

AGENDA ITEM NO: 7

Report To: Inverclyde Integration Joint

Board Audit Committee

Date: 11 September 2018

Report No: IJBA/04/2019/HW

Report By: Louise Long

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Officer)

Inverciyde Health & Social Care

Partnership

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Subject: IJB RISK REGISTER

1.0 PURPOSE

1.1 The purpose of this report is to seek Audit Committee approval of the new IJB Risk Register developed at its February development session.

2.0 SUMMARY

- 2.1 The IJB Risk Register will be fully reviewed at least twice a year by the Inverclyde HSCP Senior Management Team with any recommended changes taken to this committee for approval.
- 2.2 The process for reporting risks across the HSCP and IJB has been summarised to highlight what is reported to the IJB and when.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee:
 - 1. Reviews the content of this report;
 - 2. Agrees the new risk register based on the discussions of 20 February;
 - 3. Notes the reporting process;
 - 4. Note any High/Red Risks contained on other HSCP Operational Risk Registers;
 - 5. Agrees the proposed IJB strategic risk register, and
 - 6. Agrees that going forward, the Audit Committee will review the IJB Strategic Risk Register annually with a six monthly update to the Committee reflecting all Red/Very High Risks.

Louise Long, Chief Officer

4.0 BACKGROUND

- 4.1 The Integration Joint Board (IJB) strategic risk register covers the risks specific to the IJB and its operations. In addition, the Health and Social Care Partnership (HSCP) has an operational register for Social Care and Health Service operations and a Project Risk Register for the new Greenock Health Centre Capital Project.
- 4.2 On 20 February the IJB undertook a full review and update of the current IJB risk register facilitated by CIPFA. This report provides the outcome of that session for the Committee to formally approve and adopt the new risk register on behalf of the IJB
- 4.3 The IJB risk register will be formally reviewed by the Inverclyde HSCP Senior Management Team at least twice a year. The IJB Risk Register and any changes will come to the IJB Audit Committee.

5.0 PROPOSED IJB RISK REGISTER

- 5.1 The IJB Risk Register was fully review and rescored by the IJB at a development session on 20 February facilitated by CIPFA. At this session the Board considered the risks relevant for the IJB, current controls and mitigations in place and agreed relevant risk scores for each. This paper contains the new Risk Register for formal Audit Committee approval. The new register is enclosed at Appendix A.
- 5.2 Members discussed Strategic Risks and scored the risk register as it was as at 20 February. Appendix A shows proposed changes to the narrative on these risks and an analysis of the average, maximum and minimum scores for each from the session. A proposed score based on these figures has been provided for each.
- 5.3 This paper also contains the new Risk Register with the updated narrative and scoring for formal Audit Committee consideration and approval. The new register is enclosed at Appendix B.
- 5.4 The reporting mechanism for risk management within the IJB is enclosed at Appendix C.

6.0 SIGNIFICANT RISKS ON OTHER HEALTH AND SOCIAL CARE RISK REGISTERS

- 6.1 The HSCP Operational Risk Register and Greenock Health Centre Capital Project Risk Register have their own reporting lines.
- 6.2 All Very High or Red Rated risks on either the HSCP Operational Risk Register or the Project Risk Register for the New Greenock Health Centre are also reported to the IJB Audit Committee for noting.
- 6.3 <u>HSCP Operational Risk Register Very High/Red Risks</u>
 - The SMT reviews the current register on a monthly basis. As at February there was one no risk currently classified as Very High/Red:
 - Risk 3 Medical Workforce: Score 16: risk of failing to maintain medical capacity and clinical leadership. Actions to mitigate risk include employment of locums and working with Clinical staff to try to retain existing medics and trainees.
- 6.4 New Greenock Health Centre Capital Project Risk Register Very High/Red Risks At the January meeting of the Project Board there were no risks on the register ranked very high/red.

7.0 DIRECTIONS

7.1		Dire	ection to:					
	Direction Required to	1.	No Direction Required					
	Council, Health Board	2.	Inverclyde Council					
	or Both	3.	NHS Greater Glasgow & Clyde (GG&C)					
		4.	Inverclyde Council and NHS GG&C					

8.0 IMPLICATIONS

8.1 FINANCE

There are no direct financial implications within this report. Financial risks are identified in the Registers.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs / (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From	Other Comments
N/A					

LEGAL

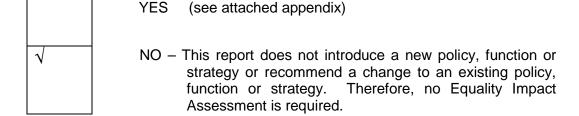
8.2 There are no specific legal implications arising from this report.

