



Domestic Waste Collection

Internal Audit Report

2010 / 2011

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Auditor

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Audit: Domestic Waste Collection
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1. Introduction

1.1 This audit is part of the 2010/11-audit plan. The Service is audited on a 3-year cyclical basis.

2. Scope

2.1 The audit focused the operational performance of the Service, areas reviewed included;

- Complaint handling
- Performance monitoring
- Training
- Health & safety
- Accident management

3. Findings

3.1 Chichester Contract Services has a Quality Management System (QMS) in place, this has been assessed by an independent quality management company NQA against the provisions of BS EN ISO 9001: 2008. The international quality management standard. The Domestic Waste Service has to perform to the standards set out in the QMS. Internal Audit support and audit the QMS on an annual basis.

3.2 The treatment of complaints is governed by the Council's corporate complaints procedures, which gives guidance to the public on how they should raise a complaint. The guidance also states how long it will take the Council to respond. The Service has had a small number of complaints that have escalated to becoming a formal complaint. The audit reviewed these and found the Service had dealt with them in accordance with the corporate procedures.

3.3 The Service has two key performance measures around missed bins. They target the number of missed bins and the percentage of missed bins collected within 24 hours of receiving the complaint. They have a policy that states that they will collect a reported missed bin the first time it is reported for a residence. The householder is advised that in the event of the bin being reported as missed again it will only be collected at the next normal collection. The Service in the year 2010/11 collected 97% of missed bins within 24 hours. The Service is in the process of introducing CCTV on all its domestic waste



vehicles, primarily to provide evidence at an early stage of any spurious claims against the Council in respect of damage alleged to have been done by the freighter. A bonus from the CCTV is that it will also record whether a bin is at its collection point at the time of pick up. The Service believes that having this evidence will enable them to challenge claims from the public that their bin was missed. The monthly performance against target is recorded on the 'Covalent' system and used, and discussed at the Service's Quality and Performance review meetings.

3.4 There is a comprehensive training regime operated by Chichester Contract Services. It is important for both service delivery and health and safety that the Council's waste collection operatives are fully trained to use all the equipment they are supplied with. Refresher training is also provided on a regular basis. The QMS governs the records management of the training given. The audit reviewed the training records of the Service and found that it had been completed and recorded in accordance with the QMS.

3.5 The Service has a strict Health and Safety regime governed by the Health and Safety at work act 1972. This is supported by training, guidance, procedures, risk assessments, inspections and reviews. Training is the key to mitigating the risks associated with Health and Safety. Not only is it vital to give the training but also just as important to record the training has been given and check that it has been understood. The audit reviewed a sample of Health and Safety training records and found them to be complete.

3.6 Despite all the Health and Safety training, accidents will occur from time to time. It is important that the Service has procedures in place to respond to incidents and complies with Health and Safety legislation. The audit reviewed a sample of incident reports and found they had been dealt with in accordance with the Council's procedures. In the case of more serious accidents these have been reported to the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

4. Conclusion

4.1. Internal Audit is satisfied that there are sufficient controls in place to manage the Service's risks. The QMS has introduced a strong control culture in the Service; this supports the operational requirements of the Service.

4.2 There are no recommendations as a consequence of this audit.

