Cyngor Tref y Trallwng | Welshpool Town Council

Welshpool Town Council, The Vicarage Gardens, Welshpool, SY21 7DD
Tel: 01938 553142 Email: office@welshpooltowncouncil.gov.uk

Agenda & Summons
Audit Committee - 13/03/2026 2:00pm

9th March 2026

To: Councillor(s) Alison Davies (Chair), Dr Ben Gwalchmai, Carol Robinson, Estelle Bleivas, Phil Owen, Phil Pritchard (Vice Chair), Richard Church

Dear Councillor,

You are hereby summoned to attend a meeting of the Audit Committee of Welshpool Town Council which will be held on Friday 13th March 2026 in the Council Chamber, Welshpool Town Hall at 2:00pm to transact the business outlined below.

Yours sincerely,

Richard T Williams LLB (Hons)
Town Clerk, RFO & Proper Officer

Please note that this meeting will be recorded and broadcast online. In accordance with the Local Government and Elections (Wales) Act 2021, this meeting is available to attend by remote means. Please visit https://us02web.zoom.us/j/82133559217?pwd=JjP6yOGDelkO3Jb1q498S4FNmG1ZuR.1 to join online or use Zoom Meeting ID 821 3355 9217 and passcode 990070.

Agenda

1. WELCOME, CODE OF CONDUCT AND APOLOGIES FOR ABSENCE

To welcome Councillors and members of the public, to remind attendees to show respect for all throughout the meeting in line with the obligations of the Code of Conduct, and to receive, and if desired, resolve to approve any apologies for absence. [Section 4(b), Code of Conduct; Section 85(1), Local Government Act 1972]

2. DECLARATIONS OF INTERESTS AND DISPENSATIONS

To receive and resolve if desired, declarations of interest and relevant dispensations. [Part III, Local Government Act 2000]

[Appendix A]

3. PUBLIC PARTICIPATION

To receive members of the public who wish to address the meeting, in respect of any item of business included in the agenda. No resolutions may be made under this item and should relate only to matters of Council policy or practice, and not individual affairs of the questioner or any other named person. [Para. 27A, Sch 12, Local Government Act 1972]

4. MINUTES AND MATTERS ARISING

4.1. Previous Minutes

To approve and sign as a correct record, the minutes from the meeting of the Audit Committee on 16/01/2026. [Para. 35(1), Sch 12, Local Government Act 1972]

[Appendix B]

4.2. Matters Arising

To report for information purposes only matters arising from the Audit Committee on 16/01/2026.

5. RISK REGISTER

To consider the Council's Risk Register and to recommend any changes to Full Council.

[Appendix C]

6. EVALUATION OF SERVICES - TOURIST INFORMATION CENTRE

To consider the report on the evaluation of the TIC (Cllrs Davies & Bailey).

[Appendix D]

7. ITEMS FOR FUTURE AGENDA & DATE OF NEXT MEETING

To receive items for consideration by the Town Clerk for future agendas and to note that the next meeting of Audit Committee will be TBC.

Appendix A

Cyngor Tref y Trallwng | Welshpool Town Council
Declaration of Interests Flowchart

What matters are being discussed at the meeting?

Personal Interest

Do any relate to my interests?

A Does it affect my entries in the Register of Interests?

OR

B Does if affect the well being or financial position of me, my partner, my relatives or my friends or my, my partner's, my relatives' or my friends':

- jobs, employers or businesses;
- companies in which I or they are a director or where I or they have a shareholding of more than £5,000 (nominal/face value);
- business partnerships; and
- the following organisations where I or they hold a position of general control or management:
  - other bodies where I or they represent the authority;
  - other public authorities;
  - companies, industrial and provident societies and charitable bodies;
  - bodies whose main purpose is to influence public opinion or policy; and
  - trade unions or professional associations

More than other people in the authority's area?

NO → **You can participate in the meeting and vote**

YES

You may have a personal interest in the matter

→ **Disclose the existence & nature of your interest**

Prejudicial Interest

Would a member of the public – If he or she knew all the facts – reasonably think that personal interest was so significant that my decision on the matter would be affected by it?

NO → **You can participate in the meeting and vote**

YES

You may have a prejudicial interest →

This matter relates to:

- another authority of which I am a member;
- another public authority in which I hold a position of general control or management;
- other bodies where I represent the authority;
- statutory sick pay where I am in receipt of, or are entitled to, such pay from my authority; or
- allowances or payments made under sections 141-160 of the Local Government (Wales) Measure 2011

And, considering whether or not it is appropriate I participate in the decision making, do I regard myself as not having a prejudicial interest?

YES → **You can participate in the meeting and vote**

NO → **Also, withdraw from the meeting by leaving the room or chamber. Do not try to improperly influence the decision**

……..TOWN/COMMUNITY COUNCIL

LOCAL GOVERNMENT ACT 2000

MEMBERS' CODE OF CONDUCT –PARAGRAPH 11 (4)
PARAGRAPH 14 (3) (b) (ii)

NOTIFICATION IN RESPECT OF:-
(1) PERSONAL INTEREST ORALLY DISCLOSED AT MEETING
[(2) DISPENSATION RELIED UPON AT MEETING]

1.	**NAME OF MEMBER:**	

2. DATE AND DETAILS OF MEETING AT WHICH ORAL DISCLOSURE OF PERSONAL INTEREST MADE:

DATE:	
MEETING:	

3. AGENDA ITEM NUMBER AND BUSINESS TO WHICH THE PERSONAL INTEREST RELATES :

AGENDA ITEM:	
BUSINESS CONSIDERED:	

4. DETAILS OF PERSONAL INTEREST
(Insert ALL category number(s) referred to in the accompanying guidance notes that apply together with any Additional Detail): If this involves SENSITIVE information give details of the agreement of the Monitoring Officer allowing you to simply disclose the EXISTENCE of the interest

5. PREJUDICAL INTEREST

Complete sections (a), (b), (c) and (d) in the box below by deleting those sections and words in square brackets as appropriate.

