

**Progress update on the Action plans for the Financial Years 2011/12**

1	Review of Performance Management, Risk Management and Governance Arrangements. <i>No recommendations were made.</i>		
2	Waste Disposal Contract – review of the Final Claims 2009/10 & 2010/11. <i>No recommendations were made.</i>		
3	Bidston Materials Recovery Facilities (MRF)		
	<b><i>Recommendations</i></b>	<b><i>Action</i></b>	<b><i>Status of Action</i></b>
i	The driver should sign the weighbridge tickets to satisfy duty of care regulations.	Completed August 2012 – Confirmed by Veolia Contracts Manager	Completed
ii	That the Veolia Finance section retain sales e-mails received from Head Office.	Completed August 2012 – Confirmed and evidenced by Veolia Contracts Manager	Completed
4	Waste Contract Arrangements 2011/12		
	<b><i>Recommendations</i></b>	<b><i>Action</i></b>	<b><i>Status of Action</i></b>
i	That a set of Contract Section procedures are produced and reviewed on a regular basis.	1 <sup>st</sup> September 2012	Completed July 2012
ii	To supplement the procedures, a log will be introduced to record date and time of all site visits.	1 <sup>st</sup> September 2012	Completed July 2012
iii	Any non – compliance identified should be formally recorded and followed up in accordance with the procedures.	1 <sup>st</sup> September 2012	Completed July 2012

**Progress update on the Action plans for the Financial Years 2012/13**

1	Waste Contract Arrangements		
	<b><i>Recommendations</i></b>	<b><i>Action</i></b>	<b><i>Status of Action</i></b>
i	That all supporting documentation with regard to decisions in relation to agreed payments is retained to ensure that an audit trail is available.	February 2013	Completed February 2013
ii	When the WMRC Payment Task Checklist is completed it should be incorporated into the monthly payment process.	April 2013	Completed April 2013
2	Waste Disposal Contract – review of the Final Claims 2011/12.		
	<b><i>Recommendations</i></b>	<b><i>Action</i></b>	<b><i>Status of Action</i></b>
i	That the Contract Manager at the start of each financial year verifies that the rates being used in the Contract spreadsheet are correct and verifies any agreed changes during the contract year.	31 <sup>st</sup> January 2013	Completed 20 <sup>th</sup> June 2013 (tied into the start of the new financial year)
3	District Council Recycling Credits		
	<b><i>Recommendations</i></b>	<b><i>Action</i></b>	<b><i>Status of Action</i></b>
i	Individual Authorities are reminded of their responsibilities to audit and ensure the accuracy of claims submitted to MRWA.	May 2013	7 <sup>th</sup> June 2013

4	Special Investigation – Veolia Trade Waste Allegation		
	<b>Recommendations</b>	<b>Action</b>	<b>Status of Action</b>
i	<p>MRWA seek assurance from Veolia that</p> <p>i) Security over the entry of vehicles is improved to ensure the weighbridge cannot be by-passed;</p> <p>ii) The District Council whose vehicle by-passed the weighbridge is contacted to ensure that all vehicles use the weighbridge.</p>	<p>Ensure Veolia undertakes a review of access/egress at all facilities and implement and maintain a traffic management system at each site to ensure all delivering vehicles are appropriately weighed.</p> <p>March 2013</p> <p>District Council to be advised.</p> <p>December 2012</p>	Completed.
ii	<p>As part of the monthly contract checks, MRWA cross-reference their Vehicle Notification List to Veolia's trade waste vehicle Notification List.</p>	<p>Ensure that Veolia submit on a monthly basis details (Vehicle Registrations) of Non Contract Waste customers permitted to deliver Non Contract Waste to MRWA's facilities during the relevant month. MRWA will compare these details with the MRWA approved vehicle notifications for vehicle approved to deliver Contract Waste to identify duplicated registrations.</p> <p>January 2013</p>	Completed.
iii	<p>That the Area Managers continue to receive and review the monthly weighbridge manual ticket spreadsheet with regard to the levels and legitimacy of manual tickets.</p>	<p>MRWA will undertake a monthly compliance audit to ensure this Veolia procedure is being maintained. A minimum of one Transfer Station per month will be audited by a MRWA Compliance Officer.</p> <p>January 2013</p>	Completed.
iv	<p>Consideration should be given to a review of weighbridge down time due to technical</p>	<p>Ensure Veolia undertake a review of weighbridge down time due to technical failure and demonstrate adequate procedures to</p>	Completed.

	failure of software.	maintain the WIMS weighbridge software and associated hardware within the weighbridges.  March 2013	
v	Consideration should be given to a review of how Credit accounts are currently operated.	Ensure Veolia undertake a review of procedures controlling Non Contract Waste accounts and make improvements where necessary.  March 2013	Completed.
vi	Review Veolia trade waste input on a quarterly basis to identify any amendments and adjust invoice accordingly.	Ensure Veolia submit details of Non Contract Waste accepted on a quarterly basis to allow MRWA to carry out an audit of tonnages previously reported to ensure associated costs and payments are correct.  January 2013	Completed.