



Towyn & Kinmel Bay Town Council

Event Ticket Refund Policy

Policy & Terms & Conditions

In these Terms & Conditions, the “Organiser”, “Us”, “Our”, or “We” means Towyn and Kinmel Bay Town Council and “Event” means the event, exhibition or show advertised and/or printed on the ticket.

Tickets to this Event are issued on behalf of the Organiser (TKBTC), and are subject to the following terms and conditions:

1. In addition to those terms and conditions outlined below, any attendee of the Event agrees to the terms and conditions outlined by our ticket agent.
2. Nobody will be allowed admission to the Event without a proof of purchase and/or a valid ticket or pass.
3. For the safety of people at the Event, the venue management and the Organiser reserve the right to refuse admission.
4. All tickets or passes should be checked on purchase, as mistakes cannot always be rectified.
5. Tickets cannot be exchanged or refunded after purchase.
6. In addition to the ticket price, your order may require payment of a booking fee per ticket, a transaction fee per order and/or other supplementary fees which may apply to the Event. Those fees are not refundable.
7. If the Event is rescheduled or moved, the Organiser will give you the options of either retaining or exchanging your tickets for the new date/location. If the Event is cancelled, you may be offered the option to transfer your ticket to a future event or a refund on your tickets. Please note that any Booking Fees and/or Transaction Fees are not refundable in these circumstances.
8. If the Event is rescheduled, changed, moved or cancelled the Organiser cannot be held responsible for any resulting costs you may incur for travel, accommodation and other related goods, services or compensation.

9. Defaced or altered tickets or passes will become void and the holder will be refused admission.
10. Tickets cannot be resold for commercial gain. If we have reason to believe that tickets have been re-sold, they will be invalidated, and the holder will be refused admission.
11. We may restrict the sale of tickets to a maximum number per person (allocation). We reserve the right to cancel tickets bought in excess of this allocation.
12. The Organiser reserves the right to alter or vary the content or timing of any part of the Event in circumstances beyond its reasonable control without any obligation to make any refunds or exchange tickets.
13. The Organiser reserves the right to refuse admission or to eject any person appearing to be intoxicated, under the influence of drugs, otherwise behaving dangerously or inappropriately, or for any other behaviour likely to cause damage, injury, nuisance and annoyance or for failure to comply with the reasonable request of the Organiser.
14. Neither the Organiser nor the venue operator will be responsible for any loss, damage, death or injury howsoever caused unless (i) the relevant party has breached its legal obligations; and (ii) such loss or damage is a direct and reasonably foreseeable result of the breach. For the avoidance of doubt, the Organiser will not be responsible for the actions of any third party, including, but not limited to, the exhibitors/caterers.
15. If all or any of the Event is planned to take place outdoors it will take place regardless of weather conditions (unless deemed unsafe by the safety officer). There are no refunds for bad weather (at indoor or outdoor events). We strongly advise that you come dressed appropriately for an outdoor Event.
16. The Organiser does not accept any responsibility for any loss or damage to personal property brought to the Event.
17. Visitors may be filmed, photographed or sound recorded for broadcast, publication or security purposes whilst at the Event by the Organiser and our trusted sponsors and partners.
18. It is a condition of your admission to the Event that no commercial (non-private) use may be made by you of the Event or any part of it.
19. Visitors are not permitted to bring animals to the Event with the exception of guide, assistance and hearing dogs.
20. Please check Event details, timings and car park charges prior to travelling as these may be subject to change.
21. Please check your route prior to travelling to ensure you arrive on time. The Organiser is not responsible for any delays due to travel disruptions.
22. Every effort will be made to admit latecomers, but admission cannot always be guaranteed.

23. Video and sound recordings are not permitted unless prior written permission is provided by the Organiser.

24. In accordance with the law, visitors aged under 18 are not permitted to purchase/sample alcoholic drinks or knives.

25. The relevant United Kingdom law will apply to these Terms and Conditions and the relevant courts of the United Kingdom will have exclusive jurisdiction in relation to the Terms and Conditions.



