													Original	Original	Original	Current	Current	Current
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	Risk Likelihood	Risk Impact	Risk Score 1-9	Risk Likelihood		Risk Score 1-9
	,	New job description	,					, , , , , , , , , , , , , , , , , , , ,										
		Job evaluation Advert and recruitment						Communications teams							3			3
WM1	Recruitment of Comms officer			Shared Waste Service	Shared Waste Service	LO	LO	NHC HR	Jan-24	Apr-24	Jun-24		Low	Medium		Low	Medium	
		Liasion with Glendale Confirmation of new site																
		Lease/contract amendments amendments													_			_
		Develop of new site	WM10					EHC Parks and Open Space							5			5
WM2	Glendale move and depot reconfiguration	Relocation Reconfiguration of Buntingford depot	WM22 WM23	N/A	Property Services	GH	СН	EHC Legal Glendale	Jan-24	Nov-24			Medium	Medium		Medium	Medium	
VVIVIZ	reconliguration	Development of location criteria	VVIVI23	IN/A	Property services	и	Cn	Gieridale	Jan-24	NOV-24			iviedium	iviedium		iviedium	iviedium	
		Assessment matrix of use and coverage																
		Identification of potential locations						EHC Members NHC Members							5			5
	Litter Bin Project - 30%	Member engagement Removals and relocations						EHC Parks and Open Spaces										
WM3	reduction	Storage and disposal		Shared Waste Service	Shared Waste Service	JL	JL	NHC Parks and Open Spaces	Jan-24	Dec-24			Medium	Medium		Medium	Medium	
		Deview of eviation are office and are duel agreets.																
		Review of existing recycling and residual capacity Identify weekly residual waste services which can move fortnightly																
		Determination of needs - case by case													2			2
		Engagement with Managing agents - case by case													_			-
	Flats - recycling provision	Bin procurement Bin delivery						Housing Associations										
WM4	refresh	Resident engagement		Shared Waste Service	Shared Waste Service	JL/KLW	JL/KLW	Managing Agents	Jan-24	Dec-24	Jul-24		Medium	Low		Medium	Low	
		Identification of area of expansion																
		Decision making cycles x2 Resident communications													1			1
		Delivery of sacks						EHC Members							_			- 1
WM5	Flexcollect - Phase 2	Mobilisation		Shared Waste Service	Shared Waste Service	GB	GB	NHC Members	Jan-24	Apr-24		Sep-24	Low	Low		Low	Low	
		Set pricing structure Agree disposal arrangements with HCC																
		Agree a delivery programme and capacity with Urbaser						EHC Finance							1			1
		Marketing	WM13					NHC Finance							1			1
WM6	Commercial Food Waste	Business sign up Mobilisation	WM21 WM31	Shared Waste Service	Shared Waste Service	10	LO	EHC Comms team NHC Comms team	Jan-24	Mar-25	Nov-24		Low	Low		Low	Low	
VVIVIO	Commercial Food Waste	Identification of changes required to SPDs	WWIJI	Shared Waste Service	Shared Waste Service	100	100	Wife commis team	3011-24	IVIGI-23	100-24		LOW	LOW		LOW	LOW	
		Develeopment of new guidance and standard conditions						EHC Planning							1			1
WM7	Planning guidance update x2	Updates to websites Finalisation of numbers		Shared Waste Service	Shared Waste Service	JL	JL	NHC Planning	Jan-24	Dec-24	Aug-24		Low	Low		Low	Low	
		Source storage location						Stevenage Procurement										
		Develop specification						EHC Finance							8			8
wm8	Caddy procurement (EHC)	Develop procurement route and evaluation process Undertake procurement		N/A	Shared Waste Service		I.,	EHC Legal HWP	Feb-24		Jun-24		Medium	High		Medium	High	
ANIAIO	caday procurement (ERC)	Identification of needs		190	Silared waste service	,,,). 	11881	reu-24		Jui1-24		weatuill	nigii		ivieuluffi	nigii	
		development of specification																
		Determination of costs/funding Decision making cycle																
		Application for grid capacity						NHC Procurement							7			7
1		Contingency planning						NHC Finance										
wm9	EV Charging Infrastructure - Letchworth	Procurement Installation	WM22 WM23			MC	СН	NHC Property Service NHC Legal	Feb-24	Apr-25			High	Medium		High	Medium	
VVIVIS	Letterworth	Identification of needs	VVIVIZO			IVIC	CII	INTIC LEGIS	reu-24	Api-23			ngn	ivieuluiti		rigii	ivieuluiII	
1		development of specification																
		Determination of costs/funding Decision making cycle																
	EV Charging Infrastructure -	Application for grid capacity						Stevenage Procurement							7			7
	Buntingford	Contingency planning						EHC Finance										
WM10	Fuel tank procurement and installation	Procurement Installation	WM22 WM23				СН	EHC Property Service EHC Legal	Feb-24	Dec-24			High	Medium		High	Medium	
ANIALIO	macanation	Liasion with Urbaser	VVIVIZO				cn	LITE LEGAI	rep-24	Dec-24			ngn	iviedium		nigii	ivieulum	
		Identification of staff eligible for TUPE																
1		Staff consultation																
		Determination of transition arrangements Formal transfer processes													5			5
		Training and induction																
	Transfer of customer service	Subsequent recruitments	14/8 422	Cta	N1/A	C.		Ushana	F-1- F-1				Mark			Mark	March .	
