<u>Audit Wales Report on Waste Services – Draft Action Plan August 2021</u>

Audit Wales Report Reference: 2516A2021-22. Report Issue Date: July 2021

Table of recommendations as referenced in the Audit Wales report with corresponding actions.

Audit Wales Reference	Recommendations (the Council should):	Action	Progress	Target Completion Date	Responsible Officer	Status
R1: Garden Waste	The Council should identify performance measures for its garden waste service and ensure effective oversight of performance in this area by senior officers and Members.	The viability and performance of the service will be reviewed annually at the end of the collection season. Options to be explored: • Allow unfettered expansion in terms of customers. • Alternatively, consider capping the number of customers to match the available established resource. • Allow surplus from "in-profit" years to be ring fenced and taken forward to the following financial year to cover any operating cost deficit in the following year.	To be undertaken at the end of season.	December 2021	Shaun Lynch	In progress
		Remove the current 15% discount for a single full payment and apply a 10% discount instead. This would improve service viability and could go part way to sustaining additional resources when customer numbers grow. Performance measures to	The options for changing the subscription charge to be considered as part of the annual budget and charges setting process.	November/December 21	Director/HOS/EB	
		 No of customers retained from the previous season. Financial viability of service. 		December 21	Shaun Lynch	



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R2; CWM Environmental Ltd.	Ensure that there is a risk register for CWM.	RISK Register to be approved by CWM Board by 31 st December annually.	Action agreed with CWM MD	December 21	Sean Gallagher MD CWM Environmental)	In progress
		Company Risk register to be presented to shareholder group alongside 3-year Business Plan prior to 31 st March 22 and annually thereafter.	Company Risk register to be presented to the Shareholder Board annually	March 22	Sean Gallagher	
			Shareholder reserved matters to be kept under review		Director of Corporate Services/Head of Legal and Administration/Shareholder Board.	
R3; CWM Environmental Ltd.	Ensure that it (Council) undertakes effective oversight of CWM's performance and associated risks, including at relevant committees such as overview and scrutiny.	Shareholder Board report to Executive board 6 monthly (together with report from Company MD as required).	Already scheduled as a regular report to Shareholder Board and to PEB/EB, that collectively provide governance of CWM from a Council perspective.	July 21	Chief Executive as chairperson representing the Shareholder Board (members of the Shareholder Board include EBM for Environment, Director of Finance, Head of Administration & Law and Director of Environment. Supported by CWM Board Executive Directors and Head of Waste & Environmental Services.	Complete – reports/meeting already scheduled
R4; CWM Environmental Ltd.	Develop a contingency plan for dealing with any consequences in the event CWM becomes financially unviable.	Should the company become financially unviable then as shareholder the Council could take any one of, or a mix of the following actions: - Provide short term financial support - Replace or augment the management of the company - Step in and deliver the services directly	To be kept under review by the Governance group/Executive Board	July 21	Governance Group as set out in R3.	Complete - measures identified are currently in place.

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		- Subject the service to competition				
		Council is already guaranteeing the aftercare liability for the Nantycaws site and this is supported by £1.5m cash held in a joint ESCROW account.				
R5: Fly-tipping	Develop and implement an agreed plan to sustainably address the high number of fly-tipping incidents.	The Council is in the process of formalising its Local Environmental Quality (LEQ) Plan. There is currently full engagement with the Welsh Government led national initiative called Caru Cymru. The aim of the plan is to put measures in place from a	LEQ Plan currently progressing through the political approvals system.	Jan 22	Dan John/Gary Baxter/Geinor Lewis	In progress
		communications, education and physical cleansing activity with the aim of preventing or reducing litter. In addition, the Council will work with community groups to remove fly-tipped waste.	Caru Cymru projects being progressed.	March 22	Geinor Lewis	
		Review CCC's current fly-tipping removal gang resource levels; potentially expand to two gangs for the County - Llanelli and Carmarthen. Resource to be costed. Creation of new Waste Warden posts being considered to deal with kerbside waste transgressions.		December 21	Garry Baxter	
		Reconvene internal LEQ group and focus action on a prioritised basis within the group.		October 21	Dan John	
		Participate in Environment & Public Protection Scrutiny Committee Task and Finish Review on fly-tipping from a Council-wide perspective.	T&F Scoping is underway involving the Planning section, Environmental Health Section and Waste Section.	Outcome expected post March 22.	Ainsley Williams/Paul Morris/Michael Roberts (from Waste and Environmental Services Division)	
R6: Fly-tipping	Report corporately on a fuller set of performance measures for fly- tipping, including	Review the way incidents of fly- tipping are recorded and identify all potential reporting sources to ensure multiple reports of the same incident are identifiable.		March 2022	Geinor Lewis/Michael Roberts in conjunction with Carly Thomas (BSU) and Contact Centre	Not commenced

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Reference	(the Council			Date		
	should):					
	the number of incidents, to enable senior officers and Members to have more effective oversight of the problem and to drive improvement.	Rationalise data capture and filter out duplicate reporting. Develop wider performance indicators.			Dan John/Geinor Lewis	
R7(1): Waste Strategy	All elements of the waste hierarchy need to be considered, including prevention.	A review of our waste service strategy is currently in progress and will include reference to hierarchy and circular economy (CE) A separate CE Strategy will also be developed with a specific CE Project Officer employed.	Waste collection strategy outlook and detail for future collections currently being taken through the political system	March 2022	Ruth Mullen/Ainsley Williams/Dan John	In progress
R7(2): Waste Strategy	It integrates its strategy with other related projects and plans e.g. regeneration, enforcement and flytipping.	Incorporate wider links to environmental management into the Waste Strategy Plan.	As above	March 2022	Ruth Mullen/Ainsley Williams/Dan John	In progress
R7(3): Waste Strategy	It has clear and sustainable plans for financing its strategy (including contingency plans if Welsh Government funding is not available).	Financial position to be clarified within the Waste Strategy Report. Continue dialogue with WG on support for future waste strategy. Detail of support to be worked through as approval in principle has been provided.	As above	March 2022	Ruth Mullen/Ainsley Williams/Dan John/Chris Moore	In progress
R7(4): Waste Strategy	It devotes sufficient time to consult the public on its proposed changes to waste collection arrangements.	Outcome of the engagement exercise to be included in the waste strategy report as part of the considerations for the new strategy	Public engagement exercise completed in July 21	October 21	Dan John/Geinor Lewis in conjunction with the Corporate Communications team.	In progress.
R7(5): Waste Strategy	It develops and implements an engagement strategy focussing on the behavioural change required for the successful launch and adoption by the public of its new strategy (the Welsh Government	Identify resource requirements and programme of public engagement prior to implementation of changes.	Engagement resource identified. Recruitment to follow. Engagement plan being developed.	June 22	Dan John/Geinor Lewis in conjunction with the Corporate Communications team.	In progress

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Reference	(the Council should):			Date		
	Blueprint collection model)4.					
R8(1): Business Plan	Set out clear accountable actions for its waste service which are specific measurable and timebound.	Specific actions to be developed in line with proposed waste strategy		March 22	Ainsley Williams/Dan John	Not commenced
R8(2): Business Plan	Include performance measures that re linked to the actions which have clear targets and success actions.	As above		March 22	Ainsley Williams/Dan John	Not commenced