The personal interest detailed in Section 4 above:- **[(a) Is NOT a prejudicial interest because the business concerned relates to [another relevant authority of which I am also a member] [another public authority or body exercising functions of a public nature in which I hold a position of general control or management] [a body to which I have been elected, appointed or nominated by my Council] [my role as a non LEA School Governor and the business does not relate to my school] [my role as a member of the Local Health Board] AND the business does not relate to the determination of any approval, consent, licence, permission or registration]** **[(b) Is NOT a prejudicial interest because (under the objective, public perception test in Paragraph 12 (1) of the Members' Code of Conduct) it WOULD NOT be regarded as so significant that it is likely to prejudice my judgement of the public interest].** **[(c) Is NOT a prejudicial interest because the business relates to a grant, loan or other form of financial assistance to community or voluntary organisations up to £500].** **[(d) IS ALSO A PREJUDICIAL INTEREST because (under the objective, public perception test in Paragraph 12 (1) of the Members' Code of Conduct) it WOULD BE regarded as so significant that it is likely to prejudice my judgement of the public interest].**

6. IF YOU HAVE A PREJUDICIAL INTEREST IN RESPECT OF WHICH YOU HAVE THE BENEFIT OF A DISPENSATION GRANTED BY THE STANDARDS COMMITTEE/SUB-COMMITTEE YOU MUST ALSO COMPLETE THE BOX BELOW.

DATE OF MEETING OF THE STANDARDS COMMITTEE/SUB-COMMITTEE	
EXACT WORDING OF DISPENSATION **[As an alternative you may simply attach the letter (or a copy) from the Standards Committee/Sub-Committee notifying you of the grant of dispensation]**	

7. DATE AND SIGNATURE:

DATE:	
SIGNATURE:	

This written notification, fully completed, dated and signed must be given BEFORE or IMMEDIATELY AFTER the close of the meeting to the Clerk.

Appendix B

Cyngor Tref y Trallwng | Welshpool Town Council

Welshpool Town Council, The Vicarage Gardens, Welshpool, SY21 7DD
Tel: 01938 553142 Email: office@welshpooltowncouncil.gov.uk

DRAFT

Minutes of the Audit Committee held on 16/01/2026 2:00pm in Council Chamber, Welshpool Town Hall.

PRESENT:

Councillor Alison Davies (Chair)
Councillor Dr Ben Gwalchmai
Councillor Phil Owen
Councillor Phil Pritchard

Apologies for absence:

Councillor Carol Robinson
Councillor Estelle Bleivas
Councillor Richard Church

Absent:

Also in attendance:

Councillor Morag Bailey
Richard Williams - Town Clerk & Responsible Finance Officer

AU160126/1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair welcomed all to the meeting. Apologies were recieved from Cllrs Richard Church, Estelle Bleivas and Carol Robinson.

AU160126/2. DECLARATIONS OF INTERESTS AND DISPENSATIONS

None.

AU160126/3. PUBLIC PARTICIPATION

None.
Cllr Morag Bailey joined the meeting.

AU160126/4. MINUTES AND MATTERS ARISING

AU160126/4.1 Previous Minutes

RESOLVED
To approve the minutes from the meeting of the Audit Committee on 12/12/2025.

WTCM447 - Proposed by Cllr Phil Owen, seconded by Cllr Dr Ben Gwalchmai

AU160126/4.2 Matters Arising

All matters still awaiting Full Council approval at the end of this month.

AU160126/5. FINANCE & GOVERNANCE TOOLKIT - SECTIONS A & B

The Town Clerk and members discussed each point of the Finance & Toolkit and confirmed that all aspects were in place, except:

D3 - schedule of meetings - explore adding all dates to list which can be circulated
D8 - agendas for public - explore if printing agendas for members of the public who attend is appropriate
D15, D16, D17, D18, D19, D20, D21, D22 - data protection/privacy/information management - review the location of these policies
D23 - accessible website - test the new website to see if accessible
D24 - business continuity - a plan requires preparing
D25 - emergency plan - see if PCC will work with us on producing local emergency plan
D32 - stress risk assessment - check if contained within the Stress Management Policy
E3 - written accounting procedures - produce a written guide to procedures
E11 - internal auditor - Town Clerk to explore alternative IAs
E13 - examination prior to submission of Annual Return - Town Clerk to ensure that Audit and F&G review before Full Council approval
E16 - copy of Auditors report - ensure that Audit get copy
B11 - staff code of conduct - Town Clerk to ensure that all staff get a copy
B12 - policies - Town Clerk to check with officers on progress

Cllr Phil Pritchard left the meeting prior to the conclusion of this item.

RECOMMENDED
To update the Finance & Governance Toolkit with the comments made and to progress the actions.

