

Corporate Risk Register February 2023

CORPORATE RISK HEAT MAP: February 2023

There is a risk that...

I	In-Committee Risks (Private)		• /	A cyber-	attack results in significant disruption	to services and quality of patient care	
	Catastrophi C	5				 the health board fails to manage its financial resources in line with statutory requirements the urgent and emergency health and social care system fails to deliver a timely response for care for Powys citizens 	
Impact	Major	4			a significant public health event/emergency impacts on provision, continuity and sustainability of services	 the health board fails to adequately allocate resources, including transformation capacity, to improve health outcomes/experience and reduce inequalities citizens of Powys receive poor quality care (quality defined as safety, effectiveness and experience) from one or more of a range of providers failure to plan for, recruit and retain an appropriate workforce results in an inability to sustain high quality services the care provided in some areas is compromised due to the health board's estate being not fit for purpose 	 inequity of access to planned, secondary and specialised care results in poorer outcomes and experience for some Powys citizens the demand and capacity pressures in the primary care system lead to services becoming unsustainable
	Moderate	3			ineffective partnership working, including on service change/reconfiguration, results in poorer outcomes and experience for citizens of Powys		
	Minor	2					
	Negligible	1					
			1	2	3	4	5

Rare	Unli kely	Possible	Likely	Almost Certain
			Likelihood	

CORPORATE RISK DASHBOARD - February 2023

Risk Lead	Risk ID	Main Risk Category	Risk Description There is a risk that:	SCORE (Likelihood x Impact)	Board Risk Appetite	Risk Target	At Target √/×	Lead Board Committee	Risk Impacts on
DFIIT	CRR 001	Financial Sustaina bility	The health board fails to manage its financial resources in line with statutory requirements	4 x 5 = 20	Cautious	8	×	Delivery and Performance	Organisational Priorities underpinning all WBOs
DFIIT	CRR 002	Financial Sustainabil ity	The health board fails to adequately allocate resources, including transformation capacity, to improve health outcomes/experience and reduce inequalities	4 x 4 = 16	Cautious	8	x	Delivery and Performance	Organisational Priorities underpinning all WBOs
DoNM/ MD	CRR 003	Quality	Citizens of Powys receive poor quality care (quality defined as safety, effectiveness and experience) from one or more of a range of providers	4 x 4 = 16	Minimal	6	×	Patient Experience, Quality and Safety	Organisational Priorities Underpinning WBO 1 to 4

Risk Lead	Risk ID	Main Risk Category	Risk Description There is a risk that:	SCORE (Likelihood x Impact)	Board Risk Appetite	Risk Target	At Target √/×	Lead Board Committee	Risk Impacts on
DoO	CRR 004	ety	The urgent and emergency health and social care system fails to deliver a timely response for care for Powys citizens	4 x 5 = 20	Averse	12	×	Delivery and Performance	Organisational Priorities Underpinning WBO 1 to 4
DPC	CRR 005	Quality	Inequity of access to planned, secondary and specialised care results in poorer outcomes and experience for some Powys citizens	5 x 4 = 20	Minimal	12	×	Delivery and Performance	Organisational Priorities Underpinning WBO 1 to 4
DWOD	CRR 006	Quality	Failure to plan for, recruit and retain an appropriate workforce results in an inability to sustain high quality services	4 x 4 = 16	Minimal	8	×	Workforce and Culture Committee	Organisational Priorities Underpinning all WBOs
DSPC& P	CRR 007	 -	Ineffective partnership working, including on service change/reconfiguration, results in poorer outcomes and experience for citizens of Powys	3 x 3 = 9	Open	6	×	Planning, Partnerships and Population Health	Organisational Priorities underpinning WBO 8
DSPC& P	CRR 008	fety	The demand and capacity pressures in the primary care system lead to services becoming unsustainable	5 x 4 = 20	Averse	8	×	Planning, Partnerships and Population Health	Organisational Priorities WBO 4

