

Cyfeirnod: IR901

Dyddiad cyhoeddi: 18 Ionawr 2024

Gwasanaeth Gwastraff ac Ailgylchu Torfaen

Rwy'n ysgrifennu atoch mewn ymateb i'ch cais am wybodaeth, dyddiedig 17 Tachwedd 2023, a oedd ar gyfer:

Data archwilio gwasanaeth gwastraff ac ailgylchu Cyngor Torfaen a dogfennau ategol a allai fod wedi'u casglu a/neu eu datblygu yn ystod yr archwiliad a gynhaliwyd yn 2022/23

Atodaf dair dogfen sy'n dod o fewn cwmpas eich cais, fel a ganlyn:

- **NBS - 22008 Recycling Audit Report [FINAL].docx** (Ffynhonnell y ddogfen: Y Cyngor) (PDF wedi'i olygu)
- **NBS-22009 Refuse Collection - Audit Report [FINAL].docx** (Ffynhonnell y ddogfen: Y Cyngor) (PDF wedi'i olygu)
- **ROE - mapping the Council's reporting and actions.docx** (Ffynhonnell y ddogfen: Archwilio Cymru) (PDF)

Mae sawl dogfen sy'n dod o fewn cwmpas eich cais ar gael i'r cyhoedd, fel a ganlyn:

- Waste Appendix 2a Draft Recycling and Waste Strategy 2018-2025.pdf
- Annual Self-Assessment and Well-Being Report Adroddiad Hunanasesu a Llesiant Blynnyddol 202 (1).pdf
- Recycling and Waste - removing recyclables from the residual stream and improving our performance .pdf
- Appendix 1 - Recycling and Waste Enforcement WIA.pdf
- Appendix 2 - Council Service Info.pdf
- Appendix 3 - WLGA-EnforcementGuidance-July2019-Final.pdf
- Moving recycle from the residual stream.pdf
- torfaen_waste_service_follow_up_review_english_5.pdf
- Recycling and Waste - Modernising our service.pdf
- Waste Appendix 1 - Strategy Action Plan and Timeline.pdf
- Waste Appendix 2 - Example of Resource Recovery Vehicle Specification.pdf
- Waste Appendix 2a Draft Recycling and Waste Strategy 2018-2025.pdf
- Waste Appendix 3 - Description of Options.pdf

- Waste - Exec Member Response to Recommendations - Recycling Waste.pdf
- Waste Appendix 4 - Container Configuration Table.pdf
- Audit Wales recycling and waste examples November 2022.docx
- Recycling Waste and Fleet - Improving Services.pdf
- <https://www.torfaen.gov.uk/cy/Related-Documents/Performance-Improvement/Service-Improvement-Planning/Resources-SIP.pdf>
- 5719-TCBC-OptionsAppraisalReport-FINAL3(withQual).docx
- 9.2.23 Options Residual Waste options report to scrutiny 9.2.23.pdf
- 9.2.23 Appendix 1 - WRAP Residual Waste Options Appraisal Report 2022.pdf
- 9.2.23 Appendix 2 - Residual Waste Enforcement in Torfaen.pdf
- 9.2.23 Appendix 3 - Qualitative Assessment Table.pdf
- 9.2.23 Appendix 4 - Intergrated Impact Assessment.pdf
- 9.2.23 Appendix 5 - TCBC_AHP_Collections_Report_FINAL.pdf
- 9.2.23 Appendix 6 - Recycling Performance Deep Dive 002.pdf
- WLGA Waste+Finance+Data+Report+2020_21.pdf
- Cleaner Communities Overview Scrutiny Committee draft minutes 9.2.23.pdf (fel cofnodion printiedig) [Ar gyfer ymholiadau ar yr agenda hon, cysylltwch â \(torfaen.gov.uk\)](#)
- <https://moderngov.torfaen.gov.uk/documents/s52776/Cabinet%20Report%20-%20Recycling%20Vehicle%20Procurement%20Award%2005.10.pdf>
- Medium Term Financial Plan February 2023.pdf
- <https://moderngov.torfaen.gov.uk/documents/s54397/Cabinet%20Report%20-%20Recycling%20Vehicle%20Procurement%20Award%202022.pdf>

Yn unol â hynny, mae'r wybodaeth hon yn rhesymol hygyrch i chi drwy ddulliau eraill ac wedi'i heithrio rhag cael ei datgelu dan Adran 21 Deddf Rhyddid Gwybodaeth 2000. Fodd bynnag, rhowch wybod i ni os nad yw unrhyw eitemau o'r rhestr uchod ar gael yn rhwydd o gwbl a gellir darparu copïau.

