

Appendix 2: CARs progress summary

Ref	Dir	Resp	Corrective Actions /Observations	Action Planned	Progress	Date due
CAF 03/4 7	Env	PS/John Burton	STW at Haywood (Callow) breached its EA consent for suspended solids on 6th Jan 04.	Undertake any urgent works needed. Place on service contract with Mayclothing.	Access secured after initial difficulty and lock changed. Urgent works undertaken and maintenance schedule in place.	30/04/04
CAF 04/05 5	E		Failure against consent at crem in April 04	System now in place to copy ESU into any failure notifications to the regulator, Environmental Health.	Check of records undertaken at crem on 1/11/04 confirmed that no exceedances have been recorded since this date.	
CAF 04/5 1	Env	PS/John Burton	Gross SS & BOD failure at Haywood Callow STW on 7th June reported in email from Environment Agency 22/7, letter 23/6	Informed JB of email. He has contacted Mayclothing who plan to visit on 30/6. Owner of land ex-directory so notice for easement access must be by letter. JB to write to EA re reason for failure and any further remedial action needed after the contractor's visit. JB is also investigating transfer of ownership to Welsh Water as the STW serves private housing and does not relate to the Council property requirements.	Mayclothing cleared blockage, which was caused by user error. Residents informed by letter of requirements of system. Reply written to EA. Mobile number obtained, which should aid access to STW.	7/07/04
CAF 04/5 2	Env	H&T, PS, HJS	Email from Mark Thomas, HJS, on 16/7 saying " HJS have written to the Council Project Manager (Frank Smith) setting out the position with regards to Salt this Winter - in short, we will not be operating from Burcott Road or Ross. Stephen (Oates) is aware of our concerns and is actively working to get a salt barn in Thorn - we wait to hear confirmation. There is also an issue on the storage of the gritters. They need to be parked on other than contaminated land.	GEM Audit of salt storage procedure - visits to depot sites on 19/7.	Lease for salt barn at Thorn finalised in Nov 04 for use in the 05/06 season. Conversion will be required and is anticipated that works will take some months. Burcott Rd, Kingsland and Bromyard to be used this year, with emergency stocks at Pontilas (in a barn) and Ross (sheeted). Maintenance to be undertaken on stores at Burcott and Kingsland. Once Thorn store is operational, stores at Ross and Burcott will be phased out.	

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CAF 04/5 3	SHS	LD/EH/PS	Noise complaint re EnviroAbility recycling operations at Old Station Yard, Ross in August 04.	Env Health enquiry/complaint number Open Insight 79163, recorded on 9/8. EH officer has visited operation and sent memo to PS 18/8. Kevin Bray (EH 0168) and Mel Smith (PS) now leading. Complaint only notified to GEM as result of audit. Need to remind managers of need to report such occurrences to their GEM leads.	The investigating officer was John Thornton. Now with Kevin Bray. Soundproofing works were undertaken in October 04 and noise levels will be monitored by EH.	Jan 05
CAF 04/5 4	E	n/a	Telephone call from Env Agency to Andrew Terry, Property Services Estates Officer, on 27/10/04 re oil from storm drain at Rotherwas entering Wye	Andrew Terry explained that our interceptor is about to be emptied - but no waste can escape from it so it cannot be from there. However as Welsh Water's non-return valve is silted up, oil that has accumulated in the estates drains over the summer (and is not disturbed by light rain) may be reaching the river. This happens regularly when the first winter rains hit and water levels rise. Andrew has discussed this matter on a number of occasions with the EA.	No further action required.	n/a
CAR 1*	CT E	Audit, ESU, PS, EHTS	1) Whilst action has been taken to close out some of the outstanding internal audit corrective actions, 6 of the original still remain and a further 4 have also exceeded the agreed timescale for close out. 2) The particulate emissions for cremator 2 exceeded the consent limits on 13/4/04, but the incident was not registered in the non-conformance system or discussed at the management review meeting of 25/7/04. 3) Corrective action to address the breach of discharge consent limits at Upton Bishop PSW was not effective, as a similar breach has arisen at Callow PSW.	1) Close out remaining audits. Ensure that all audits for rest of year are closed out on time. 2) Amend crem procedure so that when breaches are notified to EHTS, ESU is copied in so that NC sheet can be raised and actions recorded. (Alan Stokes/JG) 3) Closely monitor EA readings from both STWs to check that corrective actions taken are now effective. TM to ask Andy Tector if EH can monitor monthly. PS to explore possible funding for upgrade and transfer to Welsh Water.	1) FS has asked SGS if schedule can be lightened. Monthly updates on audit progress and CARs raised is now being provided to GEM group by Internal Audit. 2) ESU now copied into notification of any crem breaches. 3) A Tasked by FS if he will undertake sampling at STWs.	30/9/04
CAR 2	All	Lead Director	1) There are no formal minutes for the management review meeting of 25/5/04 and no other documented evidence of attendees, or that items in the GEM Report had been reviewed. 2) There is no documented evidence that top management have reviewed the problems regarding outstanding internal audits and overdue corrective actions from 2003.	Provide agenda and supporting material to Lead Director for interim Management Review to include points raised by the certifiers. FS to discuss interim reviews with Lead director at regular intervals, with materials then sent on to directorates or CXMT as necessary. Consider whether to do MR style report to EMT for Env dir related issues. Ensure CARs reported in any further Man Review. See also obs 1.	CXMT approved report on 9th November, including CARs raised that required corporate action. Role of cabinet Member and Environment Scrutiny now written into Management Review procedure.	30/10/04