Risk Lead	Risk ID	Main Risk Category	Risk Description There is a risk that:	SCORE (Likelihood x Impact)	Board Risk Appetite	Risk Target	At Target √/×	Lead Board Committee	Risk Impacts on
DFIT	CRR 009		A cyber-attack results in significant disruption to services and quality of patient care	RISK CON	SIDERED I	N COMMI	TTEE	Delivery and Performance	
DSPC& P	CRR 010	Ę	The care provided in some areas is compromised due to the health board's estate being not fit for purpose	4 x 4 =16	Minimal	9	×	Delivery and Performance	Organisational Priorities Underpinning WBO 1 to 4
DPH	CRR 011	nance rvice ability	A significant public health event/emergency impacts on provision, continuity and sustainability of services	3 x 4 = 12	Cautious	12	√	Delivery and Performance	Health and wellbeing of the population

KEY

Risk Appetite Descriptors and Categories

Risk Appetite	Description
Averse	Avoidance of risk and uncertainty in achievement of key deliverables or initiatives is key objective. Activities undertaken
	will only be those considered to carry virtually no inherent risk.
Minimal	Preference for very safe business delivery options that have a low degree of inherent risk with the potential for
	benefit/return not a key driver. Activities will only be undertaken where they have a low degree of inherent risk.
Cautious	Preference for safe options that have low degree of inherent risk and only limited potential for benefit. Willing to tolerate
	a degree of risk in selecting which activities to undertake to achieve key deliverables or initiatives, where we have
	identified scope to achieve significant benefit and/or realise an opportunity. Activities undertaken may carry a high
	degree of inherent risk that is deemed controllable to a large extent.
Open	Willing to consider all options and choose one most likely to result in successful delivery while providing an acceptable
	level of benefit. Seek to achieve a balance between a high likelihood of successful delivery and a high degree of benefit
	and value for money. Activities themselves may potentially carry, or contribute to, a high degree of residual risk.
Eager	Eager to be innovative and to choose options based on maximising opportunities and potential higher benefit even if
	those activities carry a very high residual risk.

1	
Executive Le	ad:
CEO	Chief Executive
DPCCMH	Director of Primary,
	Community Care and Mental
	Health
DoNM	Director of Nursing and
	Midwifery
DFIIT	Director of Finance,
	Information and IT
MD	Medical Director
DPH	Director Public Health
DWOD	Director of Workforce and OD
DoTHS	Director of Therapies and
	Health Sciences
DPP	Director of Planning and
	Performance
BS	Board Secretary
DoE	Director of Environment

Risk Scoring

LIKELIHOOD		IMPACT						
	Insignificant	Minor	Moderate	Major	Catastrophic			
	1	2	3	4	5			
Almost Certain	5	10	15	20	25			
5								
Likely	4	8	12	16	20			
4								
Possible	3	6	9	12	15			
3								
Unlikely	2	4	6	8	10			
2								
Rare	1	2	3	4	5			
1								

Very	1-3	Low	4-8	Moderate	9-12	High	15-25
Low							

RISK APPETITE							
Category	Appetite for Risk						
Safety	Averse						
Quality	Minimal						
Regulation and Compliance	Cautious						
Reputation and Public Confidence	Cautious						
Performance and Service Sustainability	Cautious						
Financial Sustainability	Cautious						
Workforce	Cautious						
Partnerships	Open						
Innovation and Strategic Change	Open						

