

Ref	Category	Risks	Analysis (cause, risk, effect)	%	Impact	Risk	Current position / Control Measures	Owner
1	strategic	Funding Streams	Due to the dependency of Healthwatch Bucks on limited sources of funding, there is a risk that the withdrawal or reduction of a single funding source would result in a drastic curtailment of the organisation's ability to deliver its committed outcomes.	3	5	8	The main Healthwatch Bucks contract is due for renewal . ACTION: The control measures around this will in the first instance take place primarily as part of contract negotiations. Separately contact will be made with key stakeholders to look at attracting further funding to take forward PPG and DiC.	CE
13	Operational	Staff Attrition	Due to the fact that Healthwatch Bucks depends on volunteers to deliver, there is a risk that this goodwill could be lost resulting in staff exiting the organisation compromising ability to deliver outcomes and incurring recruitment costs and losing expertise.	4	4	8	MONITOR Put in place a development plan for each member of staff Ensure that if staff are leaving a structured handover is run Ensure that policies are designed to incentivise staff through approaches such as flexible working	CE
	Operational	Volunteer attrition/ recruitment	Due to the fact that Healthwatch Bucks depends on volunteers to deliver, there is a risk that this goodwill could be lost resulting in volunteers leaving the organisation compromising ability to deliver outcomes and incurring recruitment costs and losing expertise.	4	4	8	ACTION Put in place clear strategy for attracting retaining and using volunteers ensuring a recruitment plan is in place that reflects projected volunteer turnover MONITOR Manage volunteers on an individual basis, looking to accommodate their requirements and needs from the placement.	CE
3	governance	Board succession	Due to the organisations dependence on the skills and expertise of specific board members, there is a risk if these people leave the organisation, then the delivery of organisational outcomes will be impacted	2	4	6	MONITOR: work with Board members to understand any proposed departures; maintain numbers at board level to accommodate departures; run recruitment as appropriate to supplement Board.	Chair
5	reputational	Negative Press	Due the sensitivity of the areas which Healthwatch Bucks is involved in and the number of people it touches there is a risk that there will be negative press coverage which will impact on the organisations reputation reducing willingness of people to engage with it and impacting on our ability to deliver key outcomes.	3	3	6	ACTION Review crisis management plan.	CE
6	reputational	Consistent representation	Due to the number and range of people who represent Healthwatch Bucks there is a risk that messaging around the organisation will be inconsistent resulting in confusion amongst stakeholders and a reduction in support for the organisation.	3	3	6	MONITOR: stakeholder briefings provided monthly and clear feedback process for meetings in place	CE

Ref	Category	Risks	Analysis (cause, risk, effect)	%	Impact	Risk	Current position / Control Measures	Owner
8	reputational	Awareness	Due to low awareness of Healthwatch Bucks the risk is that people will not get in touch with the organisation resulting in an inability to represent the patient voice and a smaller number of volunteers.	3	3	6	MONITOR: ongoing engagement work ACTION: marketing project about to kick off ACTION: communications strategy being put together	CE
2	strategic	Healthwatch abolished	Due to the status of local Healthwatches as a statutory body, there is a risk that government could remove the statutory requirement for their existence resulting in the disappearance of Healthwatch	1	4	5	MONITOR This is unlikely to happen in current government due to the legislative calendar. Keep positive contact across key stakeholders.	Chair
7	reputational	Employment Tribunal	Due to the staff management requirements in the organisation there is a risk that occasion will arise for an employment tribunal resulting in loss of goodwill from staff and redirection of scant resources into supporting the process impacting on organisational outcomes.	2	3	5	MONITOR: Policies in place and maintaining staff relationships to prevent issues getting to this stage.	CE
12	Operational	Health and Safety	Due to the fact that Healthwatch Bucks staff are often visiting different places as a lone representative of the organisation there is a risk that they might not be properly supported as a lone worker, resulting in possible difficulties for the individual and the organisation.	3	2	5	MONITOR: Policies in place need to be monitored for compliance	CE
16	Operational	IT failure	Due to the dependency of Healthwatch Bucks for its effective operation on information held within a number of IT systems, there is a risk that the IT systems could go down resulting in loss of data resulting in a lowering of organisational performance.	1	3	4	MONITOR: All systems cloud based / backed up by external agencies	CE
17	Operational	Data Protection	Due to the fact that Healthwatch Bucks deals with personal data about staff, volunteers and from members of the public, there is a risk that this data will be compromised, resulting in distress for relevant individuals and possible litigation.	2	2	4	MONITOR: Current policy and ensuring we maintain procedures outlined	CE
4	governance	Conflict of interest	Due to the complexity of Director's interests, there is a risk that there is a conflict of interests, resulting in the probity of the organisation being compromised and possible challenges to its decision making.	1	2	3	MONITOR: Policy in place with annual declaration of conflict of interests, plus specific declaration of conflict of interests at each Board Meeting	Chair

Ref	Category	Risks	Analysis (cause, risk, effect)	%	Impact	Risk	Current position / Control Measures	Owner
9	Financial	Cash flow	Due to the dependency on Bucks CC for funding, there is a risk that if payment is delayed, we would be unable to cover costs including staff payment, resulting in possible additional costs being incurred in addition to loss of staff goodwill.	1	2	3	MONITOR: all funds are received in advance	CE
10	Financial	Cessation	Due to the way funding streams are allocated, there is a risk that cessation costs could not be covered resulting in outstanding payments to debtors	1	2	3	MONITOR: any remaining money would be used to cover cessation costs	CE