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CAR 3	P&C	P&C/HAL O	Halo Centre, Bromyard. 1) Fire alarm checks have not been carried out weekly as required by the Fire Certificate, eg checks only carried out on 9/7, 25/6, 13/6, 7/5, 23/3/04. Quarterly fire alarm checks by Tann Synchronome were last done on 8/4/04 and are now overdue. 2) The annual inspection of the water system has not been carried out since December 02 and chlorination of the system is now overdue. 3) There is no evidence that objectives are being reviewed and the status of objectives listed is not recorded. Monitoring of energy consumption has not been carried out since Feb 04.	HALO will be asked to ensure fire alarms checks are carried out weekly and that quarterly checks done on schedule. Leisure facility (point 2) outside scope, but money in place for water system inspection and chlorination to be carried out. Review & report on progress on objectives. Ensure energy is monitored on a monthly basis. Draw attention of OICs to points raised at October meeting.	Jon Layton (cc Suzanne) informed of CARs and sent proposed actions in order for him to resolve the issues. Site visit undertaken 21/9 by SL & Suzanne (+ to other Info Centres?). Action Plan produced and being implemented on an ongoing basis by Halo management. OIC meeting booked for 19/10.	30/9/04
CAR 4*	CT E	Audit/ESU	1) 2003/4 Internal audit programme has not yet been completed - 6 audits still outstanding. 2) Internal audits have not been carried out on new areas to be included in the scope (waste mgmt & transportation).	Carry out 6 remaining 2003/4 audits asap. Add Waste & Transportation audits to Q2 programme for 2004/5. Note that any services joining scope must have audits plus 3 months action in place.	Date now set for meeting of OICs - 19th Oct 2/9	30/9/04
CAR 5	Env	PS/Waste	At Grafton site managed by Property Services a number of wastes have been stored in deteriorating condition or in circumstances which could result in pollution, for example open skip of waste vehicle batteries and open skip of general waste from Halcrow, open drum containing waste oil inside building. It could not be established whether or not the gasoil store (behind unlocked door) is empty or contains 300 gallons as indicated.	PS aim to transfer FOCCA elsewhere and clear the site prior to disposal. Meanwhile ensure all contractors using the site operate and store oil/fuel in accordance with HC procedures and the contract with Waste Management. Ensure skips are covered at all times. PS to remove general waste and empty fuel oil tank &/or improve security on it. Also clarify issue of lorry washing on site.	EA have written to FOCCA saying they are happy with the present lorry washing arrangements. A Terry (PS) to arrange site clean up.	30/10/04
CAR 6	Env	Waste Man	FOCCA method statements are not identified on the Waste Management aspects register as relevant controls in need of periodic audit. No objective evidence was available to demonstrate audit against any of the environmental elements of FOCCA's method statements. Servicing records for FOCCA vehicles show emissions checking on a two monthly basis as opposed to monthly as detailed in FOCCA method statement. FOCCA method statements were not available at their offices. It was not clear how compliance against working plan was monitored by Herefordshire/Worcestershire as records of site visits were not available.	Undertake thorough audit of env elements of FOCCA contract and method statements and review with FOCCA. Clarify the monitoring regime for SWS disposal contract and location and availability of records. See also CAR8.	Meeting with Paul Morris and Philip Smith (SHEQ) FOCCA 31/8. They are moving to ISO 14001 certification in the next few months. Meeting with WCC Contract Monitoring Team 2/9 and Rob Macmillan of Severn Waste 9/9. EHTS Aspects Register updated with info gained. Waste audit in Nov included visit to FOCCA.	30/9/04