CRR 001 **Executive Lead:** Director of Finance, Information and IT Risk that: the health board fails to manage its financial resources in line with **Assuring Committee:** Delivery and Performance statutory requirements **Risk Impacts on:** Organisational Priorities underpinning all WBOs Date last reviewed: February 2023 **Risk Rating Rationale for current score:** The IMTP included a balanced core financial plan including a (likelihood x impact): balanced recurrent position. Inherent: $4 \times 5 = 20$ Non recurrent Funding assumed at risk for local COVID response Current: $4 \times 5 = 20$ costs and exceptional national pressures in year. This will impact Target: $2 \times 4 = 8$ on the underlying position. Date added to the ■ Deficit forecast of £7.5m for 2022/23 and an underlying deficit of risk register £18.6m reported at month 10. Risk Updated • Financial planning for 2023/24 has identified that the THB will have September 2022 a significant deficit. ■ The THB forecasts that it can manage its capital expenditure within the capital allocation. Sept-22 Nov-22 Dec-22 Feb-23 Target Score Risk Score Controls (What are we currently doing about the risk?) Mitigating actions (What more will we do?) Action **Deadline** Lead Balanced Financial Plan included in IMTP Submission. Strengthening of the capability and Structure DFIIT Financial Control Procedures and Standing Orders and Standing Financial realignment Instructions and Budgetary Control Framework, Budgetary Control Audit sustainability of the Finance Team and establish completed a modernisation programme to improve function rated as substantial assurance. performance and delivery Risks and Opportunities – focus and action to maximise opportunities and minimise / mitigate risks Underway Financial Plan for 2023/24 being developed, **DFIIT** Service Reviews / Performance reviews to strengthen financial monitoring including robust assessment of cost pressures of performance and longer-term impact on financial plan (support better and establishment of saving schemes. decision making). Contracting Framework to monitor and forecast the impact of arrangements in 2022/23 and going forward Increase focus on longer term efficiency and **DFIIT** Established Task and Finish Groups established for CHC, Variable Pay and Contracting sustainability (value) and balance with in year / MD with identified leads and clear expectation re delivery, these groups will delivery as needed for plan. New Efficiency

have a short and longer-term focus for delivery.

	 Savings Plan monitoring and reporting linked to the Efficiency Framework and Investment Benefits Group and supporting the VBHC approach. Regular communication and reporting to Welsh Government and Finance Delivery Unit regarding the impact of pressures and ongoing Covid-19 and expectations regarding funding and impact on Financial Plan and underlying 	Framework approved and live and Value Based Healthcare Board established.			
	position. • Additional control - Finance and Performance Group established as subgroup of Executive Committee. Initial focus on savings and opportunities. Current Risk Rating	Update including impact of actions to date on current risk			
L		score			
	4 x 5 = 20	Finance and Performance Group in place from September 2022 focussing on opportunities in each Directorate to be developed in addition to continuing focus on key areas such as CHC, variable payand contracting.			

Executive Lead: Director of Finance, Information and IT CRR 002 **Risk that:** the health board fails to adequately allocate resources, including transformation capacity, to improve health outcomes/experience and reduce **Assuring Committee:** Delivery and Performance inequalities **Risk Impacts on:** Organisational Priorities underpinning all WBOs **Date last reviewed:** February 2023 **Risk Rating** 25 (likelihood x impact): Inherent: $4 \times 5 = 20$ 20 Current: $4 \times 4 = 16$ Target: $2 \times 4 = 8$ 15 understanding. Date added to the 10 risk register September 2022 5 Sept-22 Nov-22 Dec-22 Feb-23 ■Target Score Risk Score

Rationale for current score:

- Forecast deficit of £7.5m for 2022/23 and overspend of £ 6.4m at month 10 indicates that resources are being consumed above planned and allocated levels (IMTP Financial Plan).
- Lack of data re Patient Outcome and Experience to support
- Value Based Healthcare approach introduced, but not yet fully embedded into financial plan and budget allocation fully.
- Value Board established and key action is to develop the Health Board approach to PROMs and PREMs (to measure patient experience and outcomes) to inform future resource allocation.
- PTHB is working with national groups to ensure that dashboards show a resident health board position, including English flows, rather than a Welsh provider position, so that they are reliable for corporate decision making in Powys.
- Nationally the PROMS and PREMS electronic platforms have been procured separately. The platform for patient experience is in place, but does not have all the necessary functionality for PROMS collection and analysis.

