

HEALTHWATCH CAMBRIDGESHIRE AND PETERBOROUGH RISK REGISTER

Risk No.	Risk Category	Risk Title	Risk	Consequence	Risk Level*	Risk Owner	Risk Strategy	Mitigations	Risk after mitigation	Delivery of Risk Strategy
1	Sustainability	Covid19	Unable to operate as a result of Covid19 emergency	Inability to deliver statutory Healthwatch functions	4x4=16	CEO Chair	Accept and Mitigate	Business Continuity Plan setting out focus of activities and arrangements to adapt to new way of working. Robust IT system.	3x3=9	All staff working at home. All face to face engagement cancelled. Online communications and digital engagement placed central to engagement with public and all stakeholders. Monthly risk review in light of Covid19 emergency. Phase two BCP in development.
2	Sustainability	Reduced income	LA core funding is reduced	Inability to deliver statutory Healthwatch functions	2x4=8	CEO	Accept and Mitigate	Demonstration of impact and effectiveness. Broadening of income streams. Maintain reserves at recommended level.	2x3=6	Business Development Strategy identifies organisational approach to ensure sustainability. Business Development Manager work plan to generate income and efficiencies. 3 year Grant Agreement in place. No change to funding resulting from
3	Staff/vols	Volunteers	Unable to recruit and/or retain volunteers	Reduced support for activities	3x3=9	CPM	Accept and Mitigate	Effect support for volunteers. Reviewed Volunteer Strategy and active volunteer listening. Demonstrate the difference that volunteers make and the value to Healthwatch.	3x3=9	Investors in Volunteers accreditation completed. Volunteers inactive during emergency. To review volunteer activities and identify new opportunities and mechaisms for volunteers to gather feedback
4	Stakeholders	Partnerships	Lack of support from key partner organisations	Reduced impact and limited opportunities to reach communities	2x3=6	CPM	Accept and Mitigate	Relationship and alliance building. Demonstrating and communicating benefits to all and willingness to share	1x3=3	Pressures on VCS and other partners due to Cov19 emergency. Maintaining contact with key VCS organisations and identifying new ways to engage with others.
5	Communications	Inconsistent messages	Directors, staff and volunteers give conflicting messages about Healthwatch and its role during the Covid19	Confusion amongst partners. Loss of reputation	3x2=6	CEO	Accept and Mitigate	Effective and clear internal communications	2x2=4 =	Communications is a key focus for the organisation during the emergency. Comms Manager developing phase 2 of our comms to gather more feedback and consolidate information for the public.
6	Political	National political policy	Change of national political commitment to Healthwatch	Future of organisation under threat	2x4=8	Board	Accept and Mitigate	Evidence outcomes and impacts. Maintain positive political relationships.	2x4=8	Identifying opportunity to demonstrate the value of the Healthwatch role. Contributions to national HW intel.
7	Contractual	Lack of clarity between core business and commissioned work	Confusion between Healthwatch core business, other contracted work and grant funded projects	Inability to demonstrate clear impacts	2x4=8	CEO	Accept and Mitigate	Clear contract with separate work programme and reporting arrangements	2x2=4	Separate work programme in place. Identifying opportunities for additionally funded projects to deliver value during Covid19 emergency.
8	Sustainability	Delayed receipt of income	Delayed payment of funds owed	Operating at a financial deficit	2x4=8	CEO	Accept and	Timely submission of invoice and tracking payments. Maintaining good relationships	1x4=4 =	Income tracking is a priority for Office Manager
9	Stakeholders	Changing contacts	Changing roles and redeployment require new relationships to be built.	Fewer contacts and influencing routes	3x4=12	CEO	Accept and Mitigate	Identifying new staff in key roles and share Healthwatch purpose. Maintain up to date contacts on CRM.	3x3=9	New contacts being identified.
10	Sustainability	Maintaining independence	Perceived to be too close to, or part of the system decision making structures to maintain independence	Failure to comply with our function and values	3x4=12	CEO	Accept and Mitigate	Check messages and actions against values and ensure all work is informed by and rooted in lived experience.	2x2=4	New strategy and work plan informed by what people tell us
11	Impact	Conflict between raising issues and generating solutions	Need to raise concerns as a statutory function, challenge of developing solutions in a pressured system	Failure to raise concerns or risk of raising concerns without being mindful of solutions	3x4=12	CEO	Accept and Mitigate	Systematic approach to raising concerns. Partnership working and skills development, to enable collaborative discussions.	3x3=9	New system for collecting concerns, tracking escalations and identifying outcomes. Started April 2020.

Last considered by Board

Apr-20

*probability x impact

Last review

06-May-20

Management Team