

# CR09 - Provision of repairs, maintenance, landscape and streetscene services Appendix A

Owner: Murray, Andrew

Position: Head of Housing

## Impacts Upon

- CP1 - More and better housing
- CP4 - A clean and green environment

## Reviewed

28/08/2017

## Next Major Review Date

31/03/2018

## Major Review Frequency

Annually

## If

If HTS (Property and Environment) Limited is unable to provide its contracted services

## Then

Then Harlow Council may be unable to comply with its obligations with regards those services.

## Background

Repairs, maintenance, landscape and streetscene services are currently contracted to HTS (Property and Environment) Limited. If HTS becomes unviable or finds itself unable to provide its contracted services, Harlow Council will need to arrange alternative provision of those contracted services to meet its obligations to residents.

## Inherent Likelihood

Unlikely (2)

Capacity of HTS management to manage contractual obligations within agreed budget. Non-compliance with outsourced statutory obligations. Unsatisfactory delivery of contracted services. Capacity of HDC management to adequately monitor HTS performance.




## Inherent Impact

Major (4)

Significant reputational, contractual and compliance implications if HTS are unable to comply with contracted obligations. Additional costs, fines or penalties from inadequate or unsatisfactory service provision. Financial impact if HDC are required to take management of HTS due to lack of capacity of HDC management. Procurement of new contractor(s) required if HTS became unsustainable as a business.

## Current Controls

New Services Agreement. Contract wording and specifications confirm contractor requirements. Monthly performance reviews involving Portfolio holders and three year Best Value review. HTS have regular reviews of Efficiency Plan and Risk Register. HTS risk register reviewed quarterly at Joint Performance Review Meeting (JPRM).

	Residual Risk	DoT	Foreseeable Risk
<b>Risk Rating</b>	14	 ?	14
<b>Risk Likelihood</b>	Unlikely (2)	 ?	Unlikely (2)
<b>Risk Impact</b>	Major (4)	 ?	Major (4)

## Additional actions to mitigate risk (4Ts)

Business Continuity Plans required relating to provision of the contracted services.