Controls (What are we currently doing about the risk?)

- Value Board established (report via Transformation and Value Group) and reporting into Executive Committee.
- Value approach embedded in IMTP focused on outcome, experience and cost.
- Organisational position in relation to PROMs-and PREMs (to inform resource allocation and actions) approved in principle by Executive Committee, based on EQ5DL for PROMS, overlaid with condition specific outcomes.
- CIVICA in place for the collection of patient experience.

	Mitigating actions (What more will	we do?)
	Action	Lead	Deadline
	Action as identified in Value Group Workplan	AD	Ongoing.
	including approach to developing PROMs and	T&V	
	PREMs.		
9	Ongoing Action as per the Value Group	AD	Ongoing.
	Workplan.	T&V	
	Continue to progress work on the Accelerated		
	Sustainable Model including Design and Delivery	Execs	
	phases.	and	23/24
	F	- · · · ·	==/=:

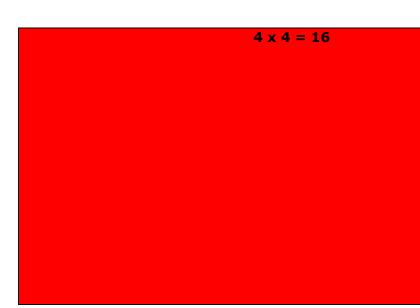
■ PROMS Group established to assist with technical implementation of		ADTV	
PROMS. Value Opportunities Group established.			
 Interventions Not Normally Undertaken Group established. 			
 Information and Data Dashboards under development to inform reporting 			
re outcomes and experiences, with work undertaken to ensure national			
dashboards are amended to show resident health board position including			
English patient flows.			
 Accelerated Sustainable Model Programme in place with Discovery Report 			
completed, embedding value approach, to help guide prioritisation and			
resource allocation for maximum value impact.			
 Approach agreed with WOAD and Programme Board to develop and embed 			
organisational understanding of value from induction through to leadership			
development.			
 Series of Getting It Right First Time Reviews completed with 			
implementation underway.			
 Full Board involvement in development of priorities and financial plans for 			
2023/24.			
Current Risk Rating	Update including impact of actions to date on current risk		
	score		
4 x 4 = 16	N/A		

Executive Lead: Director of Nursing and Midwifery, Medical Director CRR 003 **Risk that:** citizens of Powys receive poor quality care (quality defined as safety, effectiveness and experience) from one or more of a range of **Assuring Committee:** Patient Experience, Quality and Safety providers **Risk Impacts on:** Organisational Priorities underpinning WBO 1 to 4 **Date last reviewed:** February 2023 Rationale for current score: Risk Rating • Intelligence from incidents, concerns and complaints 25 (likelihood x impact): ■ Intelligence from patient engagement Inherent: $4 \times 5 = 20$ • Intelligence and communication from all stakeholders and partners Current: $4 \times 4 = 16$ • Increased pressure on the NHS as a result of multiple factors Target: $2 \times 3 = 6$ 15 (aging population, winter pressures, post Covid-19 pandemic) Date added to the 10 risk register Risk Updated September 2022 Sept-22 Nov-22 Dec-22 Feb-23 Target Score Risk Score Mitigating actions (What more will we do?) Controls (What are we currently doing about the risk?) Integrated Performance Framework Action Lead **Deadline** Improve and refine the Integrated Performance Sept 2022 DoPP Powys Clinical Audit plan Internal Audit annual plan of audits Framework Ongoing Monitor fundamentals of care (provider DoNM NHS Wales collaborative management groups and associated peer groups services) Collaboration with the Delivery Unit (NHS Wales) MD Ongoing Mortality Reviews Review of CQC and HIW reports for all providers where Powys residents Ongoing DoPP/ Address inequalities of access receive care DOMHP Triangulation of concerns, complaints (PTR) and incidents PC Implement Patient experience system (Civica) Dec 2022 Operational arrangements for operational delivery (e.g DCG) DoTH Partnership with PCC

