years or older;
2. Be a British citizen, an eligible Commonwealth citizen, a citizen of the Republic of Ireland, a qualifying EU citizen or an EU citizen with retained rights;
3. Be registered as a local government elector for the Parish of Penzance; OR have, during the whole of the preceding twelve months, occupied as owner or tenant, any land or premises in the Parish; OR have had their principal or only place of work within the Parish during the preceding twelve months; OR have, during the whole of the preceding twelve months, resided in the Parish or within 4.8km thereof.

Ineligibility for Co-option

Any candidates will be ineligible to fill a vacancy on Penzance Council if any one of the following categories applies to them:-

1. They hold a paid office under Penzance Council;
2. They are subject to a bankruptcy restrictions order or interim order;
3. They have been sentenced to a term of imprisonment of three months or more (including a suspended sentence), without the option of a fine, during the preceding five years;
4. They have been disqualified under the Representation of the People Act 1983;
5. They are subject to the notification requirement of or under Part 2 of the Sexual Offences Act 2003; or
6. They have been convicted of an intimidatory criminal offence motivated by hostility towards a candidate, future candidate or campaigner or holder of a relevant elective office.

Co-option Procedure

In instances where it has been confirmed that a vacancy may be filled by co-option, the Council will advertise the vacancy for at least two weeks on its website, social media channels and the appropriate noticeboards.

Any interested candidates will be requested to respond, in writing, confirming their eligibility and providing their address and contact details, the reasons they wish to be considered for co-option and providing any relevant experience they might have.

Applications will then be considered at a Penzance Council meeting and all candidates will be invited to attend. The Agenda, containing all applications, will be circulated at least three clear days prior to the meeting. Any information provided by candidates, excluding personal contact details, will appear in the public domain as a part of the Agenda.

At the meeting, there will be an opportunity for each candidate to provide a five-minute verbal presentation on the theme of *'how would you best represent the people of the ward and what do you think should be the priorities of Penzance Council for the coming year?'*.

After presentations, Members may ask candidates a few questions before proceeding to vote. (If a candidate is unable to attend the meeting, this process will still take place and voting will be based on their application alone.)

The process will be carried out in the public session and there will be no private discussions between Members prior to a vote being taken.

As a part of the vote, each candidate will be proposed and seconded by the Councillors in attendance (as defined in Standing Order 2b). In cases where two or more persons are proposed, the vote will be taken by a written ballot of those Members present and eligible to vote.

In order for a candidate to be elected to the Council, it will be necessary for them to obtain an absolute majority of votes cast (Over 50% of the votes available at the meeting).

If there are more than two candidates and none receives an absolute majority in the first round of voting, the candidate with the least number of votes will be eliminated from the process. Further rounds of voting will then take place using this process until a candidate has an absolute majority.

Only Councillors present at the meeting may vote upon a person to fill the vacancy. Each Councillor may vote in favour of one candidate only during each round. If necessary, the Mayor may exercise the casting vote.

If present, a candidate who is co-opted will sign a Declaration of Acceptance of Office, including an undertaking to abide by the Code of Conduct, and may take office thereafter. If not present, a co-opted candidate will sign the Declaration of Acceptance of Office either before or at the next meeting of the Council.

Updates to this policy

This policy shall be reviewed every two years.

This policy was last updated on 28 October 2026.

PENZANCE COUNCIL – 9 NOVEMBER 2026

REPORT FOR DECISION

COMPLAINTS POLICY

Culture	Money & Decision Making	Places & Resilience	People & Wellbeing	Facilities& Open Spaces
				
	✓		✓	

Recommendation:

The revised Complaints Policy, as set out at Appendix 1 to this report, be approved and the document be adopted.

Background:

The updated Complaints Policy, set out at Appendix 1 to this report, provides a clear framework for complaints to be submitted to the Council.

To ensure the Complaints Policy remains accessible, clear and compliant with relevant legislation, research has been undertaken to support the development of a streamlined process for those wishing to make a complaint.

Matters that fall outside of the scope of the Policy are clearly identified and will not be considered by Penzance Council. Where a complaint cannot be accepted, the complainant will be advised of the reasons why and, where appropriate, directed to the relevant organisation or authority. Complaints accepted by Penzance Council will be investigated in accordance with the procedure set out in the Policy.