WTCM448 - Proposed by Cllr Alison Davies, seconded by Cllr Phil Owen

AU160126/6. EVALUATION OF SERVICES

The Town Clerk explained that the next evaluation of services task should be Sports Pitches however recommended that TIC should be next and the review should conclude before the end of the financial year.

RECOMMENDED
For Cllrs Alison Davies and Morag Bailey to conduct the next evaluation of services exercise on the Tourist Information Centre and to report back before the end of the financial year.

WTCM449 - Proposed by Cllr Alison Davies, seconded by Cllr Dr Ben Gwalchmai

AU160126/7. DATE OF NEXT MEETING

The next date of the Audit Committee will be on the 13th March 2026 at 2pm.

The meeting finished at 15:45.

Signed: Dated:

Councillor Alison Davies (Chair)

Decision/Action Log

ID		Assigned
WTCM447	**RESOLUTION** **AU160126/4.1 Previous Minutes** To approve the minutes from the meeting of the Audit Committee on 12/12/2025.	Town Clerk & Responsible Finance Officer
WTCM448	**RECOMMENDATION** **AU160126/5 Finance & Governance Toolkit - Sections A & B** To update the Finance & Governance Toolkit with the comments made and to progress the actions.	Town Clerk & Responsible Finance Officer
WTCM449	**RECOMMENDATION** **AU160126/6 Evaluation of Services** For Cllrs Alison Davies and Morag Bailey to conduct the next evaluation of services exercise on the Tourist Information Centre and to report back before the end of the financial year.	Town Clerk & Responsible Finance Officer

Appendix C

Cyngor Tref y Trallwng | Welshpool Town Council

Risk Register

The Council's Risk Register is part of the financial, administrative and risk control and forms part of the Council's Governance arrangements in accordance with the Public Audit (Wales) Act 2004 and associated regulations.

The Risk Register is used as part of the internal control arrangements of the Council and is reviewed annually at the Annual Meeting. The Risk Register does not eliminate risk, but allows the Council to treat or mitigate any risks which it has identified. The Risk Register protects the Council and its employees, assets, liabilities and reputation against potential risks.

Methodology

Risk can be reduced or controlled in two ways. Reducing the probability of a risk becoming an incident and reducing the consequences of the incident.

Risks are assigned a rating – acceptable, managed or unacceptable. Risks deemed managed or unacceptable will require action. The ratings are 6-9 – unacceptable; 3-5 – managed; and 1-3 - acceptable.

ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
Buildings and Assets										
30	Assets - Gifts	Acceptance is unlawful	1	3	3	Town Clerk to verify and advise on lawfulness	Town Clerk	1		23/04/25
24	Buildings and Structures	Risk or damage to property or individuals	2	3	6	Review adequace of public liability insurance and dangerous and unsafe buildings and sites removed/sealed off	Staff	5		23/04/25

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
25	Buildings and Structures	Loss or damage	2	3	6	Town Clerk to ensure adequate records held and all asset registers regularly reviewed and updated. Weekly checks undertaken by Ops Team. Reported back to Council via committee	Town Clerk/Staff	5		23/04/25
26	Buildings and Structures	Lack of maintenance	2	3	6	Major project to modernise town hall underway. Ops Team to manage appropriate repairs. Council to provide repairs and maintenance budgets	Council/Staff	5		23/04/25
27	Buildings and Structures	Lack of budget planning for lifecycle of leases	2	3	6	Ensure that budgets reflect the end position on leases to ensure that leases/buildings are handed back as required	Council/Staff	5	Motte & Bailey lease will require making good site - expires in 2038	23/04/25
22	Land	Risk or damage to property or individuals	2	2	4	Review adequace of public liability insurance and dangerous and unsafe land sealed off	Staff	2		23/04/25
23	Land	Loss or damage	1	3	3	Town Clerk to ensure adequate records held and all asset registers regularly reviewed and updated. Weekly checks undertaken by Ops Team. Reported back to Council via committee	Town Clerk/Staff	2		23/04/25

ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
28	Plant	Risk or damage to property or individuals	1	2	2	Review adequace of public liability insurance and dangerous plant not used/sealed off	Town Clerk/Staff	1		23/04/25
29	Plant	Loss or damage	1	2	2	Weekly checks undertaken by Ops Team. Reported back to Council via committee	Staff	1		23/04/25
20	Playground and equipment	Loss or damage	2	2	4	Annual RoSPA check on all playground equipment. Ops Team are trained at low level repairs and weekly inspections of all playparks undertaken. Reported back to Council via committee	Staff	2		23/04/25
21	Playground and equipment	Risk or damage to property or individuals	2	2	4	Review adequace of public liability insurance and dangerous and unsafe equipment removed/sealed off	Staff	2		23/04/25
Business Continuity										
54	Organisation	No structure in place for business continuinty	1	3	3	Review appropriate policies and working arrangements. Learn from lessons from Covid-19	All	1		23/04/25

ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
55	Organisation	Major incident e.g. flooding, civil unrest, fire, bomb	1	3	3	Review appropriate policies and working arrangements. Keep up dated with Powys Emergency Planning	All	1		23/04/25
Finance										
14	Allowances	Incorrect payment of allowances	1	1	1	Council to review all council allowances at Annual Meeting in line with IRPW report. Town Clerk to monitor expenditure	Council/Town Clerk	1		23/04/25
31	Audit	Failure to meet audit timetable and requirements	1	3	3	RFO to advise on timetables and gathering documentation. Internal audit annually along with external audit. Council to approve annual return	Council/Town Clerk/RFO	1		23/04/25
5	Cashflow	Management of cash flow	2	3	6	Look at investments and take regular advice from RFO. Cashflow and reserve reports to council meetings monthly.	Council/RFO	5		23/04/25
15	Direct Costs	Supplier fraud	2	2	4	RFO to check all invoices before approval. Council to approve all payments before sending	Council/RFO	3		23/04/25

