

Project Name: Waste, Recycling & Street Cleansing Contract Mobilisation and Demobilisation

| Risk No. | Date Raised | Risk Owner | Title | Description | Category | Impact | Probability | I/P Score | Proximity | Last Review Date | Key Affecting Impacts | Completed Risk Mitigating Actions | Ongoing Risk Mitigating Actions | Action Owner(s) | Status of Actions |
|----------|-------------|-----------------------------|---------------------------------------|--|--|--------|-------------|-----------|------------|------------------|----------------------------------|--|---|-----------------|-------------------|
| 2 | 22/07/2024 | Chloe Hipwood | Skills shortage due to staff leaving. | There is a risk that the project cannot be delivered successfully due to lack of staff, skills and experience in the client team as a result of staff leaving. | People, Operational, Reputation | 2 | 3 | 7 | Immediate | 01/10/2025 | Morale | Contract Officer Post recruited to Maternity cover post recruited to Communications officer recruited to | Regular 1-2-1's Regular team meetings New team members undergoing training Recruitment for replacement Comms officer - now completed and in post 1 x New vacancy - Contract Officer recruitment ongoing - due to start late Oct *Shared Service Manager Vacancy - in post Sept 25 *Shared contract manager - currently recruiting to post *Service performance and projects officer - currently recruiting to post | JL | Ongoing |
| 14 | 22/07/2024 | Sarah Kingsley/ James Ellis | Insufficient staff resource | There is a risk that the project has insufficient staff resources because of the necessity to maintain business as usual | Financial, Operational, People, Reputation, | 2 | 3 | 7 | Immediate | 01/10/2025 | Resource, Budget | IT projects managed corporately | Prioritisation of work streams Vacancies and volume of resident contacts are impacting on contract monitoring. | JL | Ongoing |
| 27 | 22/07/2024 | Adam Staples | Availability of online services - EHC | There is a risk that the online web services are not set up for self serve in sufficient time for the start of the contract | Financial, Information, Operational, People, Reputation, Strategic | 2 | 3 | 7 | 1-3 months | 01/10/2025 | Time, Resource, External Factors | Early engagement meetings BPM completed for core services Meetings held with Veolia IT Timeline for IT development established Additional customer service support allocated. Direct entry into ECHO by customer service agents rather than via online forms Some forms integrated with ECHO, bin day look up, missed bin reporting, bulky (as of 17/10) | IT system set up and testing Allocation of sufficient resources | SM, AS | Ongoing |
| 34 | 22/07/2024 | Geoff Hayden/ Anna Osbourn | Buntingford Repairs | There is a risk that Buntingford is not handed back to EHC with dilapidation repairs complete or EHC works not complete e.g. vehicle wash. | Financial, Operational, | 2 | 2 | 5 | Immediate | 01/10/2025 | Time, Resource, Budget | Walls in transfer shed have been repaired. Veolia completed schedule of condition. Toilet block removed Roller shutter door now installed Garage fully functional | Estates to arrange a dilapidations survey A-frame replacement still to be carried out early 2026 Transfer shed washing - partially complete. | GH, JL | Ongoing |
| 35 | 22/07/2024 | Michael Clark/Phil Doggett | Letchworth Repairs | There is a risk that Letchworth is not handed back to NHC with dilapidation repairs complete or NHC works not complete | Financial, Operational, | 2 | 2 | 5 | Immediate | 01/10/2025 | Time, Resource, Budget | Dilapidations survey received. Veolia completed schedule of condition. Tarmac has been completed further asbestos report to be carried out to assess internal roofing with a view to securing with netting | Estates to determine dilapidations costs for FCC. Work to be completed by the council TBC continued discussion with estate and Veolia to progress with works | MC, JL,PD | Ongoing |

Project Risk Log

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| 41 | 24/07/2024 | Geoff Hayden | Glendale Move | There is a risk that Glendale do not vacate the Buntingford Depot in time for the new provider to move in. This may also impact on the ability to install EV charging infrastructure. | Operational, Financial, Reputation | 1 | 1 | 1 | Immediate | 14/07/2025 | Budget, Resource, External Factors | New site cleared Glendale approached Planning applications being developed Glendale moved off site | Some small items at Buntingford still to be cleared | GH | Completed |
| 42 | 08/08/2024 | Anita Higgs | Trade Direct Debits - EHC | There is a risk that the trade waste direct debit implementation creates additional work at a critical time during the mobilisation of the waste contract and that team capacity is affected if not implemented due to new EPR reporting requirements | Operational, Financial, Reputation | 2 | 1 | 3 | >6 months | 28/05/2025 | Resource | Reassurance provided by finance | | AH | Ongoing |