

JIGSAW Thornbury Organisational Risk Assessment



	Risk	Potential Impact	L	I	Rating	Resp	Action/Review
01	Families receiving our services don't recognise that they are provided by JIGSAW Thornbury	<ul style="list-style-type: none"> Funders don't fully appreciate the impact of our work which in turn threatens future funding Families do not realise that they can access other JIGSAW Thornbury services 	1	2	2		<ul style="list-style-type: none"> Branding and full literature review is complete New 'welcome pack' is being used Website development ongoing Signpost members between JIGSAW Thornbury services
02	Loss of key staff affecting our ability to deliver quality services to Members	<ul style="list-style-type: none"> Loss of expertise Inability to meet current and future demand for services Fewer Families supported 	1	3	3		<ul style="list-style-type: none"> Personnel sub-committee is set up Regular supervision with staff Improve communications and involvement Train others to cover vulnerable areas Job Evaluation/benchmarking
03	Membership increases too fast	<ul style="list-style-type: none"> Volume of work too much for staff Quality of service falls Members expectations raised but not met Public image of organisation is damaged 	2	3	6		<ul style="list-style-type: none"> Only take on what we can deliver Look at new ways of delivering services Negotiate upfront with funders for extra funding based on volume take-up Apply to alternative funding sources Build flexibility into staffing/capacity
04	IT and data systems fail	<ul style="list-style-type: none"> Loss of data, unable to identify existing Members Unable to satisfy contractual monitoring responsibilities Loss of key documents/information 	2	3	6		<ul style="list-style-type: none"> IT Back up systems in place, both electronic and manual Train staff on basic issues Have laptops & files password protected
05	Lone working staff are vulnerable	<ul style="list-style-type: none"> Harm to staff Organisation open to claims Reputation as a 'caring' employer damaged 	1	4	4		<ul style="list-style-type: none"> 'Lone Worker' policy to be used, especially on home visits All staff to carry Mobiles

Likelihood	1 = Unlikely	2 = Likely	3 = Very Likely	4 = Extremely Likely
Impact	1 = Minor	2 = Significant	3 = Major	4 = Critical

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06	Loss of funding – inability to secure core funding after 3 years of RC	<ul style="list-style-type: none"> Reduction in staff numbers Reduction in quality & level of service Increased suffering of Families Manager's time taken up with fundraising 	2	3	6		<ul style="list-style-type: none"> Pursue alternative forms of funding Proactive fundraising strategy Maintain reasonable reserves Improve presentation to funders demonstrating value Increase awareness amongst Families and professionals employ full time fundraising manager
07	Exposure to claims for 'bad' advice given to Members	<ul style="list-style-type: none"> Financial exposure to claims Damage to reputation 	1	3	3		<ul style="list-style-type: none"> Up to date, relevant insurance cover Continuing Professional Development for staff Clear criteria for who can give advice – JIGSAW Thornbury staff are not trained to give advice, only information
08	Conflict of Interests with funding partners	<ul style="list-style-type: none"> Threat to reputation for independence Members mistrusting us. Damage to working relationship with funders threatening funding 	2	2	4		<ul style="list-style-type: none"> Ensure independence promoted in contracts Ensure services are developed based on need rather than funding opportunities
09	Conflict of interests with project partners	<ul style="list-style-type: none"> Negative financial impact Damage to reputation Focus taken away from JIGSAW Thornbury core aims 	2	3	6		<ul style="list-style-type: none"> Ensure any partnership working is based on JIGSAW aims and objectives and will be a benefit to JIGSAW Thornbury members Ensure parameters of partnership working are agreed and documented at the outset Minimise financial vulnerability by agreeing budget/fundraising that does not expose JIGSAW to risk Only work with partner organisations which serve to benefit JIGSAW's' Thornbury reputation
10	Individual budgets	<ul style="list-style-type: none"> Reduced funding Members choose to access other services Staff skills and knowledge gaps develop 	2	2	4		<ul style="list-style-type: none"> Work closely with Local Authority, education and health professionals, other service providers Ongoing training for staff Regular review of services provided

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11	JIGSAW Thornbury services unable to cover the whole of South Gloucester, and unable to meet the needs of families outside of South Gloucester	<ul style="list-style-type: none"> Negative publicity Damage to reputation Members feel short changed Threat to local funding 	2	3	6		<ul style="list-style-type: none"> Develop link with support services and health professionals throughout SGC Increase awareness and deliver services to more rural areas Be clear to members that our services currently take place in South Gloucester only Consider supporting members to develop their own local groups/services in other districts with support from
12	Incomplete/inaccurate monitoring – quantitative and qualitative – evaluation not delivered	<ul style="list-style-type: none"> Funding renewal jeopardised Funds held back Funders not fully aware of services provided Missed opportunities to review and improve services 	1	3	3		<ul style="list-style-type: none"> More robust monitoring systems in place New database Staff regularly made aware of importance of monitoring M&E is standing item on supervision form
13	Competition from other Charities, public and private sector bodies	<ul style="list-style-type: none"> Loss of funding Loss of reputation as THE service providers for families with disabled children in SDC Loss of staff to competing organisations 	2	3	6		<ul style="list-style-type: none"> Manage costs down to improve our offering Concerted publicity/marketing Fostering key relationships Ongoing delivery of excellent service
14	Staff suffer from stress and burn out on the back of challenging issues dealt with on a daily basis and pressure to deliver more services	<ul style="list-style-type: none"> Staff sickness rates increase Reputation as caring employer damaged Problems with recruitment and retention of staff Open ourselves up to claims. 	2	3	6		<ul style="list-style-type: none"> All staff have regular supervision Staff risk assessment updated regularly Effective management of resources Open communications Employ additional staff to deliver some of our services and to help with admin

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