Communication and engagement with the public and stakeholders

Current Risk Rating

Update including impact of actions to date on current risk score



This risk will continue to be reviewed at PEQs. The integrated Quality Report informs the Committee of triangulated data. Key matters at February meeting include an update of Maternity Services (Powys Provider), preparation for the implementation of the Duty of Quality and Duty of Candour and progress with the National Nosocomial Framework. Focus on concerns/ complaints will now focus on themes and trends identifying priorities for learning, now that process matters have been addressed.

Integrated Performance framework - Approved by the Board in September 2022, implementation to be reported through Delivery and Performance Committee. A project group has been established, chaired by the AD Performance and Commissioning, with representatives from commissioning, performance, finance, nursing, workforce and service group colleagues. Duty of Quality and the implementation of a Total Quality Management System as part of the IPF will be Powys THB vehicle for quality control and quality planning.

CRR 004 **Executive Lead:** Director of Primary Care, Community and Mental Risk that: the urgent and emergency health and social care system fails to Health Services deliver a timely response for care for Powys citizens **Assuring Committee:** Delivery and Performance Committee **Risk Impacts on:** Organisational Priorities underpinning WBO 1 to 4 **Date last reviewed:** February 2023 Rationale for current score: Risk Rating • Fragility and rising demand on the unscheduled care system, (likelihood x impact): including 111, GP In and Out of Hours, WAST response times, Inherent: $4 \times 5 = 20$ delays and pressures within the acute system. This includes Current: $4 \times 5 = 20$ delays in discharges and flow from acute and community hospital Target: $3 \times 4 = 12$ 15 settings. This leads to an impact/effect on the quality of timely Date added to the care provided to patients, delays in care and poorer outcomes, 10 risk register increased incidents of a serious nature relating to handover delays September 2022 at the Emergency departments front door and delayed ambulance response to community emergency calls, increasing pressure on adverse patient experience, reduction in stakeholder confidence Sept-22 Dec-22 Feb-23 Nov-22 and increased scrutiny from regulators. Planned industrial action and potential impact on the urgent and emergency health system capacity to meet demand and timely response for care. • Fragility and gaps in social care assessment, delivery and social care market provision (including both domiciliary care and independent care home sector) resulting in substantial delays and patients being stranded in community hospitals and out of county beds. Delays in assessment of complex care cases and inefficient brokering resulting in increased delays and cost. Controls (What are we currently doing about the risk?) Mitigating actions (What more will we do?) Daily management system in place to manage patient flow including Action Deadline Lead DPCCMH multiple daily local and national calls. Operational delivery of Winter Plan Ongoing Continuous focus on reducing delays for health and social care reasons ■ Daily operational management of patient flow Ongoing **DPCCMH** including complex care management, fast track cases and implementation Delivery Coordination Group in place to

of a home first ethos.

average length of stay.

Regular reviews of long stay patients in community hospitals to reduce

level.

improve performance and delivery at a system

 Care Home ri Social care fr level to Deliv and CEO leve Delivery Cook whole system Winter Plan of of escalation increase com Industrial act 	isk and escalation plans to support care home capacity. ragility and delays – regular attendance at Head of Service rery Coordination Group and escalated discussions at Director rel. rdination Group in place to manage operational delivery across	 Urgent escalation plan in development to secure additional system impact to improve community care capacity and flow. Industrial action management plans in place, coordinated and reporting at bronze, silver and gold levels. Update including impact of actions to date of score N/a - new risk September 2022 	on current risk
based staff the Review of urgonia case to advance to advance and the Review of urgonia case to advance care coordinate repatriation of Bed escalation extra community of staff. Care Home rights		secure additional system impact to improve	December 2022

