

## **GOVERNANCE & AUDIT COMMITTEE: 10 SEPTEMBER 2024**

---

### **WASTE MANAGEMENT POST-TRIAL REVIEW - SERVICE AREA MANAGEMENT RESPONSE**

#### **RECYCLING AND NEIGHBOURHOOD SERVICES**

---

#### **Response to the Waste Management Post-Trial Review**

The Service Area accepts all findings and recommendations within the report.

#### **Service Recommendations**

##### **1. Failure in Weighbridge system specifications**

The service is continuing to work with the provider of the Weighsoft system to ensure system and reporting is robust.

All outstanding audit actions are monitored monthly and only closed down following a review by internal audit.

##### **2. Password issue with Weighsoft system**

A new password system has been implemented by the provider of the Weighsoft system following the review by Audit. Steps have been taken so 'super users' are no longer aware of individual users passwords and users are required to change their passwords on a six-monthly basis.

A management response to the audit recommendation is with the auditor for review and comment.

### **3. Further review of data collection**

Tonnage is monitored across Recycling and Neighbourhood Services and reported monthly. The recommendation is to further analyse tonnages in terms of 'ins' and 'outs' on a quarterly basis for specific areas to identify any variances and trends. Further reporting has already been enhanced in relation to customers utilising the trade service to identify changes to customer activity.

### **4. Proactive Monitoring of Fraud Risk**

Work is ongoing in relation to the Council's vehicle tracking policy to support managers in auditing vehicle movements in relation to work activities. This would support identifying any abnormal movements where a further review may be required.

### **5. Consider a further review of supervision arrangements at Bessemer Site**

A restructure for frontline officers and managers is currently being progressed. The changes will support improvements whereby managers and supervisors work across service teams. This will mean several supervisors working across a number of areas rather than having a single supervisor working to a specific area.

### **6. Professional Curiosity**

Recycling and Neighbourhood Services operate an open and transparent approach to governance, supporting officers to challenge how services are delivered. This has promoted improvements across the service area. Improvements in data management and sharing of information enables managers to have a better understanding of how services work and interact with each other, supporting a drive to make improvements. This has been further enhanced by all officers undertaking statutory fraud awareness training and now having a better understanding of fraud and the associated implications for the service area and wider Council.