Mae gennym hefyd ddeunydd pellach sy'n dod o fewn cwmpas eich cais, ond rwy'n cadw'r wybodaeth honno'n ôl am y rhesymau canlynol:

Byddai'r wybodaeth, pe bai'n cael ei datgelu, yn debygol o niweidio swyddogaethau Archwilydd Cyffredinol Cymru mewn perthynas ag archwilio. Byddai datgelu gwybodaeth o'r fath yn annog pobl i beidio â chydweithredu ag archwilwyr. Mae angen cydweithredu o'r fath i gynnal prosesau archwilio effeithlon ac effeithiol. Felly, mae'r wybodaeth yn dod o fewn yr eithriad a ddarperir gan Adran 33 o Ddeddf Rhyddid Gwybodaeth 2000 (swyddogaethau archwilio). Mae diddordeb y cyhoedd mewn gwybodaeth gyhoeddus ehangach am waith archwilwyr y sector cyhoeddus. Fodd bynnag, mae budd y cyhoedd o gynnal archwiliad cyhoeddus effeithiol drwy osgoi colli cydweithrediad a fyddai'n codi wrth ddatgelu yn fwy na'r budd cyhoeddus sydd ynghlwm wrth ddatgelu. Felly, rwyf wedi penderfynu bod cydbwysedd budd y cyhoedd yn golygu y dylid cynnal yr eithriad a ddarperir gan Adran 33.

Mae'r wybodaeth yn dod o fewn yr eithriad a ddarperir gan Adran 44 o Ddeddf Rhyddid Gwybodaeth 2000 (gwaharddiadau ar ddatgelu). Mae adran 54(1) o Ddeddf Archwilio

Cyhoeddus (Cymru) 2004 yn nodi 'cyfyngiad ar ddatgelu gwybodaeth' a thrwy hynny'n gwahardd datgelu gwybodaeth sy'n ymwneud â pherson neu gorff arall a geir yn ystod archwiliad, ac eithrio o dan yr amodau a nodir mewn isadrannau (2). Nid yw'r un o'r amgylchiadau hynny'n cael eu bodloni yn yr achos hwn, felly gwaherddir datgelu a byddai'n drosedd. Felly, mae eithriad Adran 44 yn berthnasol. Gan ei fod yn eithriad llwyr, nid oes angen cymhwyso prawf budd y cyhoedd.

Mae'r wybodaeth yn wybodaeth bersonol. O dan adran 40(2) o Ddeddf Rhyddid Gwybodaeth 2000 ni allaf ddarparu rhagor o fanylion gan y byddai datgelu gwybodaeth lle gellir adnabod pwy yw'r unigolion dan sylw yn annheg ac yn groes i'r egwyddorion diogelu data.

Byddai'r wybodaeth, pe bai'n cael ei datgelu, yn debygol o niweidio buddiannau masnachol. Felly, mae'r wybodaeth yn dod o fewn yr eithriad a ddarperir gan Adran 43 o Ddeddf Rhyddid Gwybodaeth 2000 (buddiannau masnachol). Ar ôl pwysu a mesur, rwyf o'r farn bod cadw'r wybodaeth yn ôl er budd pennaf y cyhoedd. Yn unol â hynny, cedwir yr eithriad yn adran 43 o Ddeddf Rhyddid Gwybodaeth 2000.

Yn gywir,

Swyddog Gwybodaeth

Nicholas Bennett
 Group Leader, Strategic Waste and Operations
 Arran Rosser
 Senior Auditor

ASR/NBS-22008

Recycling Audit

28th July 2022

An audit of the Council's processes for Recycling was undertaken in accordance with the Internal Audit Plan for 2022 – 23.

The audit scope consisted of 9 key controls which were reviewed to ensure that they were sufficient to address the risks associated with the function and that they were operating as expected. The controls were split across the following areas:

Policies and Procedures	1
Performance Monitoring	1
Operations	3
Income and Financial Management	4

Based on the testing carried out, the controls operating are sufficient to address the risks and are operating as expected. As a result, **FULL** assurance can be provided in accordance with the following model:

OPINION LEVEL	DESCRIPTION
NIL 0 – 10%	Internal control environment is weak and does not meet minimum expected standards leaving the system / process open to error and / or abuse. There is non-compliance with controls on a significant level and required controls are not present.
LIMITED 11 – 49%	Internal control environment does not meet minimum expected standards and has weaknesses which put the system objectives at risk. There is non-compliance with controls and those operating are not effective or are inadequate.
MODERATE 50 – 69%	Internal control environment does meet minimum expected standards but has weaknesses which put the system objectives at risk. There is some non-compliance with controls and those operating are not effective or are inadequate.
SUBSTANTIAL 70 – 89%	Internal control environment meets minimum expected standards, is basically sound and whilst there is reasonable assurance that the system / process is reliable, weaknesses exist which MAY put SOME of the system objectives at risk. There is some non-compliance with controls, but most are adequate and operating satisfactorily.
FULL 90 – 100%	Internal control environment is sound and designed to achieve the system objectives. No evidence of controls being inconsistently applied or operating unsatisfactorily. Absolute assurance that the system / process is reliable.