HUMAN RESOURCES

8.3 There are no specific human resources implications arising from this report.

EQUALITIES

- 8.4 There are no equality issues within this report.
- 8.4.1 Has an Equality Impact Assessment been carried out?



8.4.2 How does this report address our Equality Outcomes

There are no Equalities Outcomes implications within this report.

Equalities Outcome	Implications
People, including individuals from the above protected characteristic groups, can access HSCP services.	None
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	None
People with protected characteristics feel safe within their communities.	None
People with protected characteristics feel included in the planning and developing of services.	None
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	None
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	None
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	None

8.5 CLINICAL OR CARE GOVERNANCE IMPLICATIONS

There are no governance issues within this report.

8.6 NATIONAL WELLBEING OUTCOMES

How does this report support delivery of the National Wellbeing Outcomes

There are no National Wellbeing Outcomes implications within this report.

National Wellbeing Outcome	Implications
People are able to look after and improve their own health and wellbeing and live in good health for	None
longer.	
People, including those with disabilities or long term	None
conditions or who are frail are able to live, as far as	TVOILE
reasonably practicable, independently and at home	
or in a homely setting in their community	
People who use health and social care services	None
have positive experiences of those services, and	
have their dignity respected.	
Health and social care services are centred on	None
helping to maintain or improve the quality of life of	
people who use those services.	
Health and social care services contribute to	None
reducing health inequalities.	
People who provide unpaid care are supported to	None
look after their own health and wellbeing, including	
reducing any negative impact of their caring role	
on their own health and wellbeing.	
People using health and social care services are	None
safe from harm.	

People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	None
Resources are used effectively in the provision of health and social care services.	None

9.0 CONSULTATION

9.1 This report has been prepared by the Head of Strategy & Support Services in consultation with other members of the Senior Management Team.

Risk Descriptors as at 20/02/2019		Proposed changes based on presentation and discussion on 20/02			PACT				.IHOOD		TOTAL
Governance			Ave	Max	Min	Proposed	Ave	Max	Min	Proposed	
Effective Governance Risk through partner organisational restructures causing additional governance complexity, not having the right skills mix on the IJB, lack of clarity of role & ability to make decisions, lack of effective horizon scanning, inability to review the performance of Board, poor communications, or perceived lack of accountability by the public. Potential Consequences: Poor decision making, lack of critical skills lead to 'blind spots' or unanticipated risks, partners disengage from the IJB, dysfunctional behaviours, fail to deliver the strategic plan.	1	Effective Governance Governance arrangements are ineffective in developing and delivering strategic objectives Potential Consequences: Poor decision making, lack of critical skills lead to 'blind spots' or unanticipated risks, partners disengage from the JB, dysfunctional behaviours, fail to deliver the strategic plan.	3.9	5.0	2.0	4	2.8	3.0	2.0	3	12
Maintaining Effective Communication and Relationships with Acute Partners During Transformational Change Risk due to partnership breakdown caused by different priorities & pressures resulting from transformational change agenda leading to loss of trust or effective communication. Potential Consequences: relationship breakdown, dysfunctional working relationships, cannot affect or influence change or priorities, resources skewed towards acute care away from preventative, unable to deliver strategic plan.		Breakdown in relationships between Strategic Partners During Transformational Change Risk due to strategic partnership breakdown caused by different priorities & pressures resulting from transformational change agenda leading to loss of trust or effective communication. Potential Consequences: relationship breakdown, dysfunctional working relationships, cannot affect or influence change or priorities, resources skewed towards acute care away from preventative, unable to deliver strategic plan.	3.3	5.0	2.0	3	2.8	3.0	2.0	3	9
Resources & Performance											
Financial Sustainability / Constraints / Resource Allocation Risk due to increased demand for services, potentially not aligning budget to priorities, and/or anticipated future funding cuts from our funding partners which leave the JJB with insufficient resources to meet national & local outcomes & to deliver Strategic Plan Objectives	За	Financial Sustainability / Cost Pressures Financial sustainability around unfunded/unanticipated/unplanned demand for services. Potential Consequences: UB unable to deliver Strategic Plan objectives, reputational damage, dispute with Partners, needs not met, risk of overspend on Integrated Budget	3.8	5.0	3.0	4	3.0	4.0	2.0	3	12
Potential Consequences: UB unable to deliver Strategic Plan objectives, reputational damage, dispute with Partners, needs not met, risk of overspend on Integrated Budget	3b	Financial Sustainability / Funding Partners unable or unwilling to allocate resources Potential Consequences: JB unable to deliver Strategic Plan objectives, reputational damage, dispute with Partners, needs not met, risk of overspend on Integrated Budget				4				3	12
Workforce Sustainability and Implementation of People Plan Risk in not delivering the People Plan objectives Potential Consquences: Don't attract or retain the right people, don't have an engaged & resilient workforce, service user needs not met, strategic plan not delivered, & reputational damage.	4	Workforce Sustainability and Implementation of People Plan People Plan Strategy and/or staff deployment poor affecting HSCP capacity to deliver the UBs objectives Potential Consquences: Don't attract or retain the right people, don't have an engaged & resilient workforce, service user needs not met, strategic plan not delivered, & reputational damage.	2.8	5.0	0.0	3	3.4	5.0	2.0	3	9
Performance Management Information Risk due to lack of quality, timeous performance information systems to inform strategic & operational planning & decision making. Potential Consequences: Misallocate resources to non-priority areas, lack of focus, decisions based on anecdotal thinking or biased perspectives, & community needs not met.	5	Performance Management Information Risk due to lack of quality, timeous performance information systems to inform strategic & operational planning & decision making. Potential Consequences: Misallocate resources to non-priority areas, lack of focus, decisions based on anecdotal thinking or biased perspectives, & community needs not met.	3.3	4.0	2.0	3	2.4	3.0	1.0	2	6

