**RISK REGISTER 11 July 2019**

**Consequence**

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| --- | --- | --- | --- | --- | --- |
| **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 |

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| **Potential Risk** | **Potential Impact** | **Likelihood of Impact** | **Consequence of Impact** | **Gross Risk** | **Mitigation**  **New comments highlighted** | **Checked** | **Net Risk** |
| 1. Visibility of Healthwatch Cornwall CIC | Healthwatch Cornwall (HC) brand is not recognisable to the public as a local consumer champion so they do not contact HC with feedback or understand its role  Commissioners and providers are unaware of HC, how to access it or how it can support and help  Healthwatch Cornwall is unable to build effective relationships and make connections with other organisations and groups.  HC is not considered as a reliable source by media.  H&SC decisions and plans are formed without HC input | 1 | 3 | **3** | * Integrated operational plan drafted 2018/19 and communications agency will be appointed to support November team planning and resulting campaigns * Developing more sophisticated monitoring of communication activity. * *Representation of Young People increased from 1% to 4% in 2017/18.* * Social media following growing >4000 * Summer 2018 high profile in CC due to ASC review * Recruiting Comms agency to support strategic communications including profile raising campaign with public * Stepping up more proactive social media * Appointed COAST communications agency * Public facing EoL campaign April 2019 * Active role in voluntary sector group co-producing single point of commissioning with VSF | 09.04.19 | **2** |
| 3. Loss of Healthwatch Cornwall contract | Cornwall Council (CC) contract runs to 31 March 2019  External financial environment remains unstable  Separate contract exists for co-ordination of partnership boards  Sole funder so totally dependant | 1 | 4 | **4** | * *Informal discussions held and negotiated tender process agreed. Meeting 4th Oct to discuss* * Expressed interest on procontract * Met with CC and invited to produce discussion paper detailing options for provision * Meeting with CC 28 Jan, indications are positive * Confirmation from CC of 3+2yr contract * Safeguarding contract and Maternity Voices Partnership awarded | 09.04.19 | **4** |
| 4. Poor quality data | Partners loose respect for HC input  Poor recommendations made based on poor data | 1 | 3 | **3** | * Data now up to date and CRM training arranged * GDPR compliance undertaken * Making arrangements with Healthwatch Devon for reciprocal arrangement with DPO * Sharing data insights with H&WB Board highlighting robustness of data * Focus on improving diversity of engagement is supporting creditbility of data | 09.04.19 | **2** |
| 5. Governance Standards | Risk that governance arrangements may not meet the highest standards that are required. | 1 | 2 | **4** | * Skills audit completed * Recruitment of new directors underway * 3 new directors recruited * Involvement in HE development of Quality Assessment Framework and piloting Outcomes Toolkit | 09.04.19 | **2** |
| 6. HR processes unclear | Staff dissatisfaction  Volunteers dissatisfied meaning lost to HC  resulting in reduced ability to function effectively | 1 | 3 | **4** | * Conducting staff skills audit * Completed staff survey * Action plan to be agreed at next planning day * Introducing monthly staff skills sharing session * Holding staff/volunteer/board meeting/lunch * Addressing issues raised in staff survey :   + Monthly skills sharing sessions in place at team meetings   + Team use of Trello to share and discuss ideas * ODAG review conducted and report with recommendations being considered * Staff appraisals being carried out in Q1 * Funding applied for to invest in volunteer officer role * Action plan being implemented following ODAG report | 11.07.19 | **3** |
| 7. Inability to meet demand | Lack of focus on core contract resulting in poor delivery  Staff pressure resulting in time off/ sickness  Inability to deliver partnership board contract due to increasingly complex workload | 2 | 3 | **6** | * Operating a more focused approach to work undertaken however capacity is stretched * Need to balance workload and take more flexible approach which we are doing through recent restructure * Health Assured engaged to provide EAP * Seeing commitment for partnership Board work to continue to be resourced in addition to core contract * Investment in further Partnership Board staff * Working with team on work opportunity assessment process * Extremely busy : new staff recruitment underway * Prioritisation star being implrmented * organizational work flow overview gantt chart being developmed | 11.07.19 | **4** |
| 8. Shaping our future (SoF) | HC involvement and public dissatisfaction could mean we are putting reputation at risk  If leaders do not follow through on process HC could be “implicated” and independence questioned | 2 | 2 | **4** | * In regular contact with SoF team – continue honest open communication * Attendance at CAP and Transformation board * Clarity in communications and on website of HC role within process * HC voicing any concerns appropriately and at Transformation Board held in public * Promoting HC independence at every opportunity * Involvement with SoF will be in line with HE and NHSE national framework re NHS Long Term Plan * Conducting public engagement into NHS LTP * Development of VCP will enable HC to connect public direct to system leaders * Working with system leaders to value and promote HC independence * Transformation work has moved a long way and public more engaged in specifics such as RCHT performance, community hospitals etc | 11.0719 | **2** |
| 9.GDPR compliance | Legislation enforceable from 25 May 2018 and requires review of data acquisition, consent, storage, access, security and disposal. ICO can impose significant fines on organisations and individual staff and volunteers involved | 1 | 3 | **3** | * Information asset register completed and new information flow processes developed. * New wording applied where necessary – website HYS forms etc * Agreement reached with Devon for reciprocal DPT * ICO will be taking lenient approach year 1 so secure as we have taken a number of steps to comply | 09.04.19 | **2** |