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
16	Direct Costs	Payment is wrong or to wrong party	1	3	3	Councillors who are bank signatories to check payments before approval. RFO to check before entering payments	Councillors/RFO	2		23/04/25
17	Direct Costs	Invoice incorrectly calculcated	1	2	2	RFO to check arithmetic on invoices and review ledger to ensure correct	RFO	1		23/04/25
19	Election Costs	Big increase in precept at election years	1	2	2	Council to build into each annual budget an appropriate sum to spread out cost of elections to mimimise big rise in precept	Council/Town Clerk	1		23/04/25
18	Expenditure	No power to pay or no evidence agreement to pay	3	3	9	Council to agree all spending via resolution and minuted appropriatly. Town Clerk to provide advice on legal powers to commit expenditure	Council/Town Clerk	3	Historical payments made without approval and powers	23/04/25
8	Grants and borrowing	Grants not received when due	1	1	1	All staff when making claims to check as required - report to Council as part of project updates	Staff	1		23/04/25
9	Grants and borrowing	Repayments not made when due	1	3	3	Cashflow to be managed to prioritise contractual and legal obligations	RFO	3		23/04/25

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
32	Insurance	Inadequace insurance cover	1	3	3	RFO to advise on adequace of cover and Council to review annually	Council/RFO	1		23/04/25
6	Other income	Insufficient inome generation	2	3	6	Council to explore income and regularly review based on reports provided.	Council/Town Clerk/RFO/Staff	5	Need to maximise income generation where possible	23/04/25
7	Other income	Cash handling	1	2	2	Council to seek to limit reliance on cash but will be difficult with limited means of banking and lots of activities are cash based	Staff	2	Need to ensure that proper procedures in place for counting, handling and storage	23/04/25
2	Precept Income	Precept request not submitted	1	3	3	Council to resolve prior to deadline and RFO to dispatch	Council/Town Clerk/RFO	2		23/04/25
3	Precept Income	Not paid by billing authority	1	3	3	Town Clerk and RFO to confirm receipt of payments to appropriate committee	Council	2		23/04/25

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
4	Precept Income	Adequacy of precept and budget	1	3	3	Council to ensure that annual budget reflects previous and anticipated spend and also includes provision for reserves and unexpected expenditure	Council/Town Clerk/RFO	2	Training for councillors and staff on government finance	23/04/25
10	Reserves	Depletion and use of reserves below strategy balance	2	3	6	Council to review reserve balance each month	Council/RFO	5		23/04/25
33	Staff	Fraud or loss of cash through theft or dishonesty	1	3	3	Council to ensure adequate fidelity insurance. Staff policies and monitoring	Council/Staff	1		23/04/25
11	Staffing Costs	Salary not paid or paid wrongly	1	2	2	Council to receive updates on salaries and payments via appropriate committee. RFO to check national scales	Council/RFO	1		23/04/25
12	Staffing Costs	Tax not paid or wrong tax paid	1	2	2	RFO to keep payroll updated based on HMRC notifications	RFO	1		23/04/25
13	Staffing Costs	Pensions not paid or paid wrongly	1	2	2	RFO to keep payroll updated	RFO	1		23/04/25
61	Unaffordability	Unaffordability of the quintennial building survey	2	3	6	Council to review costs at budget setting and focus on priority urgent works	Council/Town Clerk	6		14/10/25

ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
Governance										
42	Computer records or website	Loss or corruption of electronic records	1	3	3	Town Clerk to ensure records are backed up, shared drive and up to date IT equipment is budgeted for	Town Clerk	1		23/04/25
43	Computer records or website	Theft, loss or corruption via internet intrusion/cyber crime	1	3	3	Training for all staff on appropriate cyber scams and files backed up	Staff	1		23/04/25
37	Councillors	Conflict of interest	1	3	3	Councillors to be aware of Code of Conduct. Town Clerk to advise annually on interests and recording	Councillors/Town Clerk	1		23/04/25
53	Elections	Changes in membership results in different priorities	1	3	3	Council to approve strategic plan which sets direction and priorities for the entire term	Council	1		23/04/25
41	Financial records and controls	Inadequate processes	1	3	3	Regular checks and reviews of processes. Processes reviewed annually via audit process	Staff	1		23/04/25
62	IT/Cyber Failure	IT or cyber failure results in the loss of records, uptime or council systems.	1	3	3	Town Clerk to ensure records are backed up, shared drive and up to date IT equipment is budgeted for	Town Clerk	1		25/02/26