Towyn & Kinmel Bay Town Council

Council Training Plan

- Adopted by TKBTC at Full Council Meeting held on 03/October/2022.
- Reviewed by TKBTC at Full Council Annual Meeting held on 17/05/2023.
- Reviewed by TKBTC at Full Council Meeting held on - **TBC**.

The council has a statutory duty under section 67 of the Local Government and Elections (Wales) Act 2021 to make a plan setting out what it proposes to do to address the training needs of its councillors and staff.

The purpose of the training plan is designed to ensure that collectively, councillors and staff, possess the knowledge and awareness needed for the council to operate effectively. It is not necessary for all councillors and staff to have received the same training and develop the same expertise.

A new training plan must be put in place after each ordinary election of community councillors to reflect the training needs resulting from changes to the council membership and to provide for the election of new councillors. This is the council's first training plan but hereinafter it will review the plan from time to time to keep it up to date and relevant.

In regard to council staff, annual performance appraisals identify individual training opportunities on an on-going basis, whereas in determining councillors' immediate training priorities an initial training assessment has been made of the essential skills needed and whether the council feels there is sufficient coverage and depth across the council for it to operate effectively going forward from May 2022.

The council has a dedicated team of experienced and qualified staff. Consequently, the council is confident staff knowledge and expertise will help guide and support new members during the first 6 to 12 months of their term of office. However, a further assessment of councillor training needs will be conducted later in the financial year, when new councillors have had more time to settle-in and have become fully accustomed with their roles and responsibilities. Notwithstanding this, there are core areas to address to ensure the council has sufficient skills and understanding. These are:

Basic induction for Councillors;

The Code of Conduct for Members of local authorities in Wales;

Financial Management and Governance;

Good Councillor Guide;

Data Protection Training;

In addition to these areas, the council will want to consider if there are new challenges and opportunities it may wish to explore for example, such as those offered by the General Power of Competence. In which case it may decide there are new skills for councillors and staff to attain going forward from the publication of this inaugural training plan.

The council has approved the publication of this training plan having identified its initial requirements to take the council forward following the local government ordinary elections on 5 May 2022. The plan is a snapshot of the training requirements at this point in time and will be revisited and updated periodically over the next five years and leading up to the next set of local government ordinary elections planned for May 2027.

In terms of the council's initial plans these are set out in the following table:

WHO	WHAT	HOW	WHEN	COMMENTARY	OUTCOME
New Councillors	Basic induction to the council;	Informal training delivered by Town Council And New Councillor Induction file.	May 2022	Basic induction comprises a series of governance presentations and a visit to TKBTC Community Resource Centre, and will provide an understanding of how the council operates. A New Councillor Induction/ information pack will also be issued to all new councillors to support the induction programme.	
All Councillors	The Code of Conduct for Members of local authorities in Wales. Good Councillor Guide; Data Protection Financial Management and Governance; Training; Planning Aid Wales	CCBC or OVW Virtual Formal training presentation/Virtual Training and/or New Councillor Training File. Informal training delivered by Town Council and New Councillor Induction file.	- See below - Training Needs Analysis	The initial training will be topped up with annual refresher training opportunities provided by Conwy County Borough Council and /or OVW.	
Town Clerk & Responsible Officer	CILCA, FILCA & ILCA & PIALC Basic First Aid; Fire; Data Protection; Code of Conduct for Qualifying Employees; DESSE; Manual Handling; H & S in the Workplace.	Attendance at SLCC/ OVW/PAW/CCBC Virtua/F2F local council meetings and training sessions, as required/deemed appropriate, throughout the financial year.	CILCA, FILCA & ILCA already completed. PIALC – Not presently available - See below - Training Needs Analysis	COMPLETED:- ILCA 12/07/17 CILCA 12/07/19 FILCA 28/03/22 PIALC 30/09/2024	
Deputy Clerk	CILCA, FILCA, ILCA & PIALC	Attendance at SLCC/ OVW/PAW/CCBC Virtua/F2F local council meetings and training	CILCA, FILCA & ILCA	COMPLETED:- ILCA – 30/04/2024 CILCA – 27/08/2024	

