



St. Helens Council

Schedule of Progress towards the Implementation of Agreed Action Plans

1.	Financial Year - 2016/17			
1.1	Waste Contract Arrangements – Published January 2017			
	Recommendation	Responsible Officer	Action	Status
	A Procedure Manual should be documented for use of the Cognos System.	Contracts 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 MRWA 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

				<p>financial year.</p> <p><u>July 2019 Update</u></p> <p>Manuals have been produced for monthly and quarterly payment mechanism processes. These are updated as efficiencies and changes are implemented. Manuals for Annual Reconciliations are to be developed following the Data and Performance Team's second round of completing the task (2019/20).</p>
1.2	Household Waste Reception Centres – Published September 2017			
	Recommendation	Responsible Officer	Action	Status
	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.	Contracts Operations Officer	<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</p>

				<p>improve the ANPR system.</p> <p>A further update will be provided to the Board as part of the next Schedule of Progress</p> <p><u>July 2019 Update</u></p> <p>Implemented.</p> <p>Veolia have installed updated ANPR facilities at all HWRC's above 10,000 tonners per annum (contractual requirement). Work is ongoing at Ravenhead HWRC to improve the broadband connection.</p>
2.	Financial Year – 2018/19			
2.1	Waste Contract Arrangements – Published October 2018			
	Recommendation	Responsible Officer	Action	Status
	No recommendations	n/a	n/a	n/a
2.2	General Data Protection Regulations – Published December 2018			
	Recommendation	Responsible Officer	Action	Status

	A Data Protection Policy should be developed which includes all elements of data protection.	Data Protection Officer / Business Services Manager	Produce more explicit guidance. Decision to be made by Business Services Manager regarding separate policy or inclusion in the Code of Conduct. 31 st March 2019	The Data Protection Policy was approved in April 2019.
	Details on how consent for holding information can be withdrawn by data subjects should be included in the Privacy Notices.	Data Protection Officer	Amended Privacy Notice to include withdrawal of consent. November 2018	Implemented following review. November 2018.
	Retention periods should be agreed for all types of information held, and the Retention Schedule finalised.	Data Protection Officer	Complete Retention Schedule post a review of email retention.	The schedule has been drafted with Executive Management Team for discussion with Merseytravel through the SLA and is to be approved. To be implemented by December 2019
2.3	Environmental Management System (EMS) – Published December 2018			
	Recommendation	Responsible Officer	Action	Status
	The scope of internal EMS audits be more clearly defined in advance of audit reviews.	Environmental and Planning Officer (as Lead EMS Officer) / Estates Manager (as EMS Audit Manager)	The scoping of audit reviews will be incorporated into EMS auditor training. 31 st March 2019	Implemented

	Auditors be required to specify within their reports, where necessary, the compliance testing that has been undertaken to reach their judgement.	Environmental and Planning Officer (as Lead EMS Officer) / Estates Manager (as EMS Audit Manager)	The requirements for auditor judgements to be supported by appropriate evidence will be incorporated into EMS auditor training. 31 st March 2019	Implemented
	A quality assurance role be built in to the drafting of audit reports to ensure that there is sufficient challenge to confirm the basis of auditor judgements.	Environmental and Planning Officer	Amendments to the audit report template to include sign-off by the Estates Manager (as EMS Audit Lead)	Already implemented in accordance with the recommendation.
2.4	Waste Contract Arrangements – Published April 2019			
	Recommendation	Responsible Officer	Action	Status
	No recommendations	n/a	n/a	n/a