

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 assiting 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 Deveopment 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

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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 lbe progressed by digital - EH moved away from granicus for support of this
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	Completed	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 development 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 discussions with FCC & Veolia with NH property team

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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
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, trades and streets impacts. no further updates

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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
WM36	Review of budgets	Determine variance from existing budgets Consider needs for alternative budget structure Consider impact of chargeable services Consider impact of new services on processing/haulage and recycling sales	WM35			CH	CH	Finance Teams Members	Jul-24	Oct-24			In Progress	Medium	Medium	4	Medium	Medium	4	No update	True up for contract to be finalised.	still in discussion
WM38	Contract Change Food Waste Disposal/ anticipated changes	Food waste disposal location changing in October 24 Contract change required for Urbaser and change process required in the new Veolia contract		Shared Waste Service	Legal Services	CH	CH	Finance Teams Legal Services	Aug-24	Oct-24		May-24	Not required	Low	Low	1	Medium	Low	2		not required but may be revisited.	no further update
WM41	Implimentation of Simpler Recycling for existing commercial customer base	There is a requirement for all businesses with 10 or more employees to impliment food waste collections from April 2025 and segregated waste for recycling. Much of the existing customer base do not have recycling collections and food waste collections are not currently offered		Shared Waste Service	Shared Waste Service	LO	LO	Environmental Health Town Councils Veolia Members	Jan-24	Jul-25		Oct-25	In Progress			3	Low	Low	1	No update	Promotion of food waste still required and further encouragement of shift to paper/card and mixed recycling collections	no further update