WM11	function in- house		WM23	Customer Service & IT	N/A	ļυ	LO	Urbaser	Feb-24	Dec-24	1		Medium	Medium		Medium	Medium	

													Original	Original	Original	Current	Current	Current
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	Risk Likelihood	Risk Impact	Risk Score 1-9	Risk Likelihood	Risk Impact	Risk Score 1-9
		Review of IAA draft documents																
	Signing of Inter Authority	Liaison between authorities Determination of constitution impacts/working practice impacts													2			2
WM12	Agreement prior to contract award	Liasion with Members		Shared Waste Service	Shared Waste Service	СН	СН		Feb-24	May-24			Medium			Medium	low	
WWIIZ	awaru	Signing New job description		Shared Waste Service	Shared waste service	СП	CH	All	Feb-24	ividy-24			iviedium	Low		iviedium	LOW	
		Job evaluation Advert and recruitment						Communications teams							1			1
WM13	Recruitment of Trade Officer	Training		Shared Waste Service	Shared Waste Service	LO	LO	NHC HR	Jun-24	Jan-25	Jan-25	Apr-25	Low	Low		Low	Low	
		Review of existing policies Determination of criteria for exceptions policies																
		Member liaison/ partnership board consideration																
		Decision making cycle x 2 Communication with existing customers						EHC Members NHC Members							1			1
WM14	Refresh of waste and street cleansing policies	Updates to website Changes to online forms/customer service information		Shared Waste Service	Shared Waste Service	CII	СН	EHC Customer Service NHC Customer Service	Feb-24	Sep-24			Low	Low		Low	Low	
WWII4	cleansing policies	Development of specification		Shared Waste Service	Shared Waste Service	CH	CH	NHC Customer Service	Feb-24	3ep-24			LOW	LOW		LOW	LOW	
		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						NHC Procurement NHC Finance							9			9
		Integration with benefits system						NHC IT										
		System testing Soft launch user testing	WM18					NHC Legal Urbaser										
WM15	Garden Waste Portal - NHC	New subscription year - go live Development of specification	WM20	Customer Service & IT	N/A	C1	SM/GB	Digital Peanut	May-24	Dec-24			High	High		High	High	
		Design of new portal																
		Build of new portal Integration with finance systems for DDs						Stevenage Procurement EHC Finance										
		Integration with card payment system						Stevenage IT							9			9
		Integration with waste management IT system System testing						EHC Legal EHC Customer Service										
		Soft launch user testing	WM17					Urbaser										
WM16	Garden Waste Portal - EHC	New subscription year - go live Identify data capture requirements and reporting needs	WM19	N/A	Transformation	AS	SM/GB	Digital Peanut	May-24	Dec-24			High	High		High	High	
		Set up forms Integration with waste management IT system																
		Integration with card payment systems													8			8
	Set Up Integrated Online	System testing Soft launch user testing																
WM17	Forms - EHC	Mobilisation - go live	WM16	N/A	Transformation	AS	LO	EHC Customer Service	Jun-24	Feb-25			Medium	High		Medium	High	
		Identify data capture requirements and reporting needs Set up forms																
		Integration with waste management IT system Integration with card payment systems													8			8
		System testing													•			•
WM18	Set Up Integrated Online Forms - NHC	Soft launch user testing Mobilisation - go live	WM15	Customer Service & IT	N/A	CJ	LO		Jun-24	Feb-25			Medium	High		Medium	High	
		Determination if list transfer possible																
		Determination of system to be used System setup						EHC Finance										q
	No. of Contract	Testing						Stevenage IT							9			9
WM19	Migration of Garden Waste Direct Debit EHC Customers	Communication with subscribers Re-signup	WM16	N/A	Finance	AH	LO	EHC Customer Service Urbaser	Jul-24	Mar-25			High	High		High	High	
		Determination if list transfer possible System setup						NHC Finance										
