

## Strategic Risk Catalogue

Section or Service

Risk category

**Waste Collection****Customer, Environmental/Financial**

<b>Risk No</b>	<b>Vulnerability</b> (Why, what's happening, what's the problem)	<b>Trigger/risk</b> (What's the event/ what could go wrong?)	<b>Consequences</b> (What would occur as a result, how much of a problem would it be, to whom and why?)	<b>Current Rating</b>
1	Raising the prices of the bulky collection service may have a negative impact on the Council's reputation and could result in a reduction in income through less people using the service	The Council fails to set an affordable pricing schedule for the bulky collection service	<ul style="list-style-type: none"> <li>Customers could have a negative view of the Council as a whole not just Waste Collection</li> <li>Financial – reduction in income due to lower uptake in service</li> </ul>	C3
2	Reducing the weekend freighter schedule to reflect the actual need of each community may be seen as a reduction in service and result in a negative impact on the Council's reputation	The new weekend freighter schedule could fail to meet residents needs	<ul style="list-style-type: none"> <li>Customers could have a negative view of the Council as a whole not just Waste Collection</li> <li>Increased levels of side waste or dumped waste</li> </ul>	C2

3	<p>Ceasing acceptance of garden waste at the weekend freighter may have a negative impact on the Council's reputation and may result in garden waste being taken to the sites and dumped when rejected</p>	<p>The Council fails to communicate the change in acceptable waste to residents</p>	<ul style="list-style-type: none"> <li>• Customers could have a negative view of the Council as a whole not just waste collection</li> <li>• Garden waste is dumped at freighter sites when rejected by operatives</li> </ul>	C3
4	<p>Raising the price for the compostable garden waste sacks may have a negative impact on the Council's reputation and could result in a reduction in income through less people purchasing the sacks</p>	<p>The Council fails to set an affordable price for the garden waste service and fails to communicate with residents about the improvement in service</p>	<ul style="list-style-type: none"> <li>• Customers could have a negative view of the Council as a whole not just waste collection</li> <li>• Financial – a reduction in income could result if less sacks are purchased</li> </ul>	C3
5	<p>Introducing compostable sacks could result in the sacks degrading before collection and cause spillage on the highway or pavement. This could have a negative impact on the Council's reputation and require additional cleaning resource</p>	<p>Council fails to identify correct specification for compostable garden waste sacks</p>	<ul style="list-style-type: none"> <li>• Customers could have a negative view of the Council as a whole not just waste collection</li> <li>• Financial – degradation of sacks prematurely could result in residents choosing not to buy them which would have negative impact on income or requirement for replacing sacks at the Council's cost.</li> </ul>	C3

## Risk Action Plan

Risk Number	Current Risk Score	Target Risk Score	Description			
1	C:3	D:4	The Council fails to set an affordable pricing schedule for the bulky collection service			
Action/Controls already in place	Adequacy of action/control to address risk	Required management action/control	Responsibility for action	Critical success factors & KPIs	Review frequency	Key dates
Market research has taken place to establish the prices of similar services charged by other local authorities in Kent and elsewhere. Simplification of bulky pricing framework has also resulted in a price reduction for the disposal of items formerly classed as Premier or Premier Plus	Good	Prices to be set at a favourably comparable rate	Environmental Manager	Income from bulky collection service; number of reports of fly tipped bulky household waste	Monthly	July 2010 onwards

<b>Risk Number</b>	<b>Current Risk Score</b>	<b>Target Risk Score</b>	<b>Description</b>			
2	C:2	D:3	The new weekend freighter schedule fails to meet residents' needs			
<b>Action/Controls already in place</b>	<b>Adequacy of action/control to address risk</b>	<b>Required management action/control</b>	<b>Responsibility for action</b>	<b>Critical success factors &amp; KPIs</b>	<b>Review frequency</b>	<b>Key dates</b>
Six weeks of monitoring of the weekend freighter has highlighted sites which are poorly attended.	Good	Further monitoring of new schedule to ensure that the revised locations and frequency are sufficient to meet residents needs	Environment Manager	Complaint monitoring; Customer satisfaction with refuse service; decrease in tonnage collected	8 weekly – to match freighter schedule	August 2010 onwards

<b>Risk Number</b>	<b>Current Risk Score</b>	<b>Target Risk Score</b>	<b>Description</b>			
3	C:3	D:4	The Council fails to communicate the change in waste accepted at the weekend freighter to residents			
<b>Action/Controls already in place</b>	<b>Adequacy of action/control to address risk</b>	<b>Required management action/control</b>	<b>Responsibility for action</b>	<b>Critical success factors &amp; KPIs</b>	<b>Review frequency</b>	<b>Key dates</b>

Website and Borough Update publicise the weekend freighter schedule and information about the service	Fair	Prior to change information should be available at the sites for residents to notify them of the pending rejection of garden waste	Environment Manager	Complaint monitoring; customer satisfaction with refuse service;	Monthly	August 2010 onwards
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Risk Number	Current Risk Score	Target Risk Score	Description			
4	C:3	D:4	The Council fails to set an affordable price for the garden waste sacks and fails to communicate with residents about the improvement in service			
Action/Controls already in place	Adequacy of action/control to address risk	Required management action/control	Responsibility for action	Critical success factors & KPIs	Review frequency	Key dates
Market research has taken place to establish the prices of similar services charged by other local authorities in Kent and elsewhere.	Fair	Information regarding the importance of the change to compostable bags needs to be publicised through the local press, green sack retailers and council publications.	Environment Manager	Complaint monitoring; customer satisfaction with refuse service; income from garden waste sack sales	Monthly	October 2010 onwards

<b>Risk Number</b>	<b>Current Risk Score</b>	<b>Target Risk Score</b>	<b>Description</b>			
5	C:3	D:4	Council fails to identify correct specification for compostable garden waste sacks			
<b>Action/Controls already in place</b>	<b>Adequacy of action/control to address risk</b>	<b>Required management action/control</b>	<b>Responsibility for action</b>	<b>Critical success factors &amp; KPIs</b>	<b>Review frequency</b>	<b>Key dates</b>
Guarantees are available from manufacturers that the sacks comply with VGS IV standard. Shelf life is also guaranteed from 6-12 months	Good	Written confirmation of guarantee is required with manufacturer including rectification of any non-conformance and insurance that bags are replaced.	Environment Manager	Complaints; income from garden sack sales; garden waste tonnage	Monthly	October 2010 onwards