

| Ref | Project Title | Project Description | Dependant Projects | NHC Directorate/ Service Lead | EHC Department Lead | Project Lead Officer | Waste Service Officer Lead | Other departmental involvement/ stakeholders | Start Dates | End Date | Revised Start Date | Revised End Date | Status | Original Risk Likelihood | Original Risk Impact | Original Risk Score 1-9 | Current Risk Likelihood | Current Risk Impact | Current Risk Score 1-9 | Notes W/B 03/03/25 | | Notes 1/10/25 |
|------|--------------------------------------|---|----------------------|----------------------------------|------------------------|----------------------------|-------------------------------------|--|----------------|----------|-----------------------|---------------------|-------------|--------------------------------|----------------------------|-------------------------------|-------------------------------|---------------------------|------------------------------|--|---|---|
| WM4 | Flats - recycling provision refresh | Review of existing recycling and residual capacity Identify weekly residual waste services which can move fortnightly Determination of needs - case by case Engagement with Managing agents - case by case Bin procurement Bin delivery Resident engagement | | Shared Waste Service | Shared Waste Service | JL/KLW | JL/KLW | Housing Associations Managing Agents | Jan-24 | Dec-24 | Jul-24 | Feb-25 | In Progress | Medium | Low | 2 | Medium | Low | 2 | Ongoing | Rounds incomplete on ECHO following day change. Updates and checks ongoing. | 2 x agency staff assisting with signage and capacity checks |
| WM6 | Commercial Food Waste | Set pricing structure Agree disposal arrangements with HCC Agree a delivery programme and capacity with Urbaser Marketing Business sign up Mobilisation | WM13 WM21 WM31 | Shared Waste Service | Shared Waste Service | LO | LO | EHC Finance NHC Finance EHC Comms team NHC Comms team | Jan-24 | Mar-25 | Nov-24 | | In Progress | Low | Low | 1 | Low | Low | 1 | Pricing agreed | To be advertised further following bedding in of food rounds and determination of capacity pockets. | To be promoted further following bedding in of food rounds and determination of capacity pockets. |
| WM7 | Planning guidance update x2 | Identification of changes required to SPDs Development of new guidance and standard conditions Updates to websites | | Shared Waste Service | Shared Waste Service | JL | JL | EHC Planning NHC Planning | Jan-24 | Dec-24 | Aug-24 | | In Progress | Low | Low | 1 | Low | Low | 1 | No further update | All agreed but needs adding to EH website | |
| WM13 | Recruitment of Trade Officer | New job description Job evaluation Advert and recruitment Training | | Shared Waste Service | Shared Waste Service | LO | LO | Communications teams NHC HR | Jun-24 | Jan-25 | Jan-25 | Apr-25 | Not Started | Low | Low | 1 | Low | Low | 1 | No further update | | to be done by Xmas |
| WM16 | Garden Waste Portal - EHC | Development of specification Design of new portal Build of new portal Integration with finance systems for DDs Integration with card payment system Integration with waste management IT system System testing Soft launch user testing New subscription year - go live | WM17 WM19 | N/A | Transformation | AS | SM/GB | Stevenage Procurement EHC Finance Stevenage IT EHC Legal EHC Customer Service Urbaser Digital Peanut | May-24 | Dec-24 | | | In Progress | High | High | 8 | High | High | 9 | Card payments being manually reconciled with some challenges identified. No other updates. | Portal ready but EH CSC have declined to publish. | Ready to go live - awaiting date from digital team |
| WM17 | Set Up Integrated Online Forms - EHC | Identify data capture requirements and reporting needs Set up forms Integration with waste management IT system Integration with card payment systems System testing Soft launch user testing Mobilisation - go live | WM16 | N/A | Transformation | AS | LO | EHC Customer Service | Jun-24 | Feb-25 | | | In Progress | Medium | High | 8 | Medium | High | 8 | Funding request to enable work to progress. | Bulky, and replacement bins ready but not yet published online. Streets in test. | Bulky is now live as of Oct 25. other webform to still be progressed by digital - EH moved away from granicus for support of this |

