

## Risk Register October 2022

### 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	Effective fulfilment of current contractual requirements. Building strong relationships with contract managers. Regular account meetings (MD/JW). Effective contract negotiation strategy. Now in 2 year extension period, funding in place Action Plan following completion of Healthwatch England Quality Framework	Apr-21	Oct 22	4

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</li> <li>• Citizen's Engagement Sub committee established with HC representation</li> </ul>	Jan-20	Oct 22	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 list updated to ensure attendance at meetings Process being established to ensure representatives aware of bubbling issues which can be brought to appropriate meeting <b>New arrangements for key stakeholder meetings to be reviewed.</b>	Apr-21	<b>Oct 22</b>	3

Representing 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of the organisation as the voice of the public in health matters undermined	2	3	6	Support for Civi-CRM being withdrawn by HE in 2023, ongoing work with other local HW to utilise Power BI in conjunction with our well developed Excel reports to turn information into insight	Apr-21	Oct 22	3
Representing the people of Cornwall	Not delivering on a key focus area	Inability to fulfil the requirements of the Business Plan; work not undertaken that it is needed	2	3	6	Work Plan for 2022-24 linked to detailed Action Plan to track progress	Apr-21	Oct 22	3
Organisational Effectiveness	Covid 19	Shortage of staff and / or volunteers due to infection in team Inability to deliver core contract as lack of patient feedback	2	3	6	<ul style="list-style-type: none"> <li>• Infections have not led to long term absences</li> <li>• Negotiated change of focus with contract managers – new engagement plan now in place</li> <li>• Regular weekly engagement activities</li> </ul>	Apr-20	Oct 22	3

	Staff returning to office	Some staff may be reluctant to return to office working, all staff not able to be in office at once due to space available	2	3	6	Hybrid working continues, staff meet in office where appropriate. Management and Team meetings held face to face	Apr-21	Oct 22	3
Organisational Effectiveness	Staff vacancies	Failure to fill new vacancies leading to under delivery of contract and pressure on workload of existing staff.	2	3	6	Shortfall in engagement hours being made up by individual staff increasing hours. Recruitment successful for Comms Officer and new Engagement role for KMVP	Oct-20	Oct 22	6