Arran Rosser
 Senior Auditor
 Ext. 2275

C.C Rachel Jowitt, Chief Officer
[REDACTED] Waste Operations Co-Ordinator
[REDACTED] Waste & Recycling Service Officer
Lauren Walker, Waste Data Performance Officer



INTERNAL AUDIT FINAL REPORT

Version 1

Neighbourhood Services Refuse Collection

Audit Reference: NBS-22009
Audit Scope: Key Controls
Audit Type: Systems Audit
Auditor: Geraint Weeks, ACA
Manager: Mike Corcoran, CIA QiCA GradICSA

Distribution List:	Key Dates:	
Rachel Jowitt Chief Officer, Neighbourhood Services	Date of Field Work:	22 September 2022
[REDACTED] Head of Service, Neighbourhood Services	Date of Draft Report:	23 September 2022
Nicholas Bennett Group Leader, Waste Strategy & Operations	Receipt of Responses:	3 October 2022
	Date of Final Report:	3 October 2022

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1. Executive Summary

- 1.1. A systems audit of the Council's **Refuse Collection** function was undertaken in accordance with the Operational Internal Audit Plan for 2022/23.
- 1.2. Recyclable domestic waste is deposited in separate containers for collection on a weekly (plastics, glass, and metals) or fortnightly (cardboard) basis. Food waste is also collected weekly. Non-recyclable/general waste is deposited in purple-lidded bins and collected fortnightly, alternating with garden waste from green bins (March to November only).
- 1.3. A free Assisted Collection Service is available for those who cannot get their wheelie bin to the kerb, providing certain criteria are met. There is also a Bulky Item Collection Service for larger items of household waste such as furniture and white goods. This service incurs a charge. Changes to the scheduled refuse collection are notified through the Council website and by notices in the local press.
- 1.4. A Trade Waste Collection Service is available for local businesses and a multi collection service of more than one collection per week is also available. All collections are chargeable, based on the customer's individual requirements.

2. Audit Scope

- 2.1. In accordance with the agreed Audit Scoping Document, the work was undertaken to cover the following sub systems:
 - Policies & Procedures
 - Operations
 - Income & Financial Management
 - Performance Monitoring
 - Stock

3. Audit Objective

- 3.1. The objective of the audit is to independently review the system and its controls, financial and non-financial, in order to determine whether the system and controls provide management with a satisfactory level of internal control to ensure:
 - Compliance with statutory requirements and internal policies and procedures;
 - The achievement of stated objectives;
 - The safeguarding of assets; and
 - The completeness and accuracy of records.

4. Approach & Methodology

- 4.1. The following procedures were adopted to identify and assess risks and controls and thus enable control improvements to be recommended:
 - Agreed objective and scope of audit using an Audit Scoping Document
 - Discussions with key members of staff to ascertain the nature of the systems in operation
 - Evaluation of the current systems of internal control through walk-through and other non-statistical sample testing
 - Identification of control weaknesses and potential process improvement opportunities
 - Discussions of findings with management by discussion of a draft audit report at an Exit Meeting and
 - Distribution of agreed final report to key officers agreed at the Planning Stage.
- 4.2. This report is a full report. Areas where control improvements are recommended are detailed in Section 7. Controls which were assessed as operating as management intended are detailed in Appendix A.

5. Assessment of Control Environment

5.1. No High Priority issues were identified. The table below details the number of:

- controls reviewed for each area within the scope of the audit; and
- recommendations made for the controls reviewed.

System	Number Reviewed	Finding / Priority			Total
		H	M	L	
Policies & Procedures	6	-	1	-	1
Operations	6	-	2	2	4
Income & Financial Management	5	-	-	-	-
Performance Monitoring	5	-	1	-	1
Stock	5	-	-	-	-
Totals	27	-	4	2	6

5.2. Each recommendation is prioritised and the key is as follows:

High	Action considered imperative to ensure the Authority is not exposed to significant risk.
Medium	Action that is considered necessary to avoid exposure to moderate risks.
Low	Action that is considered desirable and should result in enhanced control or efficiency and effectiveness

5.3. The following matters were also observed during the audit and are brought to your attention:

- Minutes of the meetings of the Tomorrows Valley Contract Liaison Committee are not automatically received.
- Prior to the introduction of a new system in August 2022, record-keeping of stock levels was infrequent and inadequate.

6. Audit Opinion

6.1. The review of the procedures in respect of the Refuse Collection function has established areas in need of management attention with **6 of the 27 key controls** tested (**22.2%**) generating a review point and recommendation for management action.