	Basic First Aid; Fire; Data Protection; Code of Conduct for Qualifying Employees; DESSE; Manual Handling; H & S in the Workplace.	sessions, as required/deemed appropriate, throughout the financial year.	PIALC – Not presently available - See below - Training Needs Analysis	FILCA – 01/08/2024 PIALC – 30/09/2024	
Admin Assistant	Basic First Aid; Fire; Data Protection; Code of Conduct for Qualifying Employees DESSE; Manual Handling; H & S in the workplace;	Formal Certificate/ Formal Training	- See below - Training Needs Analysis	Training provided locally by Clerk and /or CCBC.	
Caretaker	Fire; Data Protection; Basic understanding of COSHH Regulations; DESSE; Manual Handling; H & S in the workplace;	Regular Updates and Training from the Clerk.	- See below - Training Needs Analysis	Training provided locally by Clerk and /or CCBC.	

Training Needs Analysis

Scale 1 (Desirable) – 5 (Crucial)

<u>COUNCILLORS</u>	<u>Importance</u>	<u>Need</u>	<u>Overall</u>	<u>Est Delivery Date</u>
Basic Induction	5	5	25	May/June 2022
Code of Conduct	5	5	25	May 2022
Data Protection	5	4	20	Aug 22
Good Councillor Guide	5	4	20	Aug 22
Financial Management & Governance	5	3	15	Sep 22
Planning Aid Wales	5	3	15	Mar 23
One Voice Wales Modules	3	3	9	Intermittent

<u>EMPLOYEES</u>	<u>Importance</u>	<u>Need</u>	<u>Overall</u>	<u>Est Delivery Date</u>
Fire	5	5	25	June 22
Data Protection	5	5	25	Aug 22
H & S in the Workplace	5	4	20	Completed by H & S Consultant - As and when required
Manual Handling	5	4	20	Completed by H & S Consultant – as required
Basic Understanding of COSHH Regulations	5	4	20	Completed by H & S Consultant – as required
DESSE	5	4	20	Intermittent
Basic First Aid	5	3	15	On expire of existing Certificate

MEMBERS RESPONSIBILITIES

- **Members are individually responsible for taking ownership of their own training, they need to identify and undertake any required initial/annual/refresher training.**
- **Members are sent a list of all available OVW Training events each month by the Clerk, and members are required to advise the Clerk of any identified/required training (New and Refreshers).**
- **Members are asked to inform the Clerk of any training accessed for inclusion within the training record.**

The Clerk will keep and up to date Training Record for all members and employees.

TRAINING COSTS

Training costs differ, for example OVW training is £35 per session, Planning Aid Wales is approx. £30 per session, and CCBC First Aid training is approx. £75 for one full day training, most CCBC training/refresher sessions are F.O.C.

TRAINING BUDGETS

Training Budgets are reviewed/agreed annually

- **Training Budgets for 2023 - 24**
- Employee Training - £500
- Member Training - £500

- **Training Budgets for 2024 - 25**
- Employee Training - £2000
- Member Training - £500

- **Training Budgets for 2025 - 26**
- Employee Training - **TBC**
- Member Training - **TBC**



Towyn & Kinmel Bay Town Council

Training & Development Policy for Employees & Councillors

Adopted by Full Council Annual Meeting held on 15/5/2019

Reviewed and Approved at Full Council Annual Meeting held on 27/05/2020.

Reviewed and Approved at Full Council Annual Meeting on 12/05/2021.

Reviewed and Approved at Full Council Annual Meeting on 18/05/2022.

Reviewed and Approved at Full Council Annual Meeting on 17/05/2023.

Reviewed and Approved at Full Council Annual Meeting held on 15/05/2024.

Reviewed and Approved at Full Council Meeting held on TBC.

1.0 Purpose and scope

- 1.1 The Town Council aspires to be a first-class Council. In order to achieve and maintain this level of performance the Council is committed to providing employees and councillors with the necessary training and development opportunities to ensure that the Council can meet its aims and objectives.
- 1.2 The Council will ensure that employees and councillors will be provided with the means to develop and enhance their skills and abilities to deliver high quality services, along with management skills to manage and plan those services and be kept informed of all new legislation. The Council values the time given by its councillors to their community and needs to maximise the rewards from that time by ensuring that its councillors understand and enjoy their role in the community.
- 1.4 The Town Council will commit itself to the following:
 - To develop employees and councillors to achieve the objectives of the Town Council.
 - To regularly review the needs of, and to plan training and development for employees and Councillors.
 - To regularly evaluate the investment in training and training budgets.
 - Ensure that all provision is evaluated in order to judge its value to both the Town Council and the individuals.

