

Owner: Greer, Jane

Position: Head of Community Wellbeing

Last Reviewed	This risk impacts upon	Major Review Frequency	Next Major Review Date
30/06/2018	■ CP4 - A clean and green environment	Annually	31/03/2019







If	Then	Background
If the resources and capacity of the Council and key partners are diminished	Then the Council may not be able to fulfil its community aspirations	Tension between expectations of residents, priorities and resources available for street cleaning, waste & recycling, unadopted highways maintenance & landscaping requires careful prioritisation and management of expectations

Inherent Likelihood	Likelihood Comment
Moderate (3)	Lack of resources and/or capacity deliver services, failure to communicate objectives and initiatives, customer expectations not managed

Inherent Impact	Impact Comment
Major (4)	Environmental services actions delayed, recycling rates stagnate or diminish, Resources diverted to reactive rather than proactive actions e.g. increase fly tipping. Reduced resident satisfaction.

**Current Controls**

Essex Waste Management Plan, Waste Collection Contract, Street Scene 'contract' with HTS, Landscapes 'contract' with HTS, Town Park regeneration project, NEPP.

	Residual Risk	DoT	Foreseeable Risk	Additional actions to mitigate risk (4Ts)
<b>Risk Rating</b>	14	 	9	Devise and implement new project plan for landscape and streetscene maintenance and improvement. Implement actions from resident satisfaction surveys and budget survey, increase transparency, Communications Strategy, (Continue review of scope and spec of services). Delivery of 'Make Harlow Sparkle' project.
<b>Risk Likelihood</b>	Unlikely (2)	 	Unlikely (2)	
<b>Risk Impact</b>	Major (4)	 	Moderate (3)	