No additional costs will be incurred as a result of the updated Complaints Policy in the immediate or near future. Any officer time required to ensure compliance with the policy and to keep it up to date has already been accounted for within existing resources.

This updated Policy includes a Complaints Form, providing a standardised process for the submission and administration of formal complaints. This ensures that all necessary information is collected and compliance with the UK GDPR and the Data Protection Act 2018 is maintained.

Once received, all formal and informal complaints will be recorded in the Complaints Log to ensure consistent administration and oversight. The Log will remain confidential and will be monitored routinely by the Corporate Services Manager to identify trends, monitor recurring issues and highlight areas for service improvement.

It is recommended that the proposed Complaints Policy, as set out at Appendix 1 this report be approved and adopted.

Appendix 1 - Complaints Policy

Laura Prisk
Corporate Services Officer

PENZANCE COUNCIL

Complaints Policy

CURRENT POLICY STATUS
Version: 1
Date of Approval:
Approving Body: Penzance Council
Responsible Officer: Corporate Services Manager

VERSION HISTORY

DATE	VERSION
29/10/2026	1

NEXT REVIEW DATE:

In this document Council refers to Penzance Council, Councillors (or Members) refers to Councillors of Penzance Council and officer refers to members of staff.

Introduction

A complaint is an expression of dissatisfaction regarding the administration or procedures of the Council or services provided directly by it or by a contractor acting on its behalf which requires a response.

In accordance with the Local Government Act 1974, the Local Government and Social Care Ombudsman has no jurisdiction over town and parish councils in England. Consequently, there are no statutory mechanisms in place should complaints be made against these councils.

Therefore, if a person is dissatisfied with the standard of service they have received from Penzance Council, or they are unhappy about an action of lack of action taken by the Council, this complaints policy sets out how they may submit a complaint and how the Council may try to resolve it.

Scope

This policy applies to all complaints made to Penzance Council.

This policy covers all complaints regarding Council administration, procedures and services and may include complaints about an officer.

Penzance Council reserves the right to dismiss complaints if they are considered frivolous, vexatious, abusive or otherwise inappropriate and/or are not included within the scope of this policy.

Governance

This policy complies with the Equalities Act 2010 and the UK GDPR and Data Protection Act 2018.

Data Privacy and Security

Penzance Council will not disclose the identity, contact details, or any other personal data of a complainant unless the individual has provided consent, or such disclosure is lawful and appropriate under the Data Protection Act 2018.

The complainant's identity will only be shared with those officers who need access to the information for the purpose of investigating, managing or resolving the complaint. In instances where a complaint is made regarding the conduct of an officer, the identity of that complainant will not be shared with the officer in question unless absolutely necessary to allow them to provide their own account of the incident and will only be shared with the consent of the complainant.

The Complaints Log will remain confidential, with access restricted to officers responsible for investigating the complaint(s).

Informal Complaints

Informal complaints may be made by telephone, email or in person at the Penzance Council office. Complaints received through this route will be handled by the officer best placed to deal with the matter, considering the nature of the complaint.

It is anticipated that most complaints can be resolved through the informal process. However, where a complaint cannot be resolved informally, the complainant may pursue the matter through the Council's formal complaints procedure.

Formal Complaints

Formal complaints must be submitted in writing using the Council's complaints form and clearly marked "Confidential – Formal Complaint". Complainants who require the form in an alternative format are encouraged to contact the Council for assistance.

Upon receipt of a formal complaint, the Council will follow the complaints procedure set out in this policy.

Exemptions from this Complaints Policy

Penzance Council will consider all complaints unless there is a valid reason not to do so. Each complaint will be assessed on its own merits. However, the following matters

fall outside the scope of this Complaints Policy and will not be considered under this procedure:

- Complaints regarding the handling of Freedom of Information requests.
- Complaints about the conduct of elected Members.
- Complaints about other organisations / businesses within Penzance Parish
- Complaints about other Councils
- Anonymous complaints (unless there are clear and compelling reasons to do so).
- It has been more than twelve months since the subject of the complaint occurred.
- Reports of criminal activity.