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
34	Legal Powers	Illegal activty or payment	1	3	3	Training for councillors and Town Clerk as to legal powers. Town Clerk to advise prior to decision making	Council/Town Clerk	1		23/04/25
35	Legal Powers	Statutory requirements and duties missed	1	3	3	Town Clerk to review procedures and processes and keep up to date	Town Clerk	1		23/04/25
36	Legal Powers	Decision making without authority	2	3	6	Town Clerk to advise on decision making authority. Councillors to keep up to date with training. Scheme of Delegation and appropriate Terms of Reference in place	Council/Town Clerk	3		23/04/25
40	Minutes	Accurate, signed and legal	1	3	3	Council to approve minutes at following meeting. Chair at that meeting to sign. Signed copies kept secure	Council/Chairs/Town Clerk	1		23/04/25
44	Protection of third parties	Damage to third parties via data protection breach due to actions by council/staff	1	3	3	Review adequace of public liability insurance and review of all policies relating to data protection. Training for all staff	Town Clerk/RFO	1		23/04/25

ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
38	Records - general	Theft or loss through fire or damage	2	2	4	Council to ensure that adequate filing facilities. All staff to keep records safe and in appropriate places	Council/Staff	2	Historical documents in Town Hall need sorting and archiving	23/04/25
39	Records - general	Non-compliance with statutory public access to records	1	3	3	Training for staff and provision of adequate website in line with statutory requirements	Town Clerk	1		23/04/25
Health and Safety										
45	All persons	Premises, equipment and building safety	2	3	6	Risk assessments undertaken and appropriate signage in place. Council to make decisions with regard to maintenance and appropriate works undertaken	All	5		23/04/25
46	All persons	Insufficient expertise	2	3	6	Commission third party professional Health and Safety advisors	All	3		23/04/25
47	All persons	Damage, loss, injury or fatality t persons	1	3	3	Review adequace of public liability insurance. Appropriate training. Council to make decisions in timely manner. Review of H&S policy annually	Council	2		23/04/25

ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
48	Buildings and Structures	Lack of compliance paperwork	1	3	3	Staff to ensure that all compliance paperwork is completed. Appropriate copies provided to Town Clerk for storage	Staff	1		23/04/25
Personnel										
49	Capacity	Insufficient staff capacity to deliver Council business	2	2	4	Council to ensure staffing capacity is appropriate with Town Clerk	Council/Town Clerk	3	Current down a member of staff in office	23/04/25
50	Capacity	Untrained or unskilled staff	1	2	2	Monitor training and development via annual appraisals. Training budget available to upskill	Town Clerk/Staff	1		23/04/25
51	Welfare	Loss of key personnel	2	3	6	Line managers to monitor staff hours, health, stress, training. Annual appraisals and regular 1-1s. Team Meetings. Town Clerk to keep Council updated	Council/Town Clerk	4		23/04/25
52	Welfare	Inability to deliver key services due to loss or long term absence	1	3	3	Line managers to monitor staff hours, health, stress, training. Annual appraisals and regular 1-1s. Ensure that workload is spread out in event of absence	Council/Town Clerk	2		23/04/25
Reputational										

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
58	Conduct	Misconduct, unprofessional behaviour, or social media misuse can reflect poorly on the council.	1	3	3	Code of Conduct training for councillors and appropriate training for staff.	All	1		22/05/25
59	Conflict between staff and councillors	Public or recorded tensions can project an image of dysfunction or poor leadership.	1	3	3	Clarify roles/responsibilities, enforce respect protocols, and seek mediation if needed.	All	1		22/05/25
60	Failure to Deliver	Repeated delays or cancellations may reduce community trust in the councilÃ¢â‚¬â„¢s capability.	2	3	6	Set realistic targets and communicate challenges early.	All	3		22/05/25
56	News & Media	Inaccurate, misleading, or critical reporting in local or national media may damage the council's reputation.	1	3	3	Maintain good relationships with local press, designate media spokespersons, and prepare reactive media statements.	All	1		22/05/25

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ID	Topic	Risk	Probability	Impact	Rating	Management or Control of Risk	Action	Residual Rating	Comments	Last Updated
57	Transparency	Poor record-keeping, opaque decision-making, or failure to respond to FOI requests may erode trust.	1	3	3	Maintain robust governance procedures and publish decisions/minutes promptly.	All	1		22/05/25

Appendix D

Service Review: Tourist Information Centre (TIC)- Carried out in February 2026

Reviewers: Cllr. Alison Davies, Cllr. Morag Bailey on behalf of the Audit Committee

*The 'Tourist Information Centre' name for the service was changed to 'Welshpool Information Centre' at the end of February 2026. The whole building at Vicarage Gardens contains both the Tourist Information Service and Welshpool Town Council offices. This review relates to the Tourist Information Service only. For clarity and due to timescales the term Tourist Information Centre (TIC) when referring to the service will be used in this report. Welshpool Information Centre (WIC) will be used when referring to the whole building. Welshpool Town Council (WTC) will be used when referring to the Council as whole.

1. Introduction

Legal Basis: The Council has a clear statutory basis to operate and support a Tourist Information Centre. Section 145 of the Local Government Act 1972 gives local authorities the power to do anything necessary or expedient for the provision, maintenance and encouragement of tourism.

The Tourist Information Centre also carries out retail activity, and the Council relies on Section 93 of the Local Government Act 2003. This allows charging for discretionary services, provided that the activity is operated on a cost-recovery basis and does not generate a profit overall.

History: The building and service were originally provided by Powys County Council until 2009 when they were transferred to Welshpool Town Council. Two of the staff members moved from PCC to WTC and still remain part of the team. One has been working in the TIC for twenty years and the other for nineteen and a half years; the third has been a team member for 8 years.