6.2. These control weaknesses should be addressed to deliver improvement in the control environment, reduce the exposure to risk and provide management with greater assurance on the adequacy of the system and its processes.

6.3. All weaknesses have been allocated a priority and management, in accordance with the stated action plan timescales, should take action.

6.4. As a result of the audit, **Substantial** assurance can be provided to management in accordance with the following model:

OPINION LEVEL	DESCRIPTION
NIL 0 – 10%	Internal control environment is weak and does not meet minimum expected standards leaving the system / process open to error and / or abuse. There is non-compliance with controls on a significant level and required controls are not present.

LIMITED 11 – 49%	Internal control environment does not meet minimum expected standards and has weaknesses which put the system objectives at risk. There is non-compliance with controls and those operating are not effective or are inadequate.
MODERATE 50 – 69%	Internal control environment does meet minimum expected standards but has weaknesses which put the system objectives at risk. There is some non-compliance with controls and those operating are not effective or are inadequate.
SUBSTANTIAL 70 – 89%	Internal control environment meets minimum expected standards, is basically sound and whilst there is reasonable assurance that the system / process is reliable, weaknesses exist which MAY put SOME of the system objectives at risk. There is some non-compliance with controls but most are adequate and operating satisfactorily.
FULL 90 – 100%	Internal control environment is sound and designed to achieve the system objectives. No evidence of controls being inconsistently applied or operating unsatisfactorily. Absolute assurance that the system / process is reliable.

6.5 The functional objectives detailed below were assessed and those considered to be 'at risk' of being achieved as a result of the deficiencies in the control environment are:

- Effective management of responsibilities in accordance with procedures.
- Performance of the function is subject to monitoring and prompt action(s) where required.
- All documentation is sufficient and accurately maintained/retained for the required/permitted length of time.

7. Observations & Recommendations

7.1. Reporting of accidents

Audit Reference: ISS.1 – Policies & Procedures 4: Accident Register		Priority: Medium											
Issue: Since 1 October 2021, two accidents involving chargehands were reported to the HSE via a RIDDOR report. Neither report was submitted within 15 days of the incident, as required by the HSE.		Recommendation: A RIDDOR report should be reported to the HSE within 15 days of an applicable accident.											
<table border="1"> <thead> <tr> <th>Employee</th> <th>Date</th> <th>Report</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>█</td> <td>14/10/21</td> <td>01/11/21</td> <td>18 days</td> </tr> <tr> <td>█</td> <td>30/06/22</td> <td>15/09/22</td> <td>11 weeks</td> </tr> </tbody> </table>			Employee	Date	Report	Time	█	14/10/21	01/11/21	18 days	█	30/06/22	15/09/22
Employee	Date	Report	Time										
█	14/10/21	01/11/21	18 days										
█	30/06/22	15/09/22	11 weeks										
Risk: Legislative non-compliance.													
Management Response: The service area is engaging with the H&S Advisor for Neighbourhood Services to clarify the reporting procedure which it will adopt immediately.													
Responsible Officer: Kyle Cheshire, Waste Operations Manager		Action Date: 3 October 2022											

7.2. Processing of personal data

Audit Reference: ISS.2 – Operations 1: Assisted Collections		Priority: Medium
Issue: <i>Basis of sample: 10 households in receipt of an assisted collection</i> Applicants are no longer required to complete an application form so do not see a printed statement regarding how the Authority processes personal data or direction to privacy notices. It has not been established if this information is given verbally.		Recommendation: When obtaining personal data from the public, details of the Authority's privacy notices should be given.
Risk: Service is not provided effectively or to the level intended.		
Management Response: When the team carries out an assessment for assisted collections the resident will be handed a copy of the Authority's privacy notice.		
Responsible Officers: █ █ (Waste & Recycling Services Officers)		Action Date: 3 October 2022

7.3. Posting of receipts

Audit Reference: ISS.3 – Operations 4: New & Replacement Bins		Priority: Low
Issue: <i>Basis of sample: 10 New or Replacement Bin requests since 1 September 2021</i> One receipt for a replacement bin was posted to the wrong cost centre in the General Ledger, NE0200 / 8314 instead of RE8983 / 8315 (11864965, IHWS00299725). Risk: Service is not provided effectively or to the level intended.		Recommendation: Posting of income should be made to the correct code in the General Ledger.
Management Response: The Finance Team will look to amend the ledger to ensure that entries are coded correctly. Call Torfaen and the Finance Team will take greater care when coding payments.		
Responsible Officer: Jo Lewis, Lead Finance Officer, Neighbourhood Services		Action Date: 3 October 2022

