

HEALTHWATCH CAMBRIDGESHIRE AND PETERBOROUGH RISK REGISTER						April 2020: All risks reviewed in light of Covid 19. Under monthly review by CEO.					
Risk No.	Date id'ed	Risk Category	Risk Title	Risk	Consequence	Risk level when identified	Risk Owner	Risk Strategy	Mitigations	Risk after mitigating actions	Delivery of Risk Strategy
1	Apr-20	Sustainability	Covid19	Potential impacts arising from Covid19 business continuity threats and requirements to adapt business model	Impacts on all areas of work and actual and potentially reduced funding.	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.	2x3=6 ↓	Plan in place for staff to start returning to the office on a phased basis. Detailed guidance drafted by management team and discussed with team. Engagement to incorporate online/face to face. Covid safety incorporated into general H&S risk assessments. To review end of September, or earlier if problems arise.
2	Apr-20	Sustainability	Reduced income	LA core funding is reduced	Inability to meet statutory Healthwatch functions	2x4=8	CEO	Accept and Mitigate	Demonstration of impact and effectiveness. Broadening of income streams. Maintain reserves at recommended level.	2x2=4 ↓	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 Covid19. Additional income opportunities being taken up. Oversight by Business Development Programme Group.
3	Apr-20	Political	Political volatility	Change of national and local political commitment to Healthwatch	Future of organisation under threat	2x4=8	Board	Accept and Mitigate	Clear demonstration of outcomes and impacts. Maintain positive political relationships.	2x2=4 ↓	Healthwatch England Impact Tracker adopted and staff trained. Influencing training pack designed and delivered to staff and Board, this is based around the principles in the Making a Difference Toolkit. Identification of opportunity to demonstrate the value of the Healthwatch role. Contributions to national HW intel and development of best practice.
4	Apr-20	Staff/voles	Volunteers	Unable to recruit and/or retain volunteers	Reduced support for activities	3x3=9	CPM	Accept and Mitigate	Effective support for volunteers. Reviewed Volunteer Strategy and active volunteer listening. Demonstrate the difference that volunteers make and the value to Healthwatch.	2x2=4	Investors in Volunteers accreditation gained. Reviewed volunteer activities during covid. Volunteers helping with community connections and involved in project work wherever possible.
5	Apr-20	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.
6	Apr-20	Communications	Inconsistent messages	Directors, staff and volunteers give conflicting messages about Healthwatch and its role during the Covid19 emergency	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/rebuild. Comms and engagement strategy in place.
7	Apr-20	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	1x2=2 ↓	Separate work programme in place. Identifying opportunities for additionally funded projects to deliver value during Covid19 emergency/rebuild. Project register in place. Monitored by Business Development Programme Group.
8	Apr-20	Sustainability	Delayed receipt of income	Delayed payment of funds owed	Operating at a financial deficit	2x4=8	CEO	Accept and Mitigate	Timely submission of invoice and tracking payments. Maintaining good relationships with funding bodies.	1x4=4	Income tracking is a priority for Office Manager
9	Apr-20	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.	2x3=6	CRM maintenance system in place Sept 20
10	Apr-20	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 programme informed by what people tell us
11	Apr-20	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.	2x2=4 ↓	Impact Tracker in place and staff trained. This helps with tracking escalations and identifying outcomes.
12	Jul-20	Safeguarding	Social media - protecting users from harm	Cyber bullying, hate crimes or grooming of child or adult with care needs	Severe emotional or physical harm to users	3x4=12	CEO	Accept and Mitigate	Moderation of social sites. Online safeguarding training. Line management and peer support for staff	2x2=4	Safeguarding training in place. Social media policy sets out safeguards, principles, processes and contact details.
13	Jul-20	Reputational	Social media misuse	Platform security breaches causing posting of messages by unauthorised bodies. Posting of messages that do not represent the organisation's values or position on issues. Inappropriate behaviour from platform users, such as 'zoom bombing'.	Severe damage to the reputation of the organisation	3x3=9	CEO	Accept and Mitigate	Manage platform security and implement protocols to manage use of platforms	2x2=4	Social media policy recently reviewed. Robust IT and cyber security controls in place. Online meeting protocol in place. Staff training in hand.