Part of the building was previously let to a taxi company. In 2024/25, following considerable capital works, office space was created and the Triangle House team moved into the WIC building in 2025. Until then the TIC team felt quite isolated from the day-to-day interaction and activities of the WTC team.

Strategic Plan: One of the themes of the 2025/2028 Strategic Plan includes: - Developing Welshpool as a place to visit. There is a clear link between the Tourist Information Service and the Strategic Plan. One of the actions in the plan is 'To review the TIC'. This review is part of that action.

2. Funding

As noted, this service cannot run at profit; however, it would be desirable, although not essential to work towards reaching a zero-profit balance.

The table below shows the income and expenditure for the TIC over the last 4 years. The increase in 2024/25 includes some areas of maintenance that relate to the Office/Toilet remodelling and not directly attributable to the TIC.

Table A. Overall income and expenditure

TD = 31/1/26	Income	Exp	Balance
2022/23	£57,667	£115,212	**£57,545**
2023/24	£63,290	£124,363	**£61,075**
2024/25	£62,623	£133,595	**£70,972**
2025/TD	£70,879	£123,964	**£53,082**

Table B: Income

TD= 31/1/26	Direct Sales	Bus/other Commission	Train Commission	Total
2022/3	£7,228	£13,186	£5,208	**£25,622**
2023/4	£2,909	£5,803	£5,577	**£14,289**
2024/5	£3,623	£8,480	£8,417	**£20,520**
2025/TD	£4,672	£7,190	£6,979	**£18,841**

The table above shows that income is making a significant contribution to the cost of delivering the service. Direct sales have increased over the last 2/3 years.

Table C. Salaries

Salaries		
2022/3	46,628	
2023/4	50,045	
2024/5	50,143	
2025/6	60,135	expected

Following the staffing review in 2025 salaries increased due to the identification of several anomalies, including an unbalance of a pay grades and the correction of pay for the hours worked by one member of the team. The increase also relating to the back-dated pay grade due to additional responsibilities in also managing the Meals on Wheels service but have been cost coded to the TIC the employee's substantive position. This will change in 2026/27 following the transfer the Meals on Wheels service to the Haven.

3. Current

The Centre benefits considerably from having a team of three very experienced and knowledgeable staff who understand their customer base and clearly enjoy their roles in

providing this service to the public. Each commented that they enjoy meeting people responding to queries and gain satisfaction by providing the best service they can.

The TIC is covered by 2 team members and one manager. There are currently no voluntary roles associated with the centre. Staffing is:-

Team Manager - 35 hours over 4 days; Team Member 1 - 28 hours over 4 days; Team member 2 - 21 hours over 3 days. Saturdays and Mondays are rotated between the two team members. The Centre is open between 9.30am and 4.30pm 6 days each week and is closed between 12.30pm to 1pm for lunch.

Services offered include Rail tickets and information; Coach travel and bookings; Fishing permits, advice and information. A coffee machine and a range of goods are available for sale including maps, handbags, jewellery, a range of gifts and accessories.

The regular tasks include: -

- Daily, mornings: log onto train system, check till float is correct, check post, check trains and National Express are running on time, check voicemail and emails.
- Daily, evenings: cash up, close down train system, complete all paperwork and documents.
- Selling rail tickets
- Complete Transport for Wales weekly data sheets
- All security bags for Securicor and pick up data and cash for TfW
- Advising on travel
- Selling National Express tickets
- Owen's Coach tickets and holidays
- Fishing permits for MAA
- Litter picking around the centre
- Bus timetables
- Sales
- Ordering/ purchasing stock, and brochures, visit trade fairs
- Providing information about the town, locations of certain places
- Providing information on walking and touring in Mid Wales
- Cleaning, stock maintenance and replacement, general housekeeping
- Cleaning inside and outside of WIC windows
- Selling poppies
- Processing payments for Market stalls, Town hall bookings, allotments
- Balance till
- Displaying and removing posters
- Flags on Flag poles outside
- Clean weeds from the pathway

- Fielding moans (not quite complaints) e.g., Councillor behaviour in meetings, lack of courtesy by staff or Councillors.
- Admin: checking invoices are correct, file on computer& folder, put stock on stocklist, transfer to following month's stocklist. Spreadsheets, publisher, posters etc. IT for Hub (and Allotments), previously MoW

General directions and advice

- Canal boat rides advice
- Library and Museum advice
- Help associated with addiction – drink, drugs
- Mental Health advice
- Laundrette advice
- Hospital, Doctors', Dentist
- Taxi numbers
- Direct people to PCC and provide phone numbers
- PCC carpark enquiries and go out and help them work the machine
- Places to eat, places to visit
- Garages, holiday parks
- Sports, clubs and groups, activities
- Churches
- Generally providing a welcoming and friendly environment
  (information provided by Team members)

4. Consultation

Consultation regarding the TIC was included in the Interim Strategic Plan Engagement Exercise undertaken in Autumn 2025. Most respondents did so online. It was not made clear in the question relating to value for money of the service that it cannot be profit making and the financial figures presented included inflated figures relating to the wider WIC building that did not relate to the TIC service.

In that engagement exercise the majority 63% responded positively, 35% felt the service should be maintained, while a further 28% believed that it should be maintained while encouraging volunteer support for the service. 22% supported relocating to a smaller space.