2.0 Identifying training needs.

2.1 Employees:

- Induction training and an employee's folder will be provided for new members of staff.
- The individual employee is responsible for his/her registration for the appropriate course and examination, but not before approval has been obtained. The Council will not meet the financial commitment where prior approval has not been granted.
- Contracts of employment and job descriptions will include details of the Council's commitment to training.
- Current or any new Clerk/Deputy Clerk to hold or be working towards a CILCA, FILCA & PIALC or equivalent. Clerk & Deputy Clerk to be a members of the Society of Local Council Clerks.
- Employees are encouraged to be proactive in identifying their own training and development needs linked to achieving the aims of the Council.
- Employee training will be identified through annual appraisals (detailed in appendix 1), staff meetings and informal discussions in the light of the overall objectives of the Council.
- The appraisal for the Town Clerk will be carried out by the Chairperson of the Full Council/ HR Committee.
- Relevant additional training may be requested at any time.

2.2 Councillors:

- A Councillor's folder will be provided for all newly elected Councillors setting out the Town Council's policies and procedures. (folder contents - detailed in appendix 2).
- Councillors have individual responsibility to identify their own training requirements
- Training courses from training providers will be circulated to the Councillors by the Clerk.
- Newly elected Councillors are encouraged to attend Councillor Training.
- Councillors who wish to refresh their skills/knowledge can request to attend authorised courses at any time during their term of office.
- Specialist training will be provided on an ad-hoc basis.

2.3 The Town Council is also committed to offering support to its local area Community/Town Councils. The Town Council is committed to networking with other Councils as it sees this as an effective means of information gathering, and where possible to link in with training events held by other Councils.

2.4 Other circumstances may present the need for training:

- Legislative requirements i.e. First Aid, Fire Safety, Manual Handling.
- Changes in legislation.
- Changes in systems.

- New or revised qualifications become available.
- Accidents.
- Professional error.
- Introduction of new equipment.
- New working methods and practices.
- Complaints to the Council.
- A request from a Councillor or employee.
- Devolved services/delivery of new services.

3.0 Training Resources/Providers.

3.1 An annual budget will be set for employee training and Councillors training by the Full Council.

3.2 The Town Council will ensure that membership fees for SLCC are included annually in the budget.

3.3 There will be two budget allocations for training and development:

- Councillors
- Employees

3.4 For approved courses, Councillors and Employees can expect the following to be sponsored:

3.5

- The course fees
- Course literature
- * Examination fees
- * Associated membership fees
- * One payment to re-take a failed examination
- Travel expenses

* These items are for the benefit of the employees and are not required for Councillors.

3.6 Training providers for both employees and Councillors.

- Society of Local Council Clerks.
- One Voice Wales.
- National Association of Local Councils.
- Regional and national seminars/conferences.
- Principal Authorities.
- In-house.
- Planning Aid Wales

4.0 Evaluation and review of training.

4.1 This Training and Development Policy is to be reviewed by the HR Committee periodically/annual basis and presented to the Full Council.

- 4.2 All training undertaken will be subsequently evaluated by the Council to gauge its relevance, content and appropriateness. Any additional training needs highlighted as a result will be brought into the training identification process.
- 4.3 Training will be reviewed in the light of changes to legislation or any quality systems relevant to the Council; new qualifications; new equipment; complaints received or incidents which highlight training needs and requests from Councillors, and from employee annual appraisals.
- 4.4 The Clerk will maintain a record of training attended by themselves and Councillors. Fees paid for by the Council may be recovered from employees and Councillors whom leave the Council within twelve months of the training being completed.
- 4.5 The rates of recovery are:
Within six months – 100% of training fees.
Between 6-12 months – 50% of training fees.
- 4.6 The costs may be recovered from employees and Councillors who fail to attend a course that is booked and paid for by the Council without good reason.
- 4.7 Councillors are encouraged to identify their own Training and Development needs:
- At any point during their term of office.
 - As a result of Town Council and or/Committee Meetings
 - In conversations with other Councillors and/or the Town Clerk

Appendix 1.