CRR 005 **Executive Lead:** Director of Planning and Performance **Risk that:** inequity of access to planned, secondary and specialised care results in poorer outcomes and experience for some Powys citizens **Assuring Committee:** Delivery and Performance **Risk Impacts on:** Organisational Priorities underpinning WBO 1 to 4 **Date last reviewed:** February 2023 **Risk Rating** Rationale for current score: Baseline as at end of September 2022 indicates current aggregated 25 (likelihood x impact): waiting times as follows (including PTHB provided services): Inherent: $5 \times 4 = 20$ 5,194 patients waiting over 36 weeks, of these 2,795 are waiting Current: $5 \times 4 = 20$ over 52 weeks of those 668 wait longer than 104 weeks. Target: $3 \times 4 = 12$ Date added to the 15 Validated position: at end December 2022 in NHS Wales risk register commissioned service providers, 543 Powys residents waiting > 104 Risk Updated December weeks; 1092 Powys residents waiting 53-104 weeks. 2022 At end of November 2022 in NHS England commissioned service providers, 13 Powys residents waiting > 104 weeks; 1062 Powys residents waiting 53-104 weeks. A number of patients are not getting treatment within published Sept-22 Nov-22 Dec-22 Feb-23 access standards. There is the potential risk of and harm for patients Target Score Risk Score with excessive treatment waiting times. If urgent and emergency care pressures lead to the invoking of the NHS Local Options Framework, planned care will be reduced/suspended resulting in further delays to treatment. Mitigating actions (What more will we do?) Controls (What are we currently doing about the risk?) Performance Trajectories and details on harm reviews for Powys residents Action Deadline Lead requested from commissioned service providers in NHS England and NHS Secure performance improvement trajectories DPP Jan 2023 Wales to understand both year end position 2022/23 and for 2023/24 from providers. (latter with reference to NHS Wales Planning Framework 2023-26 access Develop funding proposal for greater throughput target requirements by June 2023; and NHSE access target requirements within neighbouring providers in England DPP/ by March 2024). subject to Welsh Government funding release. lan 2023

Insourcing and outsourcing options being considered (subject to capacity). All providers

DOF

 Medinet contract extended – proposals being developed to offer Powys residents experiencing long waits in commissioned service providers in NHS Wales to be treated in Powys. Identify key priorities to deliver elective treatments within ministerial access targets. Implementation of Integrated Performance Framework. Ongoing scrutiny and oversight through CQPR meetings utilising Commissioning Assurance Framework with escalation through monthly ICAM meetings and through Integrated Performance Report. Provider issue summary and fragile services log. Develop funding proposal to WG to support recovery of waiting times for Powys activity in English Providers. Ensure Powys residents are included in the activity being sourced through the West Midlands Mutual Aid hub. 	now expected to agree improvement trajectories in light of 22/23 guidance published for planned care recovery.		
	Undate including impact of actions to date		oot viels
Current Risk Rating	Update including impact of actions to date	on curi	ent risk
	score		
$5 \times 4 = 20$	Improved performance experienced within NHS England		
	commissioned service providers; improvement not being experienced		
	in NHS Wales commissioned service providers creating inequity of		
	access for Powys residents.		

Risk that: failure to plan for, recruit and retain an appropriate workforce results in an inability to sustain high quality services

Executive Lead: Director of Workforce and Organisational

Development

Assuring Committee: Workforce and Culture

Risk Impacts on: Organisational Priorities underpinning all WBOs

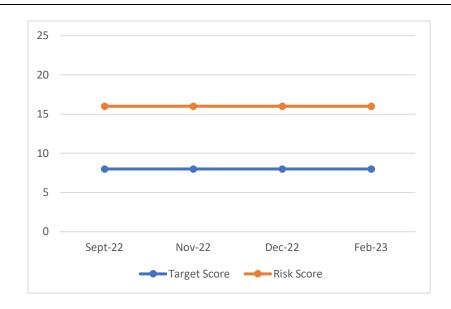
Date last reviewed: February 2023

Risk Rating

(likelihood x impact): Inherent: 4 x 4 = 16 Current: 4 x 4 = 16

Target: $2 \times 4 = 8$

Date added to the risk register
September 2022



Rationale for current score:

