

Project Risk Log

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	22/07/24	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	01/10/25	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	JL	Ongoing
14	22/07/24	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	01/10/25	Resource, Budget	IT projects managed corporately	Prioritisation of work streams Vacancies and volume of resident contacts are impacting on contract monitoring.	JL	Ongoing
27	22/07/24	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	01/10/25	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	22/07/24	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	01/10/25	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	22/07/24	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	01/10/25	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
41	24/07/24	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	14/07/25	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

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42	08/08/24	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	28/05/25	Resource	Reassurance provided by finance		AH	Ongoing