7.4. Commercial Waste contracts

Audit Reference: ISS.4 – Operations 5: Commercial & Trade Waste		Priority: Medium
Issue: <i>Basis of sample: 10 Commercial Waste customers</i> Signed contracts were not available for review in 2 cases: <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] Of the contracts reviewed, 4 were signed between 2011 and 2016 since which time the service provided had changed. Risk: Income due is not collected or appropriately accounted for.		Recommendation: Consideration should be given to obtaining a new signed contract when a customer changes the service required. Copies of all contracts should be retained in an accessible form.
Management Response: All trade waste contracts will be reviewed and any that require renewing due to service provision changes will be proceeded. Moving forward, any service provision changes will automatically trigger a contract renewal.		
Responsible Officer: [REDACTED] Waste & Recycling Services Officer		Action Date: 3 October 2022

7.5. Timely record-keeping

Audit Reference: ISS.5 – Operations 6: Outstanding Jobs		Priority: Low
Issue: From sample testing, a number of completed service requests have not been closed on MCS and still appear as outstanding: <ul style="list-style-type: none"> ▪ Sample of 10 Bulky Item Collections since 01/04/22 - 4 not closed (13784131 - 09/06/22, 13647813 - 15/06/22, 13939873 - 13/07/22 & 14173073 - 26/07/22); ▪ Sample of 10 Missed Collections since 01/09/22 - 1 not closed (12344044 - 05/01/22); ▪ Sample of 10 New & Replacement Bins - 2 not closed (13561259 - 21/04/22 & 13649428 - 29/04/22). 		Recommendation: Completed service requests should be closed on MCS in a timely manner.
Risk: Service is not provided effectively or to the level intended.		
Management Response: A review of current processes for the closing of service requests is currently being conducted, with a view (long term) of designing a digitalised process. In the medium term, and with the assistance of the Digital Team, service requests will be routed directly to the Operational Team for them to investigate and close down. This is an amendment to the current process where the Office Team manage the service requests on behalf of the Operational Team. All outstanding requests will be reviewed immediately and the relevant actions taken to process them.		
Responsible Officer: Kyle Cheshire, Waste Operations Manager		Action Date: 3 October 2022

7.6. Investigation of complaints

Audit Reference: ISS.6 – Performance Monitoring 3: Complaints		Priority: Medium
Issue: <i>Basis of sample: 10 Complaints about Crews or Mess since 1 September 2021</i> No notes are retained as to what action has been taken or the outcome of an investigation. (11360029, 11908267, 12552589, 13035164, 13385365, 13834328, 14156821, 14666885, 13916942 & 14874680)		Recommendation: MCS notes should be updated to record what action has been taken in respect of service complaints.
Risk: Service is not provided effectively or to the level intended.		
Management Response: The process for complaints is under review with the medium to long term options being that the Operational Team will manage the process of closing all requests with the relevant information on completion of an investigation. All outstanding requests will be reviewed immediately and the relevant actions will be taken to close them down.		
Responsible Officer: Kyle Cheshire, Waste Operations Manager		Action Date: 3 October 2022

The following table details those controls assessed as adequate / operating effectively and which are contributing to the minimisation of risks within the system / function and the achievement of its objectives.

System Objective	Control Objective	Risk	Step	Expected Control
Management	Effective management of responsibilities in accordance with procedures.	Service is not provided effectively or to the level intended.	Policies & Procedures 1 Procedures	Formal policies and procedures exist that are compliant with statutory guidelines and directives, and regularly reviewed / updated.
			Policies & Procedures 2 Waste Management Strategy	An approved waste collection strategy exists which contains the targets and objectives reported to and monitored by management.
			Operations 2 Bulky Item Collections	Procedures exist to allow for the collection and disposal of bulky household items from residents.
			Operations 3 Missed Collections	Procedures exist for members of the public to log missed bin collections and action to be taken.
	Performance of the function is subject to monitoring and prompt action(s) where required.	Inaccurate records / data.	Policies & Procedures 3 Capacity Planning	The statistical information obtained from monitoring waste collection / disposal trends is used for capacity planning / strategy development.
			Performance Monitoring 1 Performance Monitoring	Management has established a performance management framework for the function including national and local targets that are regularly monitored and reviewed by management with reports submitted to the appropriate committee and / or professional and regulatory bodies.
			Performance Monitoring 2 Quality of Service	The quality of service is assessed with the findings scrutinised, acted upon and reported where necessary.
			Performance Monitoring 4 Contract Monitoring	Monthly meetings are held to monitor the contracts with external providers.
	Effective control and utilisation of all related function income and expenditure.	Income due is not collected or appropriately accounted for.	Income & Financial Management 1 Segregation of Duties	Adequate segregation of duties exists between: <ul style="list-style-type: none"> ▪ collection of income; ▪ reconciliation of income to source documentation.