Risk Descriptors as at 20/02/2019 Proposed changes based on presentation and discussion on 20/02			IMPACT			LIKELIHOOD				TOTAL	
Strategy			Ave	Max	Min	Proposed	Ave	Max	Min	Proposed	
Strategic Capacity - PREV DISCUSSED REMOVING THIS Risk due to constrained resources within partner organisations, loss of key people, or lack of commitment to IJB priorities											
Potential Consequences: partners do not engage or consult with IJB, short term pressures mean long term strategic thinking & planning is neglected, poorer health outcomes for the community, do not address long term entrenched health problems, or deliver the strategic plan	-	RISK REMOVED AS PER PRIOR DISCUSSION	1.0	4.0	0.0	n/a	1.2	3.0	0.0	n/a	
Locality Planning to Better Understand the Needs of the Community Risk of failure to effectively deliver locality planning Possible consequences: Poor quality decision making, don't address health inequalities or understand root causes of why they persist, lack of understanding about future needs & service demands, unable to allocate resources appropriately to deliver the strategic plan, high levels of disease, drug & alcohol misuse consume ever more resources.	ь	Poor Understanding of needs of community Risk of poor targeting of resources Possible consequences: Poor quality decision making, don't address health inequalities or understand root causes of why they persist, lack of understanding about future needs & service demands, unable to allocate resources appropriately to deliver the strategic plan, high levels of disease, drug & alcohol misuse consume ever more resources.	3.1	5.0	0.0	3	2.4	4.0	0.0	2	6

PROPOSED NEW IJB RISK REGISTER

Organisation	Inverclyde Integration Joint Board
Date Last Reviewed by JB/Audit Committee	Created by IJB 20/02/2019
Date Last Reviewed by Officers	20/02/2019