		Testing						NHC IT							8			8
WM20	Migration of Garden Waste Direct Debit NHC Customers	Communication with subscribers Re-signup	WM15	Resources	N/A	RC	LO	NHC Customer Service Urbaser	Jul-24	Mar-25			Medium	High		Medium	High	
		Identification of capabilities of Provider solution			ĺ					1								
		Determination of any outstanding system needs Decision on existing Whitespace solution																
		Re-procurement System set and and configuration													5			5
		System integration with finance systems X 2						EHC Finance							,			
		System testing Data migration						NHC Finance EHC Customer Service										
WM21	Trade Waste Software	Soft launch testing	WM6	Shared Waste Service	Shared Waste Service	SM	SM	NHC Customer Service	Jul-24	Mar-25			Medium	Medium		Medium	Medium	

			Dependant	NHC Directorate/Service		Project Lead	Waste Service	Other departmental	Start		Revised Start		Original Risk	Original Risk	Original Risk Score		Current Risk	Current Risk Scor
Ref	Project Title	Project Description	Projects	Lead	EHC Department Lead	Officer	Officer Lead	involvement/ stakeholders	Dates	End Date	Date	Date	Likelihood	Impact	1-9	Likelihood	Impact	1-9
		Demobilisation of Letchworth depot													1	4		
		Demobilisation of Butingford depot													1	4		
		Stock checks													1	4		
		Asset checks and maintenance													5	4		5
		Condition survey Letchworth depot													1	4		
		Condition survey Buntingford depot						FUC Deserted Commission							1	4		
WM22	De-mobilisation	Data transfer/deletion as appropriate Novation of contracts		Shared Waste Service	Charad Marka Camina	l	l.,	EHC Property Services NHC Property Services	Jul-24	Apr-25			Medium	Medium	1	Medium	Medium	
						JL .	JL .											6
WM23	Mobilisation	See separate preferred bidder spreadsheet	WM22	Shared Waste Service	Shared Waste Service	СН	СН	All	Jul-24	Apr-25			Low	High	6	Low	High	ь
		Soft market testing														4		
		Decision cycles						NHC Procurement								4		
		Specification drafting						EHC Finance							/	4		
		Procurement exercise						NHC Finance							8	4		8
		Evaluation Decision cycle						EHC Legal								4		
WM24	Procurement of MRF contract			Shared Waste Service	Charad Marka Camina	СН	CH	NHC Legal HWP	Sep-24	May-25	May-25		Medium	115-4	1	Medium	10046	
WWIZ4	Procurement of MIRF Contract			Strateu waste service	Strated waste service	CH	Сп	HWP	3ep-24	IVIdy-25	IVIAY-25		iviedium	High		iviedium	High	
1		Agree pricing for 25/26 System set up							1	1				1		4	1	
1		DD sign up	WM16						1	1				1	8	4	1	
1	EH Garden Waste	Subscription year communications	WM17													4		- 0
WM25	Subscriptions 25/26	Exception management	WM19	N/A	Shared Waste Service	LO/SM	LO/SM	EHC Finance	Sep-24	Jan-25			Medium	High		Medium	High	
2010123	3003C11PCIO113 23/20	Agree pricing for 25/26	VV IVI 13	1270	SHALER MARSTE SELVICE	20/3141	20/3141	erre i mance	3ep-24	3011-23			iviculuiii	riigii		iviculuiii	- mgn	
1		System set up														4		
1		DD sign up							1	1				1		4	1	
1		Subscription year communications	WM15						1	1				1	8	4	1	8
1	NH Garden Waste	Benefits system check	WM18						1	1				1		4	1	
WM26	Subscriptions 25/26	Exception management	WM20	Shared Waste Service	N/A	LO/SM	LO/SM	NHC Finance	Sep-24	Jan-25			Medium	High		Medium	High	
					.,,			NHC Procurement										
		Finalisation of numbers						EHC Finance								4		
		Source storage location						NHC Finance							_ /	4		
		Develop specification						EHC Legal							8	4		8
		Develop procurement route and evaluation process						NHC Legal								4		
WM27	Bins Procurement	Undertake procurement		Shared Waste Service	Shared Waste Service	JL	JL	HWP	Oct-24				Medium	High	1	Medium	High	
		Data cleansing of existing data set																
		Determination of files for transfer to Provider													1	4		
		Agreement of system assets set up						EHC Customer Service							5	4		5