- The Temporary Staffing Unit is continuing to provide support to meet the heath board staffing deficits. However, this has resulted in a significant and increasing reliance on agency staffing-to meet this demand. For the month of January 2023, RN bank was 15.9 WTE and 30.2 WTE from agency. For Bank HCSW it was 13.9 WTE and 21.3 WTE from agency.
- The health board currently has 12.5 WTE medical vacancies of which 10 WTE are being covered via Locums.
- The Health Board continues to experience a particularly challenging position in respect of registered nurse vacancies, with an overall vacancy deficit of 39%. The greatest proportion of these vacancies are seen in our community ward settings. Recent workforce projection data indicates an overall worsening picture for our workforce vacancy levels over the next 10 years.

	Controls (What are we currently doing about the risk?)	ı	ditigating actions (What do?)	more v	vill we
•	A calendar for a rolling programme of recruitment events has been developed which includes student streamlining, department for working pensions and open days across the county.		Action	Lead	Dead line
•	All roles on trac are monitored to improve the time to hire. Services continue to ensure all key vacant posts are being processed in a timely manner.				
•	Rolling adverts for all substantive and bank nurse vacancies remain open across all sites. Interviews were held in January for the remainder of phase 1 of the international all Wales nurse recruitment programme, 5 nurses were successful. Offers have been issued and accepted with a target in country date of 11 th April 2023 (this is subject to changes with visa applications) Interviews were held in January for the remainder of phase 1 of the international all Wales nurse	•	Working with partners a joint recruitment event across Health and Social Care is being explored.	DWO D	Q1 23/24
•	recruitment programme, 5 nurses were successful. Offers have been issued and accepted with a target in country date of 11 th April 2023 (this is subject to changes with visa applications) Weekly reports on temporary staffing are produced and shared with Head of Nursing. The Executive Director of Nursing and Midwifery has undertaken a formal review of community ward establishments to ensure there are recommended minimum safe staffing levels that align with the current service delivery model. Further work has commenced on the development of an Accelerated Sustainable Model By the end of Q1 we will have undertaken a wellbeing roadshow at each of the main hospital sites across the county	•	Develop a proposition for the candidate journey from application to induction, identifying changes or omissions within the current process that are required to improve the candidate journey.	DWO D	Q1 23/24
		•	Roll out the organisationally agreed workforce planning model by delivering training which supports services to develop their resource plans.	ADO D	Q1 23/24
		•	Undertaken a wellbeing roadshow at each of the main hospital sites across the county	ADO D	Q1 23/24

Current Risk Rating	Update including impact of actions to date on current risk score
4 x 4 = 16	A Workforce Steering Group has been established to review the existing and future targeted actions aligned to the strategic priorities set out within the IMTP.

Risk that: ineffective partnership working, including on service change/reconfiguration, results in poorer outcomes and experience for citizens | **Assuring Committee:** Planning, Partnerships and Population Health of Powys

Executive Lead: Director of Planning and Performance

Risk Impacts on: Organisational Priorities underpinning WBO 8

Date last reviewed: February 2023

Risk Rating

(likelihood x impact): Inherent: $3 \times 4 = 12$

Current: $3 \times 3 = 9$ Target: $2 \times 3 = 6$

Date added to the risk register Risk Updated September 2022



Rationale for current score:

- Effective partnership working arrangements requires strong governance and performance management. There should be a clear approach to ensure and demonstrate that investment in partnerships delivers effective and appropriate outcomes for the local population. In January 2021, Internal Audit reported limited assurance in respect of how the Health Board ensures effective partnership governance.
- Further, achievement of the health board's Health and Care Strategy will be dependent on the success of successful working relationships with key partners and stakeholders.