Complaints against the conduct of elected members are governed by the Members Code of Conduct and should be submitted to the Monitoring Officer at Cornwall Council. Where Penzance Council receives a complaint relating to the conduct of a Member, the complainant will be advised that it cannot be considered by Penzance Council and must be submitted to the Monitoring Officer.

If Penzance Council decides not to accept a complaint under this policy, the complainant will be provided with an explanation setting out why the matter is not suitable for the complaints process.

Complaints Procedure

Acknowledgement

All valid formal complaints will be acknowledged in writing within two business days of receipt. The acknowledgement will confirm that the complaint has been received and outline the next steps in the process.

The complaint will be reviewed and assigned to the most appropriate member of the Corporate Management Team for investigation and response.

Where a valid complaint relates to the Town Clerk, it will be referred to the Corporate Services Manager and/or Democratic Services and Governance Manager who will arrange a meeting of the Personnel Committee to consider the matter.

Response

Complainants should receive a written response detailing the outcome of their complaint within twenty working days of the acknowledgement being issued.

In exceptional circumstances, it may not be possible for the Council to provide an outcome within twenty working days. Where this occurs, the complainant will be informed of the delay and provided with an updated timescale for a response.

During the investigation, the investigating officer may contact the complainant to request additional information or clarification where necessary to support a thorough consideration of the complaint.

Outcomes and Remedies

The investigating officer will notify the complainant in writing of the outcome of the investigation and any action the Council proposes to take as a result of the complaint.

All complaints received will be recorded in the Complaints Log. The Log will be reviewed regularly by the Corporate Services Manager to ensure compliance with the Complaints Policy, identify trends and implement improvements to service areas.

Appeals

If the complainant remains dissatisfied with the outcome of the complaint, they may request that the matter is reviewed by the Town Clerk. If the Town Clerk undertook the initial investigation, they may request that the matter is reviewed by the Personnel Committee. If the Personnel Committee undertook the initial investigation, they may request that the matter is reviewed by Penzance Council.

Training and Awareness

Officers responsible for handling complaints should receive appropriate training. Training should include complaint handling procedures, effective communication, confidentiality, data protection requirements and equality and diversity awareness.

Compliance

All formal complaints must be dealt with in line with this policy.

Review

This policy will be reviewed and updated every two years.

Contact

Penzance Town Council
Penlee Centre,
Penlee Park,
Penzance,
TR18 4HE
01736 363405
info@penzance-tc.gov.uk

Monitoring Officer
Floor 4 North Wing,
New County Hall,
Treyew Road,
Truro,
TR1 3AY
councillorcomplaints@cornwall.gov.uk

PENZANCE COUNCIL

STRICTLY PRIVATE AND CONFIDENTIAL

COMPLAINTS FORM

COMPLAINANT DETAILS

Name of Complainant	
Address	
Contact Number	
Email	

COMPLAINT DETAILS

Please select (if known) which department your complaint relates to:

Leisure & Amenities	
Corporate Services	
Finance	
Democratic Services & Governance	
Penlee House Museum & Gallery	

Date of Incident		Time of Incident	
Location of Incident			
Subject of the Complaint			
Summary of Complaint			

COMPLAINT OUTCOME

As a result of making this complaint, is there any outcome you would like?

☐ Yes ☐ No

If yes, please provide details:

Privacy Notice:

Penzance Council takes your privacy seriously. All of the information you provide on this form will be treated as confidential and securely processed and stored in accordance with our Data Protection Policy which is available to download on our website: www.penzance-tc.gov.uk/download/data-protection-policy/ or you can contact our office for a hard copy – Email: info@penzance-tc.gov.uk or Tel: 01736 363405

I can confirm that:

☐ I understand how my data will be processed and stored and therefore give my explicit consent for Penzance Council to hold my data in accordance with its Privacy Policy.

(If you do not tick the box above and provide your explicit consent, Penzance Council will be unable to process this complaint).

Complainants Signature	
Date	

Complaints Log

Received			Complainant		Acknowledgement			Complaint	Response		Resolution	Appeal			Appeal		
Date	Officer	Contact Method	Name	Contact details	Assigned Officer	Due	Sent	Details	Due	Sent	Details	Received Date	Acknowledgement Due	Acknowledged	Officer / Panel	Response Due	Response Sent