

## Risk Register January 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	Potential Risk	Potential Impact	Likelihood of Impact	Consequence of Impact	Gross Risk	Mitigation	Date Added	Date Checked	Net Risk
1. Cornwall Council Contracts	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. Effective contract negotiation strategy. Commitment to secure accreditation through Healthwatch England Quality Framework	Apr-21	Jan 22	4

2. People's Experience	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	2	4	<ul style="list-style-type: none"> <li>• Clarity in communications and on website of HC role within process</li> <li>• HC voicing any concerns appropriately and following up</li> <li>• Working with system leaders to value and promote HC independence and value of Public experience</li> <li>• HC Board to be updated at each meeting for ongoing development of ICS structures</li> <li>• <b>Internal Task and Finish Group set up</b></li> </ul>	Jan-20	Jan 22	2
3. Influencing	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>Outgoing Chair stepping down from key meetings – interim arrangements in place until new Chair appointed.</b>	Apr-21	Jan 22	3
	Research and analysis is sub-optimal. HWC published research is incorrect or unsubstantiated data used for	Reputation of HWC diminished. Credibility of the organisation as the voice of the public in health matters undermined	2	3	6	Evaluation of CRM completed and have reviewed systems and processes to manage data. Consistency agreed in how we capture data. Process in place for regular reporting to all key stakeholders.	Apr-21	Jan 22	3

	output is incorrect or inaccurate.								
5. Key Focus Areas	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	New Business Plan now in place, work tracked through Prioritisation & Planning tool, all potential work subject to Assessment Wheel tool	Apr-21	Jan 22	3
6. Organisational Effectiveness	Covid 19	Shortage of staff and / or volunteers Inability to deliver core contract as lack of patient feedback •Infection in team	2	3	6	Implemented Business continuity plan - Staff set up for home working •Driving feedback via website and phone • Staff survey undertaken • Negotiated change of focus with contract managers. • Regular supervision and weekly management meetings to monitor morale and resilience continue to be important	Apr-20	Jan 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	Risk assessments and guidelines reviewed in line with H&S and government guidance, planned return to office shared and discussed with staff, individual conversations with vulnerable staff	Apr-21	Jan 22	3

**Commented [A01]:** Risk reduced following consultation with staff, clarified existing guidelines and expectations if and when infections reduce

7. People Readiness	Staff vacancies	Failure to fill new vacancies leading to under delivery of contract and pressure on workload of existing staff.	2	3	6	Current vacancy in PB team now filled with new starter commencing Feb 22.	Oct-20	Jan 22	3
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