

Appendix A - Risk Register

Nature of Risk	Consequences If Realised	Likelihood of Occurrence	Control Measures
Required level of revenue funding not reached	Unable to deliver services or maintain the building	Medium	Appropriate pricing structure in place. Income obtained through a variety of sources not just direct revenue. Regular fundraising events. Partner with other providers to share risk.
Services offered are not desired by local people	Low uptake of services by local people. Viewed as unsatisfactory by local people	Low	Engage with community as to desired needs/services/clubs. Have feedback sessions with community e.g. at AGM.
Breakdown of relationship between committee members	Lack of governance. Services not able to be delivered	Low	Formal business/charity structure in place with minuted meetings. Deputy positions able to take charge if primary person unavailable.
Inappropriate skills to offer desired range of services	Low standard of services. Legal & safety standard not met	Medium	Training for all staff in the areas they will be required to work e.g. Care, Safeguarding, food hygiene etc. Work with outside agencies to provide specialist skills & services e.g. youth work, employment services, water testing etc. Join voluntary sector networks to keep updated with changes to legislation & share good practice.
Sustainability of the group over time	Breakdown of the organisation, closure of the service	Medium	Membership model encourages users to seek representation on management committees/as trustees. Formal structure to allow for voting in of new members to the board/committees to allow for changes in staffing over time.
Building work is required/takes longer than expected	Users not able to use building for day care or other social events	Medium	Partnership with other services. Premises available for use as temporary base during building work. Main Hall users would be assisted to find temporary alternative spaces for their events.
Heating system not functional	Users not able to use building for day care or other social events	Medium	Boiler system to be replaced and warranty to be taken out to protect from future breakdowns. Premises available for use as a temporary base during repair works.

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Existing day centre users do not wish to attend under new management	Low level of users, low income	Low	Provide information to existing users prior to take over of who we are and how the service will run. Hold public meeting(s) to discuss concerns with users and their families. Advertise for new users to fill spaces left by users leaving.
Lack of referrals	Number of users decreases over time	Low	Invite medical/social care teams to open days to view services on offer and discuss safe systems of work, training etc. Improve system of self-referrals by introducing lunch club.
Day Centre activities/services not meeting clients needs	Unsatisfactory Service. Impact on level of service users	Low	Regular meetings involving a selection of service users (volunteers) to discuss needs and service. Inclusion of service users on committees.
Fire	Inability to use building and provide service to users of the building	Low	Maintain fire systems and fire risk assessments. Involve local Fire Service in assessment of the building and it's required level of protection. Provide fire awareness, fire warden and use of fire extinguisher training to staff
Flooding	Inability to use building and provide service to users of the building	Low	Building is not on a flood plain. Flooding from within the building can be minimised by regular visual checks of exposed pipe work and carrying out maintenance. Taps that turn themselves off after a period of time will help to prevent flooding by users forgetting to turn taps off.
Spread of disease/infection	Ill health of users and staff. Possible complications from illness. Lack of staff availability.	Low	Policies in place in regards to illnesses and attending/working at the day centre. Regular programme of cleaning to help with infection control. Staff trained in methods of infection prevention and control. Antiseptic hand wash stations throughout the day care centre at appropriate points. Enough staff trained to work within the day care centre to be able to provide continuing services through bouts of illness. Closure would only have to occur in extreme cases of illness.