

Top Risk Code & Title	<u>TR59.008 Depot/Transfer Station - CHANGED</u>		
Description	<p>As a result of:</p> <ul style="list-style-type: none"> - The Buntingford Depot/Transfer Station failing to meet Environment Agency requirements, e.g. installation of a fire suppression system - The Environment Agency not issuing the required operating licence - The Environment Agency not agreeing to a further extension to the temporary agreement, which expires in August 2018, to continue operating from the site on the existing basis - Foreclosure on the tenancy agreement, a fire or serious Health & Safety concerns/incident <p>There is a risk that:</p> <ul style="list-style-type: none"> - The Environment Agency closes the site - Operational use of the site is not possible or its use is severely restricted <p>This could lead to:</p> <ul style="list-style-type: none"> - Service delivery and the management of dry recyclates being significantly affected, e.g. waste collections being suspended/reduced - Dry recyclates being sent directly to the recycling facility - Dry recyclates being sent to landfill - Use of alternative transfer sites (either as a formal Business Continuity arrangement or as an emergency reactive solution) 		
Opportunities	- A joint depot/recycling transfer station with EHDC providing economies of scale		
Consequences	<p>As a result of the risks arising:</p> <ul style="list-style-type: none"> - NHDC could require additional unbudgeted resources - NHDC's reputation could be damaged - NHDC could receive an increased number of complaints from residents - NHDC's performance could deteriorate - NHDC's income/identified savings could reduce 		
Service Area	Place		
Lead Officer	Vaughan Watson	Cabinet Member	Executive Member for Waste Management, Recycling & Environment
Current Risk Matrix			
Current Impact Score	3	Current Likelihood Score	3
Date Reviewed	23-May-2018	Next Review Date	23-Jul-2018
Work Completed	<ul style="list-style-type: none"> - Initial risks associated with the contract tendering process managed effectively, e.g. IT, telephone and parking issues all resolved - Urbaser submitted application for the operator licence 		
Ongoing Work	<ul style="list-style-type: none"> - EHDC responsible for financing and managing the installation of a fire suppression system - NHDC/EHDC representatives undertaking updated risk assessments and Business Continuity planning - Investigating options for third party providers to provide alternative transfer sites for dry recyclates and for direct delivery to Pearce 		

Linked Action Code	Linked Action Title	Due Date	Status	Progress of Covalent Action

Top Risk Code & Title	<u>TR59.009 Food and Garden Waste - NEW</u>		
Description	<p>On 16 October 2017, Cabinet approved the introduction of weekly food waste collections and a chargeable garden waste collection service for the new contract, commencing on 9 May 2018.</p> <p>As a result of:</p> <ul style="list-style-type: none"> - NHDC not providing food waste caddy liners, apart from a limited number when the service is introduced - Residents being unwilling to pay the £40 per year charge (initial £35 early bird offer) - Residents being unhappy with the changes, especially in light of consultation feedback - Problems with the payment process and transfer of data to the operating system <p>There is a risk that:</p> <ul style="list-style-type: none"> - The contractor has problems delivering the garden waste collection service, i.e. ensuring residents that have paid have their waste collected and that residents that have not paid do not - Residents fail to utilise the food waste caddies and dispose of food waste in their purple bins - NHDC fails to maintain the required number of residents paying for the chargeable garden waste collection service - Residents dispose of garden waste by alternative (e.g. Household Waste Recycling Centres) or inappropriate (fly-tipping) means <p>This could lead to:</p> <ul style="list-style-type: none"> - NHDC not achieving the income figures specified in the budget - Reduced performance (increased residual waste and decreased recycling rate) - Increased incidents of fly-tipping - A high number of complaints and negative press coverage - Customer contact centres being unable to cope with a high volume of calls - Increased costs and negative impact on future AFM payments 		
Opportunities	<ul style="list-style-type: none"> - NHDC maximises take up of the chargeable garden waste collection service and the associated income - The amount of food waste collected increases (and offsets any reduction in garden waste) 		
Consequences	<ul style="list-style-type: none"> - Recycling performance reduces closer to the legislative requirement of 50% - Anticipated savings are not realised - Negative impact on NHDC's finances - Damage to NHDC's reputation 		
Service Area	Place		
Lead Officer	Vaughan Watson	Cabinet Member	Executive Member for Waste Management, Recycling & Environment
Current Risk Matrix			
Current Impact Score	2	Current Likelihood Score	2
Date Reviewed	23-May-2018	Next Review Date	23-Jul-2018
Work Completed	<ul style="list-style-type: none"> - Cabinet approval for service changes (October 2017) - Contract mobilised - Over 40% take up of the garden waste collection service at contract commencement, which has now increased to 47% (May 2018) 		

Ongoing Work	<ul style="list-style-type: none"> - Implementing Communication Plan relating to service changes/implementation issues - Urbaser conducting a data cleansing exercise to resolve the issues with data transfer to the operating system (they have indicated that the system is currently 99% clean), which resulted in problematic collection issues and a high number of complaints - To address short-term implementation issues, Urbaser has doubled the size of its contact centre and operated additional services/hours to “catch up” - No early indications of an increase in fly-tipping or a detrimental impact on HWRCs
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