

APPENDIX A: RECOMMENDATIONS

AUDIT	Bulky Waste 2016/2017	DATE:	19/08/2016	AUDITOR:	G Whitehead
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CO No	Rec No	Risk (of non implementation)	Recommendation	Action to be taken	Officer Responsible	Implementation Date	Priority
CO1	1	Financial Loss- potential for loss of income where charge is not appropriate to the delivery of the service, increased cancellation/refunds Reputational risk – increased fly tipping	A review of the bulky waste service including charges should be conducted to ensure that the delivery of the service is undertaken in a timely cost-effective manner.	A review of the bulky waste charge should be undertaken. A review of the bulky waste service is undertaken.	Group Manager Environmental and Housing	April 2017 April 2018	N
CO2	2	Non-compliance to Data Protection legislation	It is recommended that a Data Retention Policy be developed for the service	To include a review and potential data cleansing in regards to the current data stored on Customer Accounts, and any duplicate accounts be merged	Policy and Communications Manager	April 2017	N
CO2	3	Financial Loss- potential to lose custom and difficulty monitoring the service delivery time	The Customer Records Database should be reviewed in terms of its functionality for delivering the service, including: - Generating a calendar of available time slots and flexibility in the allocating of slots - Ability to develop reports to support Performance Indicators - Opportunity to enter details regarding more irregular collections	A review of the Customer Records Database should be completed to establish the functionality in regards to generating a calendar of available collection slots, ability to develop monitoring reports and details of irregular cases.	Web and Digital Take Up Officer	April 2017	N
CO2	4	Reputational and	Terms of reference for using this	- Terms and conditions,	Policy and	April 2017	N

E= Essential – Necessary due to statutory obligation, legal requirement, Council policy or major risk of loss or damage to Council assets, information or reputation. Where possible it should be addressed as a matter of urgency.

N= Necessary - Could cause limited loss of assets or information or adverse publicity or embarrassment. Necessary for sound internal control and confidence in the system to exist and should be pursued in the short term, ideally within 6 months.

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		financial risk- may allow for inconsistencies in awarding refunds, and may provide for refunds where they are not warranted.	service should be established and published for the public to view	including a Refund Policy, should be established and published on the web page for bulky collection applications, to provide a clear reference point for the customers who are looking to use this service - Training should be offered to Customer Services in order to direct the public to the online terms and conditions	Communications Manager		
CO3	5	Fraud risk	The authorised signatory list should be amended to reflect those who have been authorised to supply refunds	A review of the refunds process and the authorised signatory list should be completed to ensure that those providing refunds are authorised to do so.	Group Manager Corporate Services	April 2017	N

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