		Agreement of field configuration						NHC Customer Service							5	4		5
	Data cleansing and IT system	Business Process Mapping						EHC Transformation Team							1	4		
WM28	configuration	System set up	WM23	Shared Waste Service	Shared Waste Service	SM	SM	NHC IT team	Dec-24	Mar-24			Medium	Medium		Medium	Medium	
		Organisation of storage													1	4		
		Determination of delivery sequence													1	4		
		Communication messages to residents														4		
		Writing of schedules						Communications teams							8	4		8
		Writing of FAQs						NHC Customer Service							1	4		
1		Issues management						EHC Customer Service	1	1				1		4	1	
WM29	Caddy & Bin Roll Out	Deliveries management	WM23	Shared Waste Service	Shared Waste Service	GB	GB	Provider	Jan-25	Jul-25			Medium	High		Medium	High	
1	L	review job description														4		
	Recruitment of temporary	Advert and recruitment		St I W	ch d w	l	l.,	Communications teams	١				١.		3	1 .	l	3
WM30	staff	Training		Shared Waste Service	Shared Waste Service	LU	LO	NHC HR	Jun-25	Jul-25			Low	Medium		Low	Medium	
1		System set up							1	1				1		4	1	
1		System testing							1	1				1		4	1	
1		Notification to customer base						FUC Contamos Cancina							7	4		7
1		Customer set up						EHC Customer Service								4		
WM31	Trade Waste Direct Debit	Invoice run	WM6	N/A	Finance	AH	LO	EHC Finance Team EHC IT Team	Jan-24	Oct-24	Jun-24	Jan-25	High	Medium		High	Medium	
MINIST	made waste pirect pepit	Communication to outstanding customer base	VVIVIO	IN/A	rmance	АП	10	Communications teams	Jan-24	UCI-24	Jun-24	Jan-25	High	iviedium		High	ivieuium	
1		Development of communications plan						NHC Customer Service								4		
1		All member communications						EHC Customer Service	1	1				1	1	4	1	1
1	New contract mobilisation	Developments of FAQs						Members	1	1				1	•	4	1	-
WM32	communications	Communication on changes to customer service	WM1	Shared Waste Service	Shared Waste Service	l ₁₀	10	Provider	Jul-24	Jun-25			Low	Low		Low	Low	
7414127	communications	Development of communications plan	AAIAIT	Shared waste service	Strated Maste SetNing	1.0	123	onuci	Jui-24	Juli-25			LOW	LOW		LOW	LOW	
1		All member communications														4		
1		Developments of FAQs							1	1				1		4	1	
		Communication on changes to customer service														4		
			1	1	I	1	1	Communications teams	1	1	1	I		1		4	1	8
		Day change communications																
		Day change communications Service change specific communications													•			
		Service change specific communications						NHC Customer Service										

Ref	Project Title	Project Description	Dependant Projects	NHC Directorate/Service Lead	EHC Department Lead		Waste Service Officer Lead	Other departmental involvement/ stakeholders	Start Dates	End Date	Revised Start Date	Revised End Date	Original Risk Likelihood	Original Risk Impact	Original Risk Score 1-9	Current Risk Likelihood		Current Risk Score 1-9
WM34	Transfer or closure of Buntingford Toilet	Decision regarding refurbishment, new cleaning contract or closure		N/A			СН	Communications team Members Property Services Buntingford Town Council	Sep-24	Apr-25			Low	Low	1	Low	Low	1
	Review of chargable services	Determine variance from existing costs Consider alternative charging structures	WM36		Shared Waste Service	LO	LO	Finance Teams Members	Aug-24				Medium	Medium	4		Medium	4
WM36		Determine variance from existing budgets Consider needs for alternative budget structure Consider impact of chargable services Consider impact of new services on processing/haulage and recycling sales	WM35			СН	СН	Finance Teams Members	Jul-24	Oct-24			Medium	Medium	4	Medium	Medium	4
WM37		Letter of intent Agreements re-vehicle procurement Determine requirements for anticipated changes Finalisation of leases Finalisation of contract documentation	All	Legal Services	Legal Services		СН	Finance Teams Legal Services	Jul-24				Medium	Medium	4		Medium	4