Staff Appraisal Process.

1. All employees will have an annual appraisal, to be held in January/February.
2. Employees will receive at least two weeks' notice of the date and time of the scheduled appraisal.
3. Employees will receive a copy of the previous year's appraisal record.
4. The appraisal will consist of a meeting, during normal working hours, where the following topics will be discussed.
 - A review of the last year's tasks, projects including:
 - What went well?
 - What could be improved?
 - Improvement ideas for the Council.
 - Upcoming tasks for the year ahead.
 - Training needs and requirements.
 - Agreed Action Points for employee and employer.
5. The appraisal for the Clerk will be carried out by the Chairperson of the Full Council / HR Committee.
6. The appraisals for the other employees will be carried out by the Clerk.
7. An agreed written record of the appraisal will be recorded and signed by the employee and the clerk, and in the case of the clerk, will be recorded and signed by the clerk and a member of the HR Committee.
8. In addition to the annual appraisal process, employees will have regular one to one discussions/reviews/meetings with the clerk.

Appendix 2

New Member Folder - Contents: -

Section 1: On Becoming a Councillor

- Qualifications for Becoming a Councillor
- Councillor Job Description
- Declarations of Interest Flow Chart
- Declarations of Interest Form
- Role of Mayor
- Role of Chairman
- Mayor's Handbook

- Councillors Good Guide
- Ombudsmen

Section 2: Council Procedures

- Standing Orders
- Financial Regulations
- Code of Conduct
- What Local Councils can do

Section 3: Council Meetings

- Schedule of Meetings
- Committee Structure
- Committee Terms of Reference
- Representatives on Outside Bodies
- Minutes of last meeting of the Full Council and Committees

Section 4: Councillor Allowances

- Allowances
- Claim/Expenses Form

Section 5: Data protection

- Communication & Social Media Policy
- Data Protection Policy
- General Privacy Notice
- Retention and Disposal Policy
- Information Security Policy
- DPR – Employee and Councillor Upskilling/Refresher
- Cyber Security Awareness Training for Employees and Councillors



Towyn & Kinmel Bay Town Council

Business Continuity Plan

- **Adopted by TKBTC at Full Council Meeting held on 27/09/2017.**
- **Reviewed by TKBTC at Full Council Meeting held on 25/09/2019.**
- **Reviewed by TKBTC at Full Council Meeting held on 18/03/2020.**
- **Reviewed and Approved by TKBTC at Full Council Meeting held on 07/03/2022.**
- **Reviewed and Approved by TKBTC at Full Council Meeting held on TBC**

SCOPE

The Civil Contingencies Act 2004 places a duty on a local authority that it is prepared, as far as reasonably practical, to continue to provide critical functions/assistance in the event of a disruption. Whilst this is not a statutory duty for Town or Community Council, it is this Town Council's intention to recognise the importance to maintain a Business Continuity Plan for potential disruptions.

This plan identifies the first reactions, recovery objectives, implementation, and communication process required to mitigate any disruption to service delivery within Towyn & Kinmel Bay Town Council's area of responsibility.

Core Business of the Community Council

The Council provides Local Community Council services to its electorate which includes responsibility for:

- The management, maintenance and development of the Resource Centre and all Parks and Land owned/managed by the Town Council under Lease/Agreement.
- The provision and maintenance of Bus Shelters.
- The provision and maintenance of Christmas lighting.
- The provision and maintenance of the Town Council's CCTV system.
- The provision of Ground Maintenance.
- The funding and delivery of town events (and support and facilitation of groups providing town events).
- The provision of Community Grants & Summer Play.
- Submitting comments on all planning applications and change of use applications in Towyn & Kinmel Bay area as a statutory consultee of the Planning Authority.
- Working together with the Planning Authority to seek suitable sites for affordable local housing.
- Capital Projects.
- Provision and maintenance of benches and picnic tables.
- Working with/Reporting issues to Conwy CBC.