System Objective	Control Objective	Risk	Step	Expected Control
Management	Effective control and utilisation of all related function income and expenditure.	Income due is not collected or appropriately accounted for.	Income & Financial Management 2 Income Reconciliation	All income collected is regularly and independently reconciled to source documentation.
			Income & Financial Management 3 Income Monitoring	The level of income from all sources is regularly monitored and compared with costs to ensure cost effectiveness and efficiency.
			Income & Financial Management 4 Debt Monitoring	Arrears are monitored through the Debtors Section. Updates are received on the status of accounts.
	Increased potential for fraud, loss and / or error (incorrect / duplicate payments).	Stock 1 Stock Ordering	All orders are legitimate, appropriate and properly authorised.	
		Stock 2 Stock Payments	Prior to payment, all invoices are agreed to a delivery note or other evidence of receipt and only paid if the invoice is correct.	
	The effective management, monitoring and reporting of the budget.	Ineffective budgetary control.	Income & Financial Management 5 Budget Monitoring	There are regular monthly meetings with Finance staff to consider budgets and redirect finance pressures as appropriate. Budget reports are received on a monthly basis by management. Budgets are continually monitored by management.
Regulatory	All documentation is sufficient and accurately maintained / retained for the required / permitted length of time.	Service is not provided effectively or to the level intended.	Policies & Procedures 5 External Contracts	Contracts are in place with external providers for the appropriate bulking, treatment and disposal of waste.
			Policies & Procedures 6 Staff Training	All staff have received the necessary / required training in order to carry out their duties.
Value	All operations are effective and efficient.	Inaccurate records / data	Performance Monitoring 5 Value for Money	The private sector market is periodically reviewed to ensure that the contracts are providing value for money.
Security			Stock 3 Stock Records	Adequate records exist of all stock items currently held and a system exists to ensure that the Stock Register is promptly updated to reflect all purchases, sales, transfers and other disposals.

System Objective	Control Objective	Risk	Step	Expected Control
Security		Failure to safeguard assets.	Stock 4 Segregation of Stock Control Duties	Adequate segregation of duties exists in relation to: <ul style="list-style-type: none"> ▪ physical custody of stock; ▪ maintenance of stock records; ▪ the requisitioning and ordering of stock; and ▪ the certification of invoices. All orders are legitimate and appropriately authorised.
			Stock 5 Inventory Checks	Regular inventory checks are performed by officers independent of stock custody and documented with discrepancies are reported and investigated.

Reference: timeline/map of the Council's Actions

Mapping out the Council's Actions/reporting

When	What	
2014	WAO report - the Council's strategic intent for Waste Services was contained within a number of documents and reports and recommended that a single strategy be produced to guide and inform the future direction of the Council's Waste Service	Audit strategy
December 2015	recommendation was included in a subsequent Action Plan which was agreed by the Committee	Action plan
December 2018	Planning permission for the expansion and development of Ty-Coch (just the existing building / space currently used) was granted for the reconfiguration and expansion of the site. Cost estimates were undertaken at the time.	Recycling sites Infrastructure
January 2019	WAO issued Waste Service – Follow-up review slow progress in addressing our proposals for improvement and some significant issues remained	Audit strategy
April 2019	Recycling and Waste Strategy approved (5 years since WAO report)	Strategy
September 2019	WRAP engaged in to work with the Council to draft an Options Modelling report (completed in September 2022). outline the Options to enable the Council to deliver a one pass recycling collection service.	Strategy / analysis
October 2019	Launch of the re-use shop	Public / preventative
	Developed partnership working with Capital Valley Plastics, offering additional material stream, stretchy plastic to be collected for recycling through schools and other designated sites in Torfaen	
2019/20	introduction of black bag sorting at HWRC	Enforcement
March 2020	Cleaner Communities overview and Scrutiny Committee report on 'How should the Council seek to modernise its Recycling and Waste Service including its trader offer?' Update on the plans to introduce a new recycling vehicle fleet, a review of recycling containers and a review of the trade waste service	Fleet Vehicles recycling containers trade waste service
November 2020	Cabinet approved the principle of a long-term lease for the land at New Inn site (Wales & West) in November 2020, with an option to purchase after 15 years	Recycling sites Infrastructure
May 2021	Scrutiny report - update on Audit Wales Waste PFIs	update on AW Waste PFIs
October 2021	Recycling And Waste – Procurement of New Recycling Fleet – Appointment of Contract Award	Contract award - Fleet Vehicles