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| WM19 | Migration of Garden Waste Direct Debit EHC Customers | Determination if list transfer possible Determination of system to be used System setup Testing Communication with subscribers Re-signup | WM16 | N/A | Finance | AH | LO | EHC Finance Stevenage IT EHC Customer Service Urbaser | Aug-24 | Mar-25 | | | In Progress | High | High | 9 | High | High | 2 | Compelled | New contract with Interbacs managed by EH finance. DD's yet to be taken for 25/26. | completed - first DD taken 1/10/25 |
| WM21 | Trade Waste Software | Identification of capabilities of Provider solution Determination of any outstanding system needs Decision on existing Whitespace solution Re-procurement System set and and configuration System integration with finance systems X 2 System testing Data migration Soft launch testing | WM6 | Shared Waste Service | Shared Waste Service | SM | SM | EHC Finance NHC Finance EHC Customer Service NHC Customer Service | Jul-24 | Mar-25 | | | In Progress | Medium | Medium | 5 | Medium | Medium | 5 | Negotiations ongoing with Whitespace | Whitespac e extended for 1 year. New online functionality in developme nt for NH. Yet to be progressed in EH. | no update |
| WM22 | De-mobilisation | Demobilisation of Letchworth depot Demobilisation of Butingford depot Stock checks Asset checks and maintenance Condition survey Letchworth depot Condition survey Buntingford depot Data transfer/deletion as appropriate Novation of contracts | | Shared Waste Service | Shared Waste Service | JL | JL | EHC Property Services NHC Property Services | Jul-24 | Apr-25 | | | In Progress | Medium | Medium | 5 | Medium | Medium | 4 | No update | Final contract payments to be agreed . Delapidati ons yet to be agreed - being progressed by property services. | ongoing disucssions with FCC & Veolia with NH property team |
| WM23 | Mobilisation | See separate preferred bidder spreadsheet | WM22 | Shared Waste Service | Shared Waste Service | CH | CH | All | Jul-24 | Apr-25 | | | In Progress | Low | High | 6 | Low | High | 1 | Crew drop in and training dates agreed. Dates for crew 1-2-1s agreed All workstreams progressing | | completed |
| WM24 | Procurement of MRF contract | Soft market testing Decision cycles Specification drafting Procurement exercise Evaluation Decision cycle Mobilisation | | Shared Waste Service | Shared Waste Service | CH | CH | NHC Procurement EHC Finance NHC Finance EHC Legal NHC Legal HWP | Sep-24 | May-25 | May-25 | | In Progress | Medium | High | 8 | Low | High | 1 | Tenders due back 12 March | Contract still to be signed. | completed, sealed & signed Sept 2025 |

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| WM25 | EH Garden Waste Subscriptions 25/26 | Agree pricing for 25/26 System set up DD sign up Subscription year communications Exception management | WM16 WM17 WM19 | N/A | Shared Waste Service | LO/SM | LO/SM | EHC Finance | Sep-24 | Jan-25 | | | In Progress | Medium | High | 8 | Medium | High | 6 | Small numbers of card payers contacted to encourage resubscription. Reconciliation challenges being addressed. | Direct debits yet to be taken | DD's now in place - awaiting update on 25/26 pricing update from EHC finance |
| WM28 | Data cleansing and IT system configuration | Data cleansing of existing data set Determination of files for transfer to Provider Agreement of system assets set up Agreement of field configuration Business Process Mapping System set up | WM23 | Shared Waste Service | Shared Waste Service | SM | SM | EHC Customer Service NHC Customer Service EHC Transformation Team NHC IT team | Dec-24 | Mar-24 | | | In Progress | Medium | Medium | 5 | Medium | Medium | 5 | Ongoing | Work ongoing following round change to manage flats, trade and streets impacts. | no further updates |
| WM29 | Caddy & Bin Roll Out | Organisation of storage Determination of delivery sequence Communication messages to residents Writing of schedules Writing of FAQs Issues management Deliveries management | WM23 | Shared Waste Service | Shared Waste Service | GB | GB | Communications teams NHC Customer Service EHC Customer Service Provider | Jan-25 | Jul-25 | | | In Progress | Medium | High | 8 | Medium | High | 1 | not due | Almost | completed |
| WM31 | Trade Waste Direct Debit | System set up System testing Notification to customer base Customer set up Invoice run Communication to outstanding customer base | WM6 | N/A | Finance | AH | LO | EHC Customer Service EHC Finance Team EHC IT Team | Jan-24 | Oct-24 | Jun-24 | Jan-25 | Not Started | High | Medium | 7 | High | Medium | 7 | No update | | no update |
| WM34 | Transfer or closure of Buntingford Toilet | Decision regarding refurbishment, new cleaning contract or closure | | N/A | | | CH | Communications team Members Property Services Buntingford Town Council | Sep-24 | Apr-25 | Jan-25 | | Not Started | Low | Low | 1 | Low | Low | 1 | Variation to NHC toilet contract being prepared. Toilet refurbishment completed | Ongoing issues with vandalism on. Future TBC. Ongoing cleansing covered by DANFO contract for the medium term. | no further update |