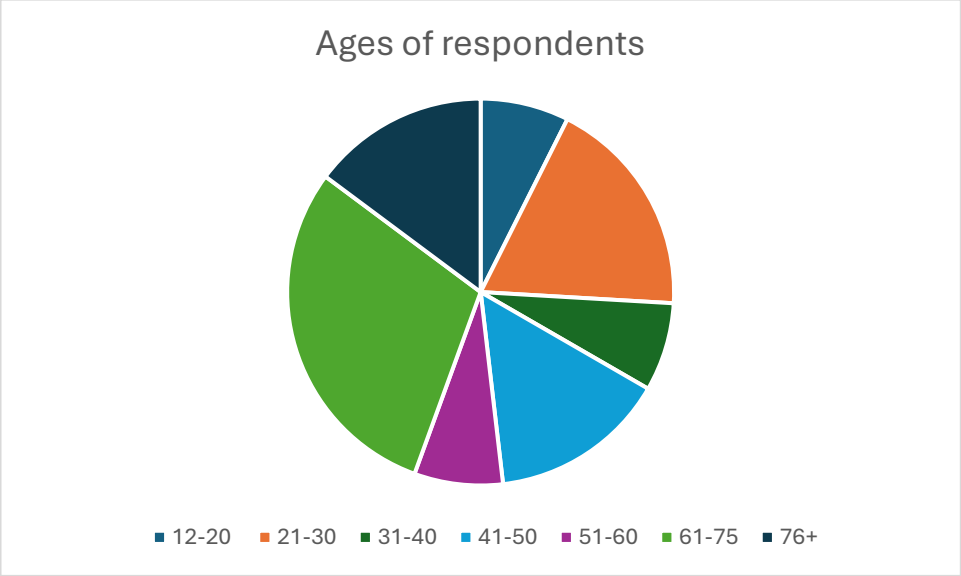
It should be noted that this consultation only went out to people who were resident in Welshpool.

Further details are available of pages 19-21 of ISP2025-2028 Engagement Results

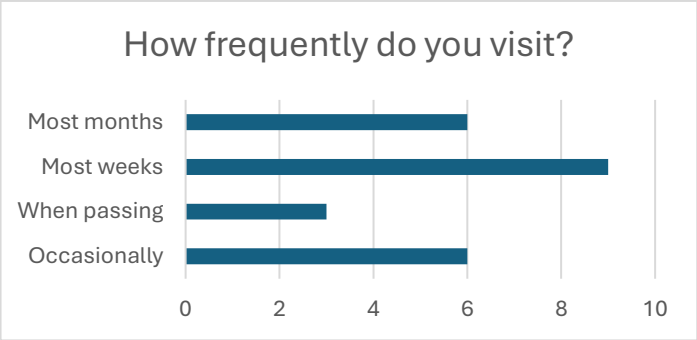
As part of this service review visitors to the TIC were invited to respond to a series of questions and had the opportunity to make any other comments. One person chose not to complete the questionnaire, but wrote comments on most aspects covered in the questions. The consultation was held during two weeks in February 2026; therefore, we would expect

the results to show a much higher response rate from local consultees rather than visitors compared to a consultation exercise in the tourist season. The results are consequently a snapshot in time. The main findings are below:-

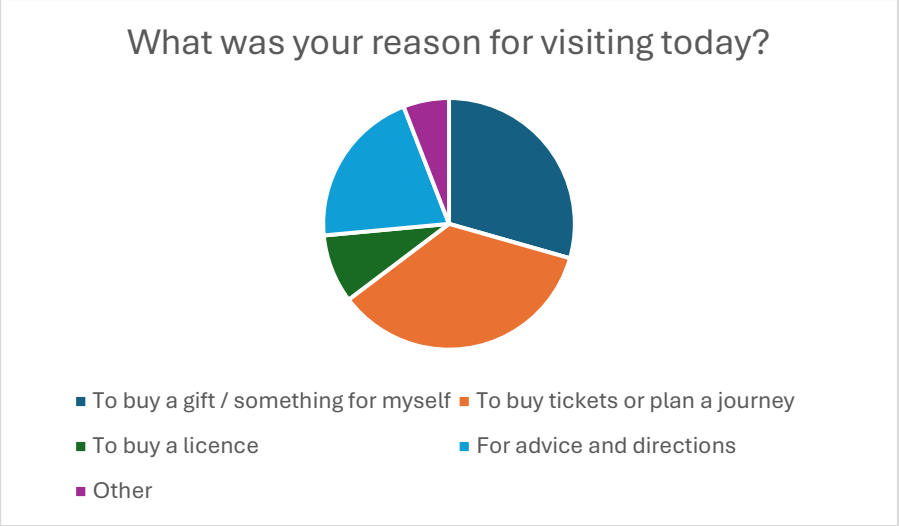
- There was an even balance between male and female respondents.
- There were a majority of respondents living and working in or near Welshpool rather than those from further afield but this was not significant.
- There is a diversity of ages using TIC



- The majority heard about TIC from the sign outside, with some learning from a friend
- A high proportion of respondents call in most weeks



- Almost everyone said that they appreciate the staff and personal service, over 50% found the services offered were useful, and they also like the goods available for sale.
- Reasons for visiting varied, but almost all found what they needed.



- Respondents were invited to score the service 0-5 with 5 being excellent. All respondents scored the visit as excellent
- We asked how they preferred to access the information available in TIC. The vast majority prefer face to face, whist a very few like digital and face to face. Nobody selected phone or just digital.

The Appendix contains the full results of the consultation.