	<p>approval from Cabinet to appoint the 3 separate contract awards for recycling vehicle fleet. The total sum of the contract is £2,941,558</p> <p>Recycling vehicles are called Resource Recovery Vehicles (RRV). The substation providing electric to the depot will cope with the 2 new electric vehicles but the substation will not cope with a total electric fleet</p> <p>The timescales for introducing the new vehicles is Spring 2023 until 2030</p>	
October 2021	<p>Scrutiny report - Approval To Proceed With The Direct Award Of 2 X Electric Refuse Vehicles And The Additional Infrastructure To Support These Vehicles.</p> <p>Council is looking to work with a contractor to integrate electric vehicles into the fleet</p>	Contract award - Fleet Vehicles
December 2021	<p>Chief Officer Challenge Session December 2021</p> <p>Challenge Session Self Evaluation Papers - NSPPP.docx</p>	Performance report to PDF – not public?
December 2021	<p>Executive Member approved a report for changes that focused on the dry recycling fleet (e.g. paper, glass, plastic and cans) and introduced temporary second hand vehicles and additional staff ahead of the new vehicles beginning to arrive later this year</p> <p>6 second hand vehicles were introduced into the service to provide resilience for the dry recycling service. These vehicles will be phased out over 2023 as the new Recycling Recovery Vehicles (RRVs) vehicles are introduced</p>	Fleet Vehicles Infrastructure
January 2022	<p>A report was submitted to both Cabinet and then Council in January 2022, to seek authorisation to approve capital funding for the construction of the bulking and baling facility at the site known as Wales & West, at New Inn, Pontypool</p> <ul style="list-style-type: none"> Approval was sought to appoint a main Contractor via a Two Stage Tender process to deliver pre-construction phase professional services for the sum of £595,194 for the provision of the New Recycling Depot in New Inn The Ty Coch site (where current dry recycling is unloaded and baled before onward sale to market) was discounted in the January 2022 reports due to the position by the landlord and their agent. At the time the Council Officers were advised that the landlord would not consider a longer-term arrangement post the current lease expiry date of 2027 Within the January 2022 reports it outlined that a change to the receptacles used by householders could be needed. Cleaner Scrutiny and a recommendation was made and accepted that public consultation needed to occur before a decision by Cabinet. Following review of the receptacles, 	Recycling sites Infrastructure strategy is for single pass recycling vehicles

	<p>the supply market and costs, the impact on recycling quality and income and ease of sorting co-collected streams it is proposed there is no change for Torfaen householders</p> <p>Cabinet January 2022 report identified that work was being undertaken to determine how the Council can achieve the 70% recycling target by 2024-25</p> <p>Route optimisation project will be the introduction of weekly collections for cardboard - investment for the fleet in August</p>	<p>Possible changes to Collection Receptacles discussed</p>
January 2022	<p>PDF Report presentation on Recycling Performance: Deep Dive</p> <p>This report and presentation had performance data, and comparative performance info for 2019-20. Options to consider, which included further modelling wok with WRAP.</p>	<p>Recycling Performance to pdf</p>
January 2022	<p>(27.1.22) Scrutiny -Recycling And Waste – Removing Recyclables From The Residual Stream And Improving Our Performance</p> <p>The committee made 12 recommendations, one of which was the Committee unanimously agreed that the time is not right to start looking at implementing an enforcement scheme and suggest that this proposal is deferred and reconsidered at a later stage.</p> <p>Monitoring is showing that based on current projections using Q2 2021-22 data, the Council will fail to meet the 64% target for 2021/22.</p> <p>In investigating the reasons for this drop in performance no specific reasons that can be determined as a causation factor. The most significant factor is an increase in kerbside collected residual waste against the kerbside collected recycling. There has been no service change that would have influenced this change, so the change is thought to be behaviours that were forced to change during the pandemic, such as working from home, and greater use of the residual waste capacity continuing even though the severe lockdowns associated with the pandemic have eased. In terms of other contributors, it is also the case that the HWRC is seeing less throughput of recycling and waste, and as a contributor to the target, this will also have had an effect.</p> <p>Previous composition analysis of the residual stream (black bins) has shown that there was a significant proportion of recycled materials being disposed of via the black bin which was circa 50% in 2019, and this has seemingly increased. Whilst a significant proportion of residents participate in our recycling scheme, this being highest for dry recyclates, but significantly lower for food, there is more to be done to ensure that materials that can be</p>	<p>recycling performance and enforcement proposal to remove recyclable material from residual stream</p> <p>agreed that the time is not right to start looking at implementing an enforcement scheme</p>

