

Risk Register April 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 rewarded at lower or significantly lower fees	Contracts awarded to other provider. Current Healthwatch Cornwall no longer operational. Reduced income for HWC. Staffing reductions.	2	4	8	Absence of CEO may impact on our effective fulfilment of current contractual requirements although JW has strong relationships with contract managers. Regular account meetings (CEO/JW). Effective contract negotiation strategy. Now in 2 year extension period, funding in place	Apr-21	Apr 23	8
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"> Integrated Care Board established with HC representation –Citizen's Engagement Sub committee established with HC representation ICB Comms & Engagement Director now in place and HC has established good relations with them and their team 	Jan-20	Apr 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	Process to be established to ensure representatives aware of bubbling issues which can be brought to appropriate meeting. New arrangements for key stakeholder meetings to be reviewed, and to ensure attendance at meetings that CEO is designated to attend	Apr-21	Apr 23	6

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Delivering for the people of Cornwall	Research and analysis is sub-optimal. HC published research is incorrect or unsubstantiated data used for output is incorrect or inaccurate.	Reputation of HWC diminished. Credibility of the organisation as the voice of the public in health matters undermined	2	3	6	Research team now utilising Power BI in conjunction with our well developed Excel reports to turn information into insight, research team continuing to attend appropriate training and develop skills	Apr-21	Apr 23	3
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 detailed Action Plan to track progress – part updated for Q4. Staff shortages could impact delivery	Apr-21	Apr 23	6
Organisational Effectiveness	Staff vacancies	Failure to fill new vacancies leading to under delivery of contract and pressure on workload of existing staff.	4	4	16	Team currently experiencing pressures caused by absence of CEO External facilitator has held Your Say Cafes and will provide interim 1-2-1 support for MT to support Chair	Oct-20	Apr 23	12
Organisational effectiveness	Financial stability	Insufficient income to maintain current staff levels	2	4	8	Strong reserves and plan to develop Reserves Policy. 2023/24 contracts for maternity projects not yet agreed/signed – to be discussed at Board April 23	Apr 23	Apr 23	4