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CAR 7*	Env	ESU/MW/ Trans	The aspects registers for transportation and waste management are incomplete and require review to clearly identify specific activities and their method of control/improvement.	Review these aspects registers with lead officers to ensure all activities are covered plus their control measure and relevant legislation.	Aspects reg for trans improved & sent to R Ball for comment. (17/8). Aspects reg for waste now updated. (15/9)	30/9/04
CAR 8	Env	WM/ESU	FOCOSA hold some spill clean-up equipment. However there was no objective evidence of a system in place to require testing of arrangements or review of effectiveness following incidents.	Include in audit re CAR 6. Ensure that up to date and agreed procedures &/or method statements are in place and available to staff and WM re all env impacts.	Point raised with FOCOSA in meeting 31/8. They acknowledge the need to document spills and will probably use Mayrise. Follow up with Paul Morris in 3 months - end of Nov. 2/9	30/11/04
CAR 9	Env	ESU	The register of legislation requires review in order to reflect further responsibilities and relevance of identified legislation resulting from the extension to scope (eg re waste management legislation. Further examples - duty in respect of identification of contaminated land, role as litter control authority etc) to ensure that review of legal compliance covers all relevant areas.	Review after more detailed look at aspects register for waste and transport. Schedule review to cover any further changes required re further extension to scope in Feb 05. Consider linking to return of legal compliance review.	Legal compliance review to be completed by end Dec 04 (TM) including review of Register by SL.	30/12/04
Obs 1	Env	ESU/All	Ensure that the GEM Annual Report provides evidence of review of Policy Statement and confirms compliance with legal requirements.	Include in next Man Rev undertaken by CXMT.	6 month report approved 9/11/04 includes information on legal compliance and commitment to update policy in Spring 05.	31/12/04
Obs 2	CT E	Audit/WM	Ensure that an internal audit of waste management is carried out immediately to ensure compliance with aspects register and relevant procedures.	Complete CAR 7 (aspects) then do audit, including audit of contracts held. (See also CARs 4 & 7).	Visits to WM contractors undertaken. Contract audit of FOCOSA contract undertaken in Q2.	31/8/04
Obs 3	PS/E	PS/OICs	The Property Management File is authorised at Issue 1, but no record of approval of revisions and additions is included within the document - consider a revision page to record updates and approval of changes.	Most updates to PMFs now sent by email and hyperlinks to current corporate docs are provided from emailed index. Numbers of staff in Land & Property Information Service have reduced, which may be a constraint. Ensure need to keep PMFs up to date is raised at OIC meeting in autumn. CB to ask GED to reiterate importance of OIC role at CXMT. GEM group asked to raise issue at DMTs. Meeting for new OICs and update for current OICs to be held in Oct- AD co-ordinating.	OICs are updated by email. The number of files and the extent of Officer in Charge duties makes manual revision impractical. PMFs are thoroughly reviewed as part of the Site audit and there are annual meetings for OICs. Use of the electronic index with hyperlinks included in OIC briefing in October.	31/10/04

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Obs 4	CSS	Mary Tittle	The fire alarm at Brockington had not been tested this week due to a switch to a new call centre - ensure this is recorded in the log.	Mary notified and asked to make sure log book completed & copy sent to us. (27/7)	Information received.	31/8/04
Obs 5	CSS	Mary Tittle	Whilst strong commitment was demonstrated at Brockington to reduced energy consumption and waste to landfill, there was evidence of cardboard in the general waste bin and lights left on in unoccupied rooms.	Mary notified, recommended more stickers/signage. (27/7)	Email sent round by MT and more stickers provided.	30/9/04
Obs 6	P&C O	P&C/HAL	The general standard of housekeeping at the rear of the Halo Centre could be usefully improved - evidence of scrapped furniture and general debris.	Arrange for disposal of unwanted items. See also CAR3.	Action Plan produced and being implemented on an ongoing basis by Halo management. Email 23/9.	30/9/04
Obs 7	Env	PS (MH)	At next visit review records for chiller units held by M&E Engineer at Property Services including gas type, weight of charge, applicability of regulations requiring annual leak test and assessment of current testing against industry good practice.	Record refrigerant fluid charge of all units and ensure leak testing in place for any units with charge over 3kg.	MH expects to complete by end of Sept.	30/9/04
Obs 8	Env	PS/HJS	The Council has improved systems for specification of sustainable timber. Review at next visit how compliance with these requirements is audited for projects work and HJS.	Investigate and record standards at HJS and Jewsons. Brian Davies to collect certificates from 2 contractors to use as model. Track developments re Govt one stop shop on timber procurement. Need to check info received from HJS suppliers.	Research undertaken into Timber Trade Federation certificate. Govt guidance due for update in Sept, which may be helpful. Jewsons expect to have Chain of Custody for local branch in November 04.	30/9/04