	<p>recycled are recycled. This is one of the next step changes needed to improve performance related to both the current 64% target and the forthcoming 70% target.</p> <p><u>What have the council done with communities to remove recyclable material from the residual waste, and addressing the reduced throughput of recycling and waste at HWRC since this report in January? Has Participation surveys recommenced?</u></p>	
February 2022	<p>Cabinet approved the purchase of the 19 RRVs in February 2022 https://modern.gov.torfaen.gov.uk/documents/s54397/Cabinet%20Report%20-%20Recycling%20Vehicle%20Procurement%20Award%202022.pdf</p> <p>supersedes the October 2021 report</p>	Fleet Vehicles Infrastructure
May 2022	<p>Report to seek agreement for a new leadership structure for the department to enable delivery against the Council mission and ensure the department, its services and staff are able to thrive and deliver its goals and ambitions</p>	Capacity/ Leadership arrangements
June 2022	<p>PDF Report Presentation on Recycling: Options for Receptacles</p>	Options for Receptacles
August 2022	<p>Letter from WG - no fines for missing targets</p>	
August 2022	<p>Members approved investment into a temporary fleet for card and food recycling vehicles, again in light of the age of the existing fleet</p> <p>Route optimisation project will be the introduction of weekly collections for cardboard ("The card service is currently on a different collection system. Need to ensure that the current dry recycling rounds and the new vehicles can accommodate the card tonnage we are now collecting (as since Covid the tonnage has maintained at a consistently high level with the increase in online shopping). This is due to be completed within 12 months. Hence approval was given for 12 month hire of those vehicles</p> <p>approved a 2 year investment strategy for a separate food waste fleet to allow the project on centralising all recycling streams at a single site to be concluded??</p>	Fleet Vehicles Infrastructure
September 2022	<p>(WRAP Report) Residual Waste Options Appraisal Report - presents the results of the kerbside residual collections options modelling. The purpose of the study is to inform the development of TCBC's kerbside residual collection service to improve their overall recycling rate from 62% to meet the current 64% Welsh</p>	Collection Receptacles frequency options

	<p>Government recycling rate target, and the forthcoming 70% target in 2024/25.</p> <ul style="list-style-type: none"> • Options modelling data – 4 options • Absorbent Hygiene Products (AHP) collection service - analysis of vehicle requirements for a dedicated weekly Absorbent Hygiene Product (AHP) collection <ul style="list-style-type: none"> ○ This was planned for 2020/21 according to strategy 	
October 2022	<p>Bulking and Baling Facility report to Cabinet.</p> <p>Approval sought in to support Ty Coch as the preferred location and allow the Chief Officer to instigate tender documentation for a design and build project in accordance with Council standing orders.</p> <p>– Restricted item -Cabinet agreed with the recommendations detailed within the exempt report.</p>	Depo/ facility
October 2022	<p>Recycling, Waste And Fleet – Improving Services report to Cabinet</p> <p>To note the short to medium term future direction for food and card recycling as outlined in an Executive Member report of 25th August 2022</p> <p>note the strategy, financial implications and funding proposal outlined.</p> <p>The strategy in summary being:</p> <ul style="list-style-type: none"> a) To suspend Garden Waste collections for a 2-week period from Monday 29th August 2022 until Friday 9th September 2022 to allow these vehicles to be used for food and cardboard collections; b) To hire in 8 additional single back vehicles to collect cardboard & food waste separately within the borough. 4 vehicles will be hired for a 24-month period with the remaining 4 vehicles hired for a 12-month period. To direct hire from an approved framework and 2 vehicles as a procurement exemption given the need to quickly restore confidence in the collection service: and c) To recruit 3 HGV drivers and 6 Waste Collection via agency. <p>In recognition of the disruption to customers it is proposed that collections are extended for the whole of November</p> <p>current food & cardboard collection fleet were due for decommission over 2023, once the new recycling fleet was in full operation, but they are now failing.</p>	Suspend garden waste
November 2022	<p>Policy Development Forum to discuss the WRAP report and Options (online members had limited opportunity to contribute and only a short session)</p>	Residual waste collection options
November 2022	<p>Waste Project Board set up/ reinstated.</p>	
	<p>Developing a Fleet Strategy</p>	

December 2022	Award contract tender out for Ty Coch site redevelopment (1st Stage Award)	
January 2023	Options for improving recycling performance and this is going to be taken through Scrutiny (aim is to increase recycling at kerbside, particularly food waste.)	
February 2023	Strategic Director Report (1st Stage Award):for the tender for works on Ty Coch	
February 2023	Public consultation on residual waste collection	
March 2023	Public consultation on residual waste collection	
March 2023	Full members seminar	
April 2023 May 2023	Cabinet to approve changes to residual	
August 2023	Get cardboard collected in single pass	
December 2023	Construction starts at Ty Coch	
Spring 2024	Construction finished at Tŷ Coch	
Spring /summer 2024	New weekly collection in place	

Summary of Arrangements

- Kerbside collected food waste is currently deposited at New Inn Transfer Station,
- dry recyclates (paper etc) and all other waste go to Tŷ Coch
- The card service is currently on a different collection system
- Planning permission for Ty Coch had been approved and is due to run out in December 2023 – Landlord offering shorter lease than what the Council would like.