

RISK REGISTER 12 September 2018

Likelihood	Consequence			
	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

Potential Risk	Potential Impact	Likelihood of Impact	Consequence of Impact	Gross Risk	Mitigation	Checked	Net Risk
1. Visibility of Healthwatch Cornwall CIC	<p>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</p> <p>Healthwatch Cornwall is unable to build effective relationships and make connections with other organisations and groups.</p> <p>HC is not considered as a reliable source by media.</p> <p>H&SC decisions and plans are formed without HC input</p>	1	3	3	<ul style="list-style-type: none"> 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. <i>Representation of Young People increased from 1% to 4% in 2017/18.</i> Social media following growing >4000 Summer 2018 high profile in CC due to ASC review 	06.09.18	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	2	4	8	<ul style="list-style-type: none"> • <i>Informal discussions held and negotiated tender process agreed. Meeting 4th Oct to discuss</i> 	06.0918	6
4. Poor quality data	Partners loose respect for HC input Poor recommendations made based on poor data	1	3	3	<ul style="list-style-type: none"> • <i>Data now up to date and CRM training arranged</i> • <i>GDPR compliance undertaken</i> • <i>Making arrangements with Healthwatch Devon for reciprocal arrangement with DPO</i> 	06.0918	2
5. Governance Standards	Risk that governance arrangements may not meet the highest standards that are required.	1	2	4	<ul style="list-style-type: none"> • <i>Skills audit completed</i> • <i>Recruitment of new directors underway</i> 	06.09.18	2
6. HR processes unclear	Staff dissatisfaction Volunteers dissatisfied meaning lost to HC resulting in reduced ability to function effectively	2	3	6	<ul style="list-style-type: none"> • <i>Conducting staff skills audit</i> • <i>Completed staff survey</i> • <i>Action plan to be agreed at next planning day</i> • <i>Still to agree EAP</i> 	06.09.18	4



7. Inability to meet demand	Lack of focus on core contract resulting in poor delivery Staff pressure resulting in time off/ sickness	1	3	3	<ul style="list-style-type: none"> • <i>Operating a more focused approach to work undertaken however capacity is stretched</i> • <i>Need to balance workload and take more flexible approach which we are doing through recent restructure</i> 	06.06.18	2
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	3	3	9	<ul style="list-style-type: none"> • 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 	06.09.18	6



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	<ul style="list-style-type: none"> • 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 	06.09.18	2
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