



## RISK REGISTER

ID	Category	Risk description	Person/activity affected	Likelihood	Impact	Severity	Owner	Mitigating action	Progress	Status
1	Financial	Reduction in donations leading to an inability to meet operational costs.	Poppy café and Home Visiting Service  Clients & Carers  Failure to meet objectives	Possible	Undesirable	High	Trustees	<ul style="list-style-type: none"> <li>• Maintain reserves that would cover 24 months activity.</li> <li>• Apply for any community or business grants that are applicable to H&amp;DDS.</li> <li>• Encourage donations on all leaflets and publications.</li> <li>• Ensure charity leaflets are in all local solicitors to encourage bequests.</li> </ul>	09.10.20 Reduction in contributions due to Covid shut down & loss of Poppy cinema but reserves remain at 24 months cover.	Open
2	Financial	Increase in costs: <ul style="list-style-type: none"> <li>• Venues</li> <li>• Fuel</li> <li>• Insurance</li> </ul>	Poppy café and Home Visiting Service  Clients & Carers  Failure to meet objectives	Possible	Tolerable	Med	Trustees	<ul style="list-style-type: none"> <li>• Competitively review venue options each year.</li> <li>• Encourage donations at events.</li> <li>• Competitively seek insurance policy each year.</li> </ul>		Open
3	Governance	Insufficient members willing or able to act as trustees	Failure to meet requirements of Constitution & Registration	Possible	Undesirable	High	Trustees	<ul style="list-style-type: none"> <li>• Encourage shadowing so that members can gain confidence in taking on the role.</li> </ul>	09.10.20 Trustee membership expanded to 7 and 2 new	Open

								<ul style="list-style-type: none"> <li>• Encourage recruitment of volunteers to increase potential pool of new trustees.</li> <li>• Delegate responsibilities to Working Committee to reduce extent of responsibilities.</li> </ul>	trustees recruited.	
4	Governance	Fraudulent or dishonest actions by trustees	<p>Failure to meet requirements of Constitution &amp; Registration</p> <p>Criminal activity</p> <p>Loss of reputation</p>	Unlikely	Extreme	High	Trustees	<ul style="list-style-type: none"> <li>• All financial transactions require the signatures of 2 trustees.</li> <li>• Accounts are externally examined each year.</li> <li>• Financial status reviewed at each Trustee &amp; Working Committee meeting &amp; annually at AGM.</li> </ul>	09.10.2020 Internal controls developed. Ratified at Working Committee 26.10.20	Open
5	Governance	Recruitment of volunteers who are a risk to the organisation or clients	<p>Clients &amp; Carers</p> <p>Loss of reputation</p>	Unlikely	Tolerable	Med	Trustees	<ul style="list-style-type: none"> <li>• Recruitment policy &amp; procedure.</li> <li>• DBS checks on all Coordinators &amp; Home visitors.</li> </ul>	Policy updated 09.10.20	Open
6	Operational	Insufficient volunteers to provide service	<p>Poppy café and Home Visiting Service</p> <p>Clients &amp; Carers</p> <p>Failure to meet objectives</p>	Possible	Undesirable	High	Trustees and Working Committees	<ul style="list-style-type: none"> <li>• Actively recruit year round via local publicity &amp; word of mouth.</li> <li>• Provide training, support and encouragement to increase retention.</li> <li>• Newsletter &amp; website to maintain communication.</li> </ul>	09.10.20 A number of volunteers stood down due to concerns regarding Covid-19 but 2 new volunteers recruited.	Open

									Training limited by Covid restrictions.	
7	Operational	Clients are vulnerable to H&S and health risks due to the nature of their disease	Injury or distress to clients	Possible	Tolerable	Med	Trustees & Coordinators	<ul style="list-style-type: none"> <li>• Training for volunteers.</li> <li>• Provision of advice sheets for dealing with common emergencies – Collapse Fall Vomiting Incontinence</li> <li>• Provision of number of SWIFT to assist in the provision of personal care.</li> <li>• Risk assessment of all Home Visit clients and home environments.</li> <li>• ICE information on all clients.</li> <li>• Environment of Poppy café controlled to minimise risk to clients.</li> </ul>	09.10.20 ICE information expanded to include additional details.	Open
8	Operational	09.10.20 Risk to clients and volunteers due to Covid-19 pandemic	Severe illness	Possible	Undesirable	High	Trustees / Coordinators	<ul style="list-style-type: none"> <li>• Covid-19 risk assessments of H&amp;DDS services;</li> <li>• Written guidance for clients and carers;</li> <li>• Written guidance for volunteers;</li> <li>• Provision of PPE;</li> <li>• Adherence to safe distancing &amp; use of PPE;</li> </ul>		Open

								<ul style="list-style-type: none"> <li>Environmental cleaning;</li> <li>Carers no longer in attendance;</li> <li>Attendance logs.</li> </ul>		
9	Operational	Injury to volunteers due to dealing with unpredictable clients or accident while on duty	<ul style="list-style-type: none"> <li>Volunteers</li> </ul>	Possible	Tolerable	Med	Trustees / Coordinators	<ul style="list-style-type: none"> <li>Training for volunteers to gain skills to avoid difficulties.</li> <li>Risk assessment of home visit clients.</li> <li>Application process requires information on health issues in volunteers.</li> <li>Lone worker policy.</li> <li>Public liability &amp; accidental injury insurance.</li> </ul>		Open
10	Compliance	Failure to objectives leading to loss of registration	Clients and Carers Trustees & Volunteers	Unlikely	Undesirable	Med	Trustees	<ul style="list-style-type: none"> <li>Terms of reference of committees.</li> <li>Constitution in place.</li> <li>Framework of meetings in place.</li> <li>Policies &amp; procedures.</li> <li>Oversight of auditor.</li> </ul>		Open
11	Compliance	Loss of personal data leading to loss of reputation & possible prosecution.	Clients & Carers Trustees & Volunteers	Unlikely	Undesirable	Med	Trustees Volunteers	<ul style="list-style-type: none"> <li>Data Protection policy.</li> <li>Training.</li> <li>Procedures for securing data.</li> </ul>	09.10.20 Policy updated.	Open
12	External	Increase in number of clients exceeds capacity of organisation	Clients & Carers	Unlikely	Tolerable	Med	Trustees	<ul style="list-style-type: none"> <li>Flexibility of organisation to meet varying demand.</li> <li>Loss of clients to progression of disease.</li> </ul>		Open

13	External	Increase in demand due to decisions made in Statutory Health & Social Services	Clients & Carers Trustees & Volunteers	Possible	Tolerable	Med	Trustees & Working Committee	<ul style="list-style-type: none"> <li>Networking to ensure presence at the table when decisions made.</li> <li>Engagement with Sustainability Transformation Partnership (STP).</li> </ul>	09.10.20 Networking & engagement reduced by Covid-19 restrictions.	Open
14	External	Changes affecting access to venue preventing clients & carers attending E.g. Car park	Clients & Carers	Possible	Tolerable	Low	Trustees & Working Committee	<ul style="list-style-type: none"> <li>Negotiations with Church regarding additional gate.</li> <li>Provision of wheelchair.</li> <li>Survey to monitor effects.</li> </ul>	09.10.20 Access improved by provision of direct access to car park.	Closed

**Discussed and agreed by Trustees: 26<sup>th</sup> October 2020**