- Room Booking and Invoicing for the Community Centre
- Payment of invoices
- Preparing of financial assets

Timeline	Mitigation	24 Hours	Within 7 Days	Within 1 Month	Within 3 Months
Event ↓ Recovery Steps →	Plan to minimise impact.	Immediate Response & Actions.	Response as Required by Council.	Business Continuity Rebuild Confidence.	
Loss of Clerk due to sudden/longer term illness, incapacity or death.	Notes to be made for completion of key tasks Passwords security. Consider arranging suitable Key Person Insurance to cover the Clerk.	Deputy Clerk to inform Mayor. Mayor to inform the HR Committee.	Full Council to decide on temporary cover strategy. Contact SLCC to provide locum.	Provide replacement and/or begin recruitment procedures.	Council to review position and procedure for improvements.
Death or serious injury to member of staff whilst carrying out Council duties or prolonged absence of staff.	Training of staff in all activities requiring H&S certification.	Inform Clerk/Deputy Clerk/Mayor who will report to the HR Committee- as above. Clerk/Deputy Clerk/Mayor to inform the insurance company. Clerk/Deputy Clerk/Mayor to inform HSE if necessary.	Clerk/Deputy Clerk/ Mayor to advise on temporary cover strategy and response to HSE, if necessary, and insurance company.	Provide replacement and/or begin recruitment procedures.	Council to review position and procedure for improvements.
Loss of Council membership due to multiple resignations (causing Council to be inquorate).	Co-option of Councillors.	Clerk/Deputy Clerk to inform all remaining members and employees of Council. Clerk/Deputy Clerk to inform CBCC's Returning Officer.	Clerk/Deputy Clerk to decide on temporary working strategy for immediate Council business.	Instigate by-election/co-option procedure.	Council to review position and procedure for improvements.

Loss of staff members due to resignation or dismissal.	Clerk/Deputy Clerk Contact SLCC for provision of support staff.	Clerk/Deputy Clerk to inform Mayor. Clerk/Deputy Clerk report to HR Committee and advise on temporary cover.	Full Council to decide on temporary cover strategy.	Provide replacement and/or begin recruitment procedures.	Council to review position and procedure for improvements.
Loss of Council documents due to fire.	CLOUD storage. Back up to external drive kept off site.	Clerk/Deputy Clerk to inform Mayor. Clerk/Deputy Clerk Inform insurance company.	Council to review position.	Report incident to Full Council meeting.	Council to review position and procedure for improvements.
Loss of Council electronic data due to fire, flood, breakdown or theft.	CLOUD storage. Back up to external drive kept off site.	Clerk/Deputy Clerk to inform Mayor.	Council to review position.	Report incident to Full Council meeting Provide replacement equipment.	Council to review position and procedure for improvements.
Loss of Council equipment due to theft or breakdown.	CLOUD storage. Back up to external drive kept off site.	Clerk/Deputy Clerk to inform Mayor Report theft to police and insurance company. Decide on immediate replacement.	Replace in line with current financial regulations.	Report incident to Full Council meeting.	Council to review position and procedure for improvements.
Major Incident.	Refer to LA for Guidance and Access to their Resilience Plan.	Clerk/Deputy Clerk to inform Mayor. Clerk/Deputy Clerk Inform insurance company.	Council to review position.	Report incident to Full Council meeting.	Council to review position and procedure for improvements.
Financial Loss.	Risks assessed in line with Council Policy and subject to annual review. Fidelity insurance in place.	Refer to Risk Management. Clerk/Deputy Clerk to inform insurance company.	Refer to Risk Management Policy.	Report incident to Full Council meeting.	Council to review position and procedure for improvements.
Loss of use of Community Resource Centre (e.g. Fire and/or Flood) -Clerk & Assistant	Clerk and Assistant to work from home. Consider using library or Local Town Council	Clerk/Deputy Clerk/Assistant to work from home. Consider using library	Clerk/Deputy Clerk/Assistant to work from home. Consider using library or	Look for alternative short/medium term solutions.	Look for alternative short/medium term solutions.

- Town Council Meetings	Building. Hybrid meetings would be available	or Local Town Council Building. Hybrid meetings would be available	Local Town Council Building. Hybrid meetings would be available		
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