

Appendix 1: Commercial Waste Audit Recommendations and Progress Report

CO No	Rec No	Risk (of non-implementation)	Recommendation	Progress to date (November 2016)	Implementation Date	Priority
1	1	Financial: Delivery of service is not commercially viable.	The review of commercial waste services should give consideration to commercial viability, the regularity of reviewing charges, website enhancements, the adequacy of financial data being provided between UBICO and Financial Services.	A project and review is currently being undertaken by Ubico to consider the future options for the trade waste collections. This is part of Ubico's 2016/17 Business Plan to undertake this work. A PID (including details of funding) has been drafted to initiate this project. The Council will be represented by a member of the Joint Waste Team on this review. The review is taking place in partnership with their trade collection contracts for Cheltenham Borough Council and West Oxford District Council for the purposes of seeking best practice in partnership, compliance with Waste Regulations including the implementation of a recycling service, financial and operational improvements. The project will be in line with the Council's commercial development programme and Ubico officers have attended the sessions. It is likely that the review will be	End March 2017	E

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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				<p>carried out by a consultant (APSE) and a report will be presented in April 2017 with findings and recommendations.</p> <p>A request has been made by TBC finance to Ubico for detailed budgets for 2017/18 in order to appraise the budget and set the fees and charges relating to waste. The costs of the trade waste collections will be used to set the charges that cover the cost of the service. This is planned to take place in early 2017 along with a review of other fees and charges.</p> <p>The learning outcomes from the APSE commercialisation workshops will be incorporated in to the review of the service.</p> <p>To be completed: The trade waste collections will be incorporated in the new Council website by the end of 2016.</p>		

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2	2	Financial: income not collected.	Arrangements need to be established by Environment and Housing to regularly review commercial waste debt and to take appropriate recovery action such as recovery of bins and the timely escalation of debt recovery.	<p>An interim process has been established between TBC finance and Ubico's admin team to manage the customer base and they are waiting for the Head of Community Service to identify a robust process for income collection going forward, including ensuring that debt is collected from former customers that have an outstanding debt.</p> <p>The work between Finance and Ubico team has been extremely successful to ensure that there is no outstanding debt in relation to its current customers. This has resulted in £9,000 of outstanding payments being collected. The process in place is that at the end of the quarter any customer who has not paid for that quarter will have their service suspended.</p> <p>Bins which are no longer required are collected using the bulky collection arranged by Ubico admin team.</p>	End March 2017	N

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2	3	Financial: new customers unable to access service therefore loss of income; bin stock not accounted for.	A stock management review process should be established to ensure that stock retained by Ubico is maintained at an appropriate level for delivery of the service and to enable procurement activities to be undertaken in a timely manner.	<p>At the October 2016 contract meeting between the Joint Waste Team and Ubico, an action for Ubico to supply stock figures at contract monitoring meetings in future was agreed. This regular monitoring of stock control should inform TBC when bins (relating to domestic and commercial) should be ordered to prevent stocks running out</p> <p>At the Contract Management Meeting on 2 December 2016, the stock level controls were discussed and spreadsheets of all domestic and commercial stock levels, order times and lead times were made available to verify the management controls now in place.</p>	End March 2017	N
3	4	Delivery of service is not being monitored.	Data should be collected in respect of the Ubico contractual performance indicators ID4 and ID6 and reported through quarterly performance reports.	Since June, Ubico have provided the missed bin and performance data at the contract meetings with the Joint Waste Team. This is recorded within in the Partnership Board KPI information.	End March 2017	N

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