	Risk No *Description of RISK Concern (x,y,z)		Current Controls	IMPAC	L'HOO D	Risk Score	Additional Controls/Mitigating Actions & Time Frames with End Dates	Who is Responsible? (name or title)
	1	Effective Governance Governance arrangements are ineffective in developing and delivering strategic objectives Potential Consequences: Poor decision making, lack of critical skills lead to 'blind spots' or unanticipated risks, partners disengage from the IJB, dysfunctional behaviours, fail to deliver the	1. UB themed development sessions carried out throughout the year to update members on key issues 2. Code of Conduct for members 3. Standards Officer appointed 4. Chief Officer is a member of both Partner CMT's & has the opportunity to influence any further governance mechanism changes 5. Regularly planning/liaison meetings between Chief Officer and Chair/Vice Chair 6. Internal and External Audit reviews of governance arrangements 7. UB Self Assessment 8. Clinical and Care Governance arrangements and staffing	4	3	12	UB members development/induction programme being developed.	Chief Officer
	2	Risk due to strtategic partnership breakdown caused by different priorities & pressures resulting from transformational change agenda leading to loss of trust or effective communication. Potential Consequences: relationship breakdown, dysfunctional working relationships, cannot affect or influence change or	1. HSCP/Acute joint working groups - regular interface meetings looking at risks, lessons learned, joint problem solving 2. Chief Officer on Health Board CMT along with Acute Colleagues 3. Developing commissioning plans in partnership with Acute colleagues 4. Market Facilitation Statement 5. Early referral system and clear planning in place for each service user/patient	3	3	9	Monitoring impact of the transformational plan and unscheduled care changes supporting delayed discharge and bed day	Head of Strategy & Support Services Head of Adult and Community Care
		Resources & Performance						
;	Financial Sustainability / Cost Pressures Financial sustainability around unfunded/unanticipated/unplanned demand for services. 3a Potential Consequences: IJB unable to deliver Strategic Plan objectives, reputational damage, dispute with Partners, needs not met, risk of overspend on Integrated Budget		Resources/Finance 1. Strategic Plan 2. Due Diligence work 3. Close working with Council & Health when preparing budget plans 4. Regular budget monitoring reporting to the JJB 5. Regular budget reports and meetings with budget holders 6. Regular Heads of Service Finance meetings 7. Close working with other local Authority and GG&C Finance colleagues and HSCP CFOs to deliver a whole system approach to financial planning and delivery 8. Medium Term Finance Plan	4	3	12	Longer Term Financial Plan to be Developed in partnership with Health Board and Local Authority colleagues linked to new Strategic Plan by December 2019	Chief Financial Officer

	isk No	*Description of RISK Concern (x,y,z)	Current Controls	IMPACT Rating	L'HOOD Rating	Risk	Additional Controls/Mitigating Actions & Time Frames with End Dates	Who is Responsible? (name or title)
3	3b	Financial Sustainability / Funding Partners unable or unwilling to allocate resources Potential Consequences: UB unable to deliver Strategic Plan objectives, reputational damage, dispute with Partners, needs not met, risk of overspend on Integrated Budget	Resources/Finance 1. Strategic Plan 2. Due Diligence work 3. Close working with Council & Health when preparing budget plans 4. Regular budget monitoring reporting to the IJB 5. Regular budget reports and meetings with budget holders 6. Regular Heads of Service Finance meetings 7. Close working with other local authority and GG&C Finance colleagues and HSCP CFOs to deliver a whole system approach to financial planning and delivery 8. Medium Term Finance Plan	4	3	12	Longer Term Financial Plan to be Developed in partnership with Health Board and Local Authority colleagues linked to new Strategic Plan by December 2019	Chief Financial Officer
	4	Potential Consquences: Don't attract or retain the right people, don't never an engaged & resilient workforce, service user needs	Resources/Workforce 1. People Plan and quarterly progress reporting 2. Performance Monitoring and appraisals through (EKSF, TURAs monitoring systems) 3. Training budgets 4. Workforce Planning 5. Succession Planning for Local Authority Staff 6. Staff Governance Group & reports	3	3	9	Introduce Staff Governance reporting to the IJB to improve IJB oversight	Head of Strategy and Support Services
	5	Performance Management Information Risk due to lack of quality, timeous performance information systems to inform strategic & operational planning & decision making. Potential Consequences: Misallocate resources to non-priority areas, lack of focus, decisions based on anecdotal thinking or biased perspectives, & community needs not met.	Performance 1. Performance management infrastructure and reporting cycle 2. Regular financial monitoring reports showing performance against budget and projected outturns 3. Locality planning arrangements 4. Robust budget planning processes 5. Quarterly Performance Reviews 6. Data repository regularly updated 7. Quality strategy and self evaluation processes 8. Regular review of Performa reporting frameworks	3	2	6		UB Members Head of Strategy & Support Services
		Strategy						
	6	Risk of poor targeting of resources Possible consequences: Poor quality decision making, don't address health inequalities or understand root causes of why they persist, lack of understanding about future needs & service demands, unable to allocate resources appropriately to deliver the strategic plan, high levels of disease, drug & alcohol misuse	1. Community Engagement led by 3rd sector partners 2. Health Education Programmes 3. Locality planning to enhance local targeting of services 4. Strategic Planning Group 5. Equalities Outcomes as part of the Strategic Plan 6. Strategic Needs Assessment Work which is advanced at a community and care group level 7. The above informs work across care groups and partnership working	3	2	6	Develop a Community Engagement Strategy for the HSCP - aligned with the CPP - Underway and being informed by the review of the Strategic Plan- work now due to be complete by xxx	Head of Strategy and Support Services

Requires active management.

