



Schedule of Progress towards the Implementation of Agreed Action Plans

1.	Financial Year – 2015/16			
1.1	Veolia Systems and Procedures – Published October 2015			
	Recommendation	Responsible Officer	Action	Status
	<p>The monthly reports provided by the third party contractors must include the MCN1 and weighbridge ticket numbers.</p> <p>To ensure the accuracy of these reports, Veolia should undertake regular cross referencing of these reports to the actual tickets to confirm the accuracy of information being supplied.</p>	Contracts Manager	<p>To be implemented in accordance with the recommendation.</p> <p>November 2015</p>	<p>Process in place. Electronic reports are now made available (google drive) in which all MCN's & corresponding weighbridge tickets are provided. This began in Nov 2016. Prior to this manual checks were undertaken at Contractors HQ which included a combination of weighbridge tickets and 3rd party reports.</p> <p>However, there are still some issues and not all required information is included. But is</p>

				<p>improving and Veolia responding to feedback from MRWA on quality/content issues.</p> <p><u>July 2018 Update</u></p> <p>All information required is now provided.</p>
	<p>Weighbridge tickets should be attached to the relevant MCN1 and both documents retained in date/weighbridge ticket order for future inspection by Veolia staff.</p>	<p>Contracts Manager</p>	<p>To be implemented in accordance with the recommendation.</p> <p>November 2015</p>	<p>The Procedure for ensuring that MCNs are attached to weighbridge tickets and stored centrally is to be implemented by July 2017.</p> <p><u>July 2018 Update</u></p> <p>All weighbridge tickets are stored with MCN's. Following finalisation of pay mech, these documents are stored for future inspection.</p>
2.	Financial Year - 2016/17			
2.1	Waste Contract Arrangements – Published January 2017			
	Recommendation	Responsible Officer	Action	Status

	Training sessions should be held for relevant members of staff to provide them with a basic knowledge of how the Cognos System operates.	Data and Performance Manager	A training session will be held for members of staff in the Contracts Team. July 2017	Fully implemented and completed on 1 February 2017. A training session took place for all the contracts team on 1 st February 2017. Cognos is now being used by a number of staff within the contracts team.
	A Procedure Manual should be documented for use of the Cognos System.	Data and Performance Manager	While there is already a Cognos manual available to staff, a procedure will be produced to detail the processes that are undertaken within the Cognos System by NMRWA Officers. October 2017	A draft document was produced by Data and Performance Team following their establishment in July 2017. A 'One note' system is used to document the processes that are undertaken within Cognos. This document requires a review and update to reflect current practices now Data and Performance are more experienced in use of Cognos. It is an action for the Data and Performance Manager to complete this financial year.
	At least one member of MRWA staff should be trained to a suitable level in order to provide cover for the Contracts Payment and Performance Officer in the	Data and Performance Manager	Training will be provided to other members of staff, so that there is a greater understanding of the	Fully implemented and completed by October 2017. A data and performance team,

	Cognos reconciliation process.		Cognos reconciliation process by an Officer, other than the Payment and Performance Officer. October 2017	consisting of three staff, have now been recruited which provides the resilience, with all staff being able to use cognos.
2.2	Household Waste Reception Centres – Published September 2017			
	Recommendation	Responsible Officer	Action	Status
	The contract monitoring procedures should be reviewed at the earliest convenience and subject to annual review on an ongoing basis.	Contracts Operations Officer	Review HWRC contract monitoring procedures and establish a programme for ongoing review. Review compliance forms used for recording outcomes. This will encompass a review of the service contract to ensure key contractual areas / KPIs are monitored and material changes / variations are included. Non KPI key operational activities to be included in order to foster and maintain good practice. 30 th September 2017	Fully completed. The contract monitoring procedures have been reviewed and changes incorporated including: - a thorough review and revision of all monitoring (compliance) forms has been undertaken. The revised forms have been used since October 2017. Specific internal Contract Compliance Procedure documents were reviewed by May 2018 and are being followed. - going forward, documents

				will be version controlled and reviewed annually or whenever a material change affects the procedure(s) should that be earlier.
	Arrangements should be made for the Compliance Officer to have on-line access to Veolia's complaints register to provide awareness of associated complaints in advance of monitoring visits.	Contracts Operations Officer	Assuming IT systems will allow access, arrange for on-line access to Veolia's complaint register. Review MRWA and Veolia complaints process and procedures to ensure compliance with contract and maximise effectiveness of procedure and processes. 31 st December 2017	Fully completed given IT limitations. On-line access to Veolia's complaints register has not been possible due to IT issues. However, copies of all complaints received directly by the contractor are forwarded on a monthly basis to MRWA as part of the pay mechanism submission process.
	The sample of Material Collection Notes for the monthly checks should be selected by MRWA as opposed to Veolia.	Contract Operations Officer.	Selection of documents relating to '50 Ticket Check' to be determined by MRWA Contract Team. 31 st December 2017	Fully completed. The sample of 50 ticket checks relating to the monthly data management tasks have been and continue to be selected by MRWA since July 2017.
	The requirement surrounding the operation of the Commercial Vehicle Permit Scheme should be reinforced with Veolia and assurances sought	Contracts Operations Officer	Set up meetings with the contractor to discuss the operation of the Scheme and work with the	Fully completed The operation of the permit

