

Risk Register July 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. 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	Jul 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	4	8	<ul style="list-style-type: none"> • Integrated Care Board established with HC representation • Citizen's Engagement Sub committee established with HC representation 	Jan-20	Jul 22	4
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 New arrangements for key stakeholder meetings to be agreed.	Apr-21	Jul 22	3

	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of the organisation as the voice of the public in health matters undermined	2	3	6	Support for Civi-CRM being withdrawn by HE in 2023, ongoing work with other local HW to utilise Power BI in conjunction with our well developed Excel reports to turn information into insight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	Jul 22	3
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	Work Plan for 2022-24 for Board approval linked to detailed Action Plan to track progress	Apr-21	Jul 22	3
6. 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"> • Infections have not led to long term absences • Negotiated change of focus with contract managers – new engagement plan now in place • Regular weekly engagement activities 	Apr-20	Jul 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	Jul 22	3
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 management team. Role to be advertised. PM role not filled, management restructure to ensure development and project work continues Shortfall in engagement hours being made up by individual staff increasing hours.	Oct-20	Jul 22	6