

Code & Title	Audit Reference	Audit Area	Main Contact	Recommendations	Priority	Status Description	Original Date Due for Completion	Revised Date Due for Completion	Latest Note
BAUDENS001A Waste Collection Policy be developed and be approved by Cabinet that clearly sets out the Council's approach to managing resident's household waste	BRK1704	Environmental Services	Communities Manager	A Waste Collection Policy be developed and be approved by Cabinet that clearly sets out the Council's approach to managing resident's household waste in a safe and cost effective way, that encourages waste minimisation and recycling and requirements for minimising contaminated waste. The policy to include the responsibilities of the Council, its waste collection contractor (Serco), and residents, with regard to recycling and enforcement actions that may be taken in the event of repeated contamination by householders.	Medium	Outstanding (With Agreed Extension)	01-Jun-17	02-Apr-18	Norfolk Waste Partnership is currently establishing a countywide approach to waste collection. Forming part of this a review of options in terms of bin collection frequency and also the implementation of food waste collection. Trials are also being undertaken to reduce contaminated recycling. The outcomes from these pieces of work will inform the Waste Collection policy.
BAUDSPRO001A Review how the council can obtain increased value for money from incurring the corporate costs for Breckland bridge	BRK1708	Strategic Property	Strategic Property Manager	Recommendation 1: To review how the Council can obtain increased value for money from incurring the corporate costs for Breckland Bridge, potentially through undertaking a "final" Strategic Site Review to identify the future pipeline of work for Breckland Bridge or adding delivery projects to the initial business plan.	Low	Outstanding (With Agreed Extension)	30-Sep-17	31-Mar-18	The Council is not progressing adding additional projects to the current business plan period (2015-2020) but has embarked on undertaking due diligence for the extension of the partnership, with a view to possibly extending the partnership earlier than 2020 which will have the same effect if reducing the corporate costs for Breckland Bridge. The project plan for the due diligence project has been written & is on the Councils new Growth & Commercialisations Delivery Plan. Revised date of 31 March 2018.
BAUDSPRO001B To undertake the due diligence to prepare for the decision to extend the partnership	BRK1708	Strategic Property	Strategic Property Manager	Recommendation 2: To undertake the due diligence to prepare for the decision to extend the partnership including the extension criteria, business planning and partner covenant.	Low	Outstanding (With Agreed Extension)	30-Sep-17	31-Mar-18	The Council is not progressing adding additional projects to the current business plan period (2015-2020) but has embarked on undertaking due diligence for the extension of the partnership, with a view to possibly extending the partnership earlier than 2020 which will have the same effect if reducing the corporate costs for Breckland Bridge. The project plan for the due diligence project has been written & is on the Councils new Growth & Commercialisations Delivery Plan. Revised date of 31 March 2018.
BAUDLIC001A Taxi licence fees for both Councils to be reviewed.	BRK1709	Licensing and Business Support	Licensing & Business Support Manager	Taxi licence fees for both Councils to be reviewed.	Medium	Outstanding (With Agreed Extension)	30-Sep-17	01-Apr-18	The service needs to undertake a full review of policy and procedure and they have also implemented online applications, as cost needs to be recovery only - this work will feed into the fees and charges. revised deadline date of 1 April 2018
BAUDLIC001C Documented procedures for complaint handling to be produced and complied with.	BRK1709	Licensing and Business Support	Licensing & Business Support Manager	Documented procedures for complaint handling to be produced and complied with. These should be consistent with existing corporate complaint handling procedures where possible.	Low	Outstanding (With Agreed Extension)	30-Sep-17	01-Apr-18	Officer tasked with this work and a procedure will improve consistency and record keeping - revised deadline date of 1 April 2018