High impact/high likelihood: risk requires active management to manage down and maintain exposure at an acceptable level.

Very High

Contingency plans.

A robust contingency plan may suffice together with early warning mechanisms to detect any deviation from plan.

High

Good Housekeeping.

May require some risk mitigation to reduce likelihood if this can be done cost effectively, but good housekeeping to ensure the impact remains low should be adequate. Reassess frequently to ensure conditions remain the same.

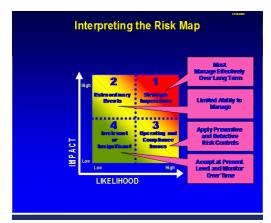
Medium (5-9)

Review periodically.

Risks are unlikely to require mitigating actions but status should be reviewed frequently to ensure conditions have not changed.

Low

Risk Impact					
-	1	2	3	4	5
	Insignificant	Minor	Moderate	Major	Catastrophic
Financial	<£100k	£100k-£250k	£250k-£500k	£500k-£1,000k	£1,000k>
Reputation	Individual negative perception	Local negative perception	Intra industry or regional negative perception	National negative perception	Sustained national negative perception
Legal and Regulatory	Minor regulatory or contractual breach resulting in no compensation or loss	Breach of legislation or code resulting in a compensation award	Regulatory censure or action, significant contractual breach	Breach of regulation or legislation with severe costs/fine	Public fines and censure, regulatory veto on projects/ withdrawal of funding. Major adverse corporate litigation
Opertional/ Continuity	An individual service or process failure	Minor problems in specific areas of service delivery	Impact on specific customer group or process	Widespread problems in business operations	Major service of process failure impacting majority or major customer groups
Likelihood					
	1	2	3	4	5
	Rare	Unlikely	Possible	Probable	Almost Certain
Definition	Not likely to happen in the next 3 years	, , , , , , , , , , , , , , , , , , , ,	Possible to occur in the next 3 years	Likely to occur in the next year	Very likely to occur in the next 6 months



Inverclyde Integration Joint Board (IJB)

Approach to Risk Management/Risk Registers

Introduction

The IJB approved a Risk Strategy in August 2016. This Strategy outlined the IJB approach to risk management and detailed the IJB risk appetite. Following this the IJB developed a strategic risk register covering the risks associated with the IJB.

The operational delivery of IJB activity is carried out through the Health and Social Care Partnership (HSCP). Operational activity in relation to operational risk management is carried out in accordance with the governance and reporting requirements of Inverclyde Council for services delivered through Social Care and NHS Greater Glasgow & Clyde (GG&C) for Health Services.

The Inverciyde HSCP Operational Risk Register is an integrated one covering both Social Care and Health. It is overseen by HSCP Officers, reviewed at least twice per annum by the HSCP Senior Management Team (SMT) then the Clinical and Care Governance Group.

In addition there is an operational risk register in relation to the new Greenock Health Centre Capital Project which is overseen by the Project Board, Hubco and the Health Board's Capital Planning Group.

Review and Reporting Lines

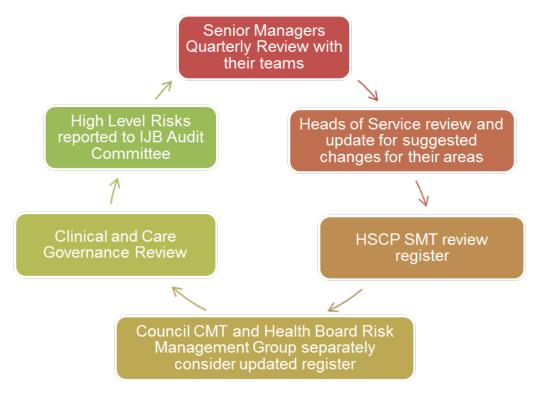
IJB Strategic Risk Register

This is reported to every IJB Audit Committee meeting and is formally reviewed at least twice a year by the HSCP SMT in line with the chart below:



HSCP Operational Risk Register

The following process is followed to review and update the HSCP risk register. Going forward all Risks categorised as Amber/High will be reported to the IJB Audit Committee along with the IJB Risk Register.



New Health Centre Capital Project Risk Register

The following process is followed to review and update the Health Centre Capital Project risk register. Going forward all Risks categorised as Amber/High will be reported to the IJB Audit Committee along with the IJB Risk Register.

