

| <b>Description</b>   | <b>Likelihood</b> | <b>Impact</b> | <b>Risk Rating</b> | <b>Revised risk score</b> | <b>Update</b>   |
|--|-------------------|---------------|--------------------|---------------------------|---|
| Risk 1: Current IT/Finance systems not fit-for-purpose                 | 2                 | 4             | 8                  |                           | * ICT involvement in scoping and testing of potential solutions   |
| Risk 2: Not having effective systems in place                          | 2                 | 4             | 8                  |                           | * Use of project team<br>* Staff engagement<br>* Escalation of issues to project sponsor  |
| Risk 3: Reputational damage  | 3                 | 3             | 9                  |                           | * Robust communications plan<br>* Engagement with residents<br>* Marketing  |
| Risk 5: Increase in bin contamination                                  | 4                 | 2             | 8                  |                           | * Enforcement policy<br>* Collaboration with LCC  |
| Risk 6: Payment system isn't customer fit-for-purpose                  | 2                 | 4             | 8                  |                           | * Debtor's service included within project team and involvement in project scoping.<br>* IT Service involved within project scoping |
| Risk 7: Failure to meet income target                                  | 2                 | 3             | 6                  |                           | * Marketing<br>* Financial analysis during scoping process<br>* On-tracking of performance  |
| Risk 8: Operational failure  | 1                 | 4             | 4                  |                           | * Staff engagement<br>* In-cab technology   |
| Risk 9: Increased Household Waste Recycling Centre costs               | 4                 | 1             | 4                  |                           | * On-going engagement with LCC  |
| Risk 10: Increase in fly-tipping                                       | 2                 | 2             | 4                  |                           | * Enforcement Policy<br>* On-going communications /additional resource  |
| Risk 12: Delay in delivery of project if called into the Full Council  | 1                 | 4             | 4                  |                           | * Member and resident consultation through project scoping process  |
| Risk 13: Failure to deliver an efficient and customer friendly service | 1                 | 4             | 4                  |                           | * Identify resources as part of project scoping   |