5. Conclusions

The TIC benefits enormously from having courteous, very experienced and knowledgeable staff. The working hours should mean that every shift has a similar level of expertise and capacity; this needs to be confirmed so that any reduction in capacity does not impact on quality of service. Closing on a Sunday and for the lunch period may be a negative factor, particularly during the summer, busier periods, however current staffing levels and rotas will not facilitate extending opening hours.

The TIC should not show a financial surplus; however, the opportunity for reducing outgoings and increasing income generation to achieve nearer to a zero-balanced budget is an important factor which needs serious consideration to ensure that the services can be maintained.

The way the TIC operates subsidises a valuable service to the people of Welshpool either directly or through the Tourism service - which is part of Welshpool Town Council's Strategic Plan.

In the past the TIC team have felt excluded and isolated, but the team is far more positive under the new management and the change to Welshpool Information Centre, and feel that there is improved team working between the TIC team and the WTC office team. The challenge now is to extend that to the WTC operational team.

In general, the WTC team has been strengthened by the move to consolidate its staff under one roof; however, the remaining staff have been unable to benefit from the shared work base and this is impacting on the WTC team's cohesive work ethos.

6. Risks

- Succession planning: The TIC team are all highly knowledgeable and experienced. One of the team has indicated that she will be leaving WTC in a few months time. It will take time to build up the same level of knowledge and experience in any new team members.
- Retention of existing employees. While all employees clearly loved working at the TIC, there were tensions between the TIC team and the support they perceive they get from some of the Ops Team. This needs addressing.
- Reduction in income and increase in costs: As more service delivery goes online this could impact on the service income. The service needs to future proof itself through developing its sales offers, diversification and in other ways.
- Poor Communication: the improvement of communications throughout WTC needs to continue, to enable the TIC to provide the best service offer. Poor communication to smaller or larger extent has a negative impact on the aim to work as one team and damages the Council's reputation. This includes the communication of strategy, policy and training. Team members did not appear to know what was in the Strategic Plan that related to the TIC.
- The location of the TIC. There were responses in the ISP Autumn '25 engagement exercise, that the current location of the service restricts the number of people using the service as it is not centrally located and is difficult to access across a busy road.
- Not being a 7-day service and closed at lunch times during the holiday season. Information not available during these periods.
- Storage space: This was an issue for staff as the amount of storage space they had has been reduced. This has resulted in equipment being disposed of rather than stored.

7. Opportunities

- Volunteering opportunities within the WIC team that could also cover the TIC service. These would also show excellent experience on CVs or UKAS forms.
- As one member of the team is leaving, and it is now Welshpool Information Centre the role should not be filled on a like for like basis, there is the opportunity to review all TIC roles to ensure the best possible for the WIC and service provision for the Council as a whole.
- Create a training plan for all members of the WIC team to ensure that tasks can be undertaken by everyone, regardless of who is on duty.

- Income generation - work with the Team to create an income generation plan and ensure that developing the business is within job descriptions
- Manage costs – continue to reduce costs where possible.

8. Recommendations

a. Carry out a review of TIC staffing roles/hours/rotas prior to replacing/appointing staff, to achieve greater integration into the WIC.
b. Following a. consider extending opening during the summer season to include Sundays and/or not closing at lunch times.
c. Develop a simple competency checklist and training plan for all WIC staff relating to the TIC service and ensure that all staff are competent.
d. Include a feasibility study of relocating WIC in the Regeneration of Welshpool Town Hall development and delivery phases and report back.
e. Clearly define current roles in relation to maintenance, cleaning, health and safety and allocate them to the appropriate team.
f. Consider the creation of volunteering opportunities within the WIC team.
g. Consider succession planning; the roles are complex and it will take time to gather the knowledge and expertise needed.
h. Continue to improve communications within the WIC and the TIC team, ensuring that everyone is kept up to date on strategy/policy/process changes that affect them or the WTC.
i. Address the tensions between the WIC team members and the Opps team.

Appendix: Information Centre Pinboard Responses

Gender

Male	11	They	1
Female	13	Prefer not to say	2

Age

12-20	2	51-60	2
21-30	5	61-75	8
31-40	2	76+	4
41-50	4		

Disability?

Yes	5	No	16

Do you live or work in or near Welshpool?

Live /work in Welshpool	Live /work near Welshpool	Live/ work outside W'pool area
13	3	9

How did you hear about the TIC?

From a friend	Website	Social media	Sign outside	Other
5	0	1	16	0

How often do you come to the TIC?

Occasionally	When passing	Most weeks	Most months	My first visit
6	3	9	6	0

What do you like or find useful here?

Staff, personal service	Services offered	Goods available to buy	Other
26	12	9	0

Why did you visit today?

To buy a gift / something for myself	To buy tickets or plan a journey	To buy a licence	For advice and directions	Other
10	12	3	7	2

Have you found what you needed here today?

Yes	26	No	1

On a score of 0-5 with 5 being excellent, how would you score your visit?

All 29 respondents scored their visit as 5 – excellent

How do you prefer to get information about travel accommodation etc

Face to face	Phone call	Digitally	Digital & face to face
25	0	0	2

Verbatim Comments:

Good Staff

Not answered 1st 2 questions; no disability; local; local knowledge; quite often for train tickets as there is no office at the station; staff personal service – very helpful and efficient; buy tickets, plan journeys; yes all is needed; score 5 excellent prefer face to face – not computer/ digitally