



### Risk Register July 2023

#### Consequence

Likelihood	Low	Medium	High	Severe
Weighting	1	2	3	4
Remote 1	1	2	3	4
Unlikely 2	2	4	6	8
Possible 3	3	6	9	12
Probable 4	4	8	12	16

Area of Work Plan	Potential Risk	Potential Impact	Likelihood of Impact	Consequence of Impact	Gross Risk	Mitigation	Date Added	Date Checked	Net Risk
Delivering for the people of Cornwall	Cornwall Council seek to tender two main contracts in 2024. Contracts awarded to other provider	Current Healthwatch Cornwall no longer operational.	2	4	8	<b>New CEO in place.</b> Regular Account meetings with CEO/Senior manager supported by Chair for effective contract negotiation strategy. Currently in 2 year extension period.	Apr-21	July 23	8

	Contract rewarded at lower or significantly lower fees	Reduced income for HWC. Staffing reductions.	2	3	6	As above		July 23	6
Measuring Impact	People's experience not embedded in new ICS structure	Development of Integrated Care System is uncharted territory and therefore vital HC plays key role in ensuring people's experience is represented at the highest level. This is a complex process over a number of years and with limited resources is challenging to maintain overview. However it is vital that public understand HC's independence, impact and relevance	2	4	8	<ul style="list-style-type: none"> <li>Integrated Care Board established with HC representation –Citizen's Engagement Sub committee established with HC representation</li> </ul> Positive communications and engagement with ICB with a view to establishing an MoU and commissioning	Jan-20	July 23	4
Measuring Impact	Failure to represent the interests of the public at key stakeholder meetings and events	Inability to fulfil the requirements of the Business Plan; loss of reputation	2	3	6	Representation updated now CEO in post, all key and important forums are covered. Diarise prior to meetings to ensure representatives aware of bubbling issues	Apr-21	July 23	2

						which can be brought to appropriate meeting <b>and debrief notes are received</b>			
Delivering for the people of Cornwall	Management, analysis and reporting of public feedback and research is sub-optimal. HC published research and feedback reports are incorrect, unsubstantiated or not fully evidence-based.	Reputation of HWC diminished. Public and stakeholder credibility of the organisation as the people's champion of health and care services is undermined.	2	3	6	We have developed rigorous processes and procedures to ensure our research methodologies, analysis and management of public feedback gathered in all aspects of our work is robust, and is delivered by suitably qualified and trained staff.	Apr-21	Jul 23	
Delivering for the people of Cornwall	Not delivering on a key focus area	Inability to fulfil the requirements of the Work Plan; work not undertaken that it is needed	2	3	6	Work Plan for 2022-24 linked to Action Plan, progress continuing. <b>Undertaking review of strategic and business planning</b>	Apr-21	<b>July 23</b>	

Organisational Effectiveness	Staff vacancies	Failure to fill new vacancies leading to under delivery of contract and pressure on workload of existing staff.	4	3	12	CEO in post, current risk is to KMVP/KPJ following loss of member of staff and contract renewal concerns. To be pursued with commissioners to mitigate potential loss of reputation around the maternity projects.	Oct-20	July 23	8
	Financial stability	Insufficient income to maintain current staff levels	2	4	8	Healthy reserves and plan to develop Reserves Policy. 2023/24 contracts for maternity projects still not yet agreed/signed	Apr 23	July 23	8