	<p>regarding monitoring processes.</p>		<p>contractor to:</p> <ul style="list-style-type: none"> - Monitor Veolia staff compliance with operations of the Permit Scheme; and - Organise joint working sessions site for MRWA staff to shadow site staff during HWRC opening hours. <p>31st December 2017</p>	<p>scheme has been discussed in detail with Veolia’s Contracts Manager and Assistant Contract Manager and a number of actions resulted including:</p> <ul style="list-style-type: none"> - monitoring of the permit scheme at HWRC’s is incorporated into the MRWA compliance visits (from October 2017). - permit procedure (Tool Box Talks) re-issued for new and existing employees in February 2018. <p>MRWA officers from Business Services with responsibility for managing the permit system have visited sites Aug and Sept 2017 and there is an open invitation to repeat that exercise anytime. Further, Veolia supervisors and managers have sat in with Permit Scheme staff at Mann Island.</p>
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	<p>Upon attendance at the sites for monitoring visits, the Compliance Officer should check the permits of any commercial type vehicles currently on the site.</p>	<p>Contracts Operations Officer</p>	<p>Enhance compliance monitoring proforma. Ensure item included to record permit checks undertaken as part of the compliance visit.</p> <p>31st October 2017</p>	<p>Fully completed</p> <p>The Compliance Officer has amended the inspection sheet to include a check that site staff are operating the permit scheme as required. This has been utilised since October 2017. It should be noted it is NOT for the Compliance Officer to check permits by challenging members of the public.</p>
	<p>The ANPR System at all relevant sites (i.e. those that receive more than 10,000 tonnes per annum) should be reviewed by Veolia to ensure that they are recording accurate data, with any failures to be addressed.</p>	<p>Contracts Operations Officer</p>	<p>Veolia to provide programme of review and copy of formal report with actions, owners and timescales.</p> <p>31st December 2017</p>	<p>Ongoing</p> <p>Veolia provided an assessment of the ANPR on each HWRC site and a report of the effectiveness of the ANPR system at the site as at November 2017. A number of areas for improvements were identified and MRWA continue to work with Veolia to seek to improve the ANPR system.</p> <p>A further update will be provided to the Authority as part of the next Schedule of</p>

				Progress
	A mechanism for monitoring inward versus outward throughput of trade waste should be undertaken on a monthly basis to gain assurance that all trade waste had been duly processed and charged for.	Contracts Operations Officer / Data & Performance Manager	Contracts Team to work with Data & Performance Team to put in place robust systems and processes to monitor trade waste throughputs and account for same. 31 st December 2017	Fully completed in April 2018 Data from an exercise undertaken between April17- June17 on actual vehicle weights was used to derive typical vehicle weights. A full assessment of tonnage inputs and outputs for the 17/18 financial year was undertaken including a check that all trade waste for the year had been processed and charged at the correct price. From April 18 onwards, this exercise is being undertaken on a monthly basis and has been added to the monthly checks the data and performance team undertake. Veolia are currently undertaking a revised data analysis in relation to average weights per load.
	The monthly status report on the budget position should be reconciled to the supporting data to ensure	Contracts Operations Officer / Data & Performance	Contracts Team to work with Data & Performance Team to put in place robust systems and	Fully completed in April 2018 A full assessment of the

	it is accurate.	Manager	processes to reconcile summary budget position to support data. 31 st December 2017	budget position (income and expenditure) for the 17/18 year has been completed. From April 2018 onwards the income and expenditure for trade waste recycling is checked on a monthly basis to ensure an accurate trade waste recycling budget
3. Financial Year – 2017/18				
3.1 Business Continuity and Emergency Planning – Published August 2017				
	Recommendation	Responsible Officer	Action	Status
	Business Impact Assessments should be extended for each Service to include timescales, and these should be used to inform the overall critical functions included in the Business Continuity Plan.	Assistant Director, Business Services and Strategy	BIA will be extended to include relevant timescales. 31 st August 2017	Implemented following the review and reissued in October 2017.
	All staff should receive Business Continuity Training, which is specific to their level of responsibility.	Business Services Manager	All staff to receive appropriate levels of training. 31 st July 2017	Implemented – 6 th July 2017
	Procedures should be reviewed and updated to state how testing of the Business Continuity arrangements will be performed.	Assistant Director, Business Services and Strategy	Procedures to be updated to show testing arrangements.	Implemented following the review and reissued in October 2017.

			31 st August 2017	
3.2	Behaviour Change Programme – Published September 2017			
	Recommendation	Responsible Officer	Action	Status
	Organisations should provide a full breakdown of expenditure as part of the final report.	Assistant Director, Business Services and Strategy	A full breakdown of expenditure will be sought as part of the final report. 31 st January 2018	Implemented. Financial Breakdown included in Final Reports from projects by end of March 2018, for all 2017/18 projects
	MRWA Officers should check expenditure on a sample basis as part of the regular monitoring visits, with evidence of this check recorded.	Assistant Director, Business Services and Strategy	All project officers to record sample check of expenditure as part of their regular monitoring visits. 31 st January 2018	Implemented for 2017/18 as part of project monitoring.
3.3	Waste Contract Arrangements – Published October 2017			
	Recommendation	Responsible Officer	Action	Status
	No recommendations.	n/a	n/a	n/a
3.4	Waste Contract Arrangements – Published March 2018			
	Recommendation	Responsible Officer	Action	Status
	No recommendations.	n/a	n/a	n/a

3.5	Resource Recovery Contract – Published July 2018			
	Recommendation	Responsible Officer	Action	Status
	No recommendations	n/a	n/a	n/a
4.	Financial Year – 2018/19			
4.1	Financial Systems – Published July 2018			
	Recommendation	Responsible Officer	Action	Status
	No recommendations	n/a	n/a	n/a