Controls (What are we currently doing about the risk?)

- Health Board attendance at Public Service Board, Regional Partnership Board, Joint Partnership Board
- High-level reporting to Board from Public Service Board, Regional Partnership Board, Joint Partnership Board
- Powys Health and Care Strategy in place with Powys County Council and PAVO
- Active engagement with Mid Wales Joint Committee
- Engaged in regional planning and partnership arrangements such as South East Wales Central Planning Group; Future Fit

	Mitigating actions (What more will we do?)					
)	Action	Lead	Deadline			
	Identify all existing partnerships and collaborations to inform development of a Framework	BS / DPP	31/03/2023			
	Mapping of partnerships and collaborations against existing and proposed governance arrangements to ensure appropriate and robust information flows for monitoring and assurance purposes	BS / DPP	28/02/2023			
	Development and population of a Partnership Register	BS	31/03/2023			
	Development of the Partnership Governance Framework for presentation to Board in December 2022	BS / DPP	31/03/2023			
	Undate including impact of actions to date	0 m 611H1	ont rick			

Current Risk Rating

Update including impact of actions to date on current risk score

$3 \times 3 = 9$	No further update		
CRR 008 Risk that: the demand and capacity pressures in the primary care system lead to services becoming unsustainable	Executive Lead: Director of Primary Care, Community and Mental Health Services Assuring Committee: Planning, Partnerships and Population Health		
Risk Impacts on: Organisational Priorities underpinning WBO 4	Date last reviewed: February 2023		
Risk Rating (likelihood x impact): Inherent: 4 x 4 = 16 Current: 5x4 = 20 Target: 2 x 4 = 8 Date added to the risk register Risk Updated September 2022 Sept-22 Nov-22 Dec-22 Feb-23 Target Score Risk Score	 Rationale for current score Sustainability assessment and escalation tool of identifying several high risk practices across Pornot be able to provide sustainable GMS services Increasing demand during in and out of hours proposed to paediatric demand resulting in impact on rou Cybersecurity incident caused by ransomware a system across all NHS (England and Wales). Im Out of Hours Services including access to clinicate to support consultations. Adastra now up and ruccas system still not yet operational Dental access gaps across Powys with demanding greater than capacity. Routine and urgent Generompromised. 	GP Pracewys. Prace wys. Prace wys	dy relating e. Adastra 111 and s available owever
Controls (What are we currently doing about the risk?)	Mitigating actions (What more will	we do?)
 Close monitoring and liaison with practices to offer support including 	Action	Lead	Deadline
 regular review of the sustainability matrix to monitor changes and sustainability funding application process. Implementation of Accelerated Cluster Development Programme. Health Board management of practices if contracts are handed back until tendering process is successful. Adastra – Continued daily participation in national BCI calls with 111 to manage situation. Following successfully testing Shropdoc Adastra was reinstated on 19/10/22 albeit with limited functionality. System being used for the patient contact/record. Manual admin process still required at the front end. Reactivation of GP OOH report messaging and special patient notes now in place. Fully operational 	 Primary Care – Ongoing regular review of sustainability matrix and applications for support. Weekly review of Escalation tool Weekly discussions with Cluster Leads to discuss ongoing demands and additional actions to manage peaks Implementation of the Accelerated Cluster Development Programme to meet national milestones. Following the Adastra Cyber incident on the 4th August, that as of today a fully functioning Adastra 	DPCC MH	Ongoing

system is now operational across Wales and

•	Adastra and CAS system hoped to be in place before the 4 day Christmas BH period. 111 and Shropdoc remain in BCI Commissioning of urgent access slots across Powys and new contract in place for Llandrindod. Implementation of the new Dental contract 22/23 metrics should increase provision and access. Community Dental Service clinics support urgent access to mitigate against gaps in provision. Mid Year	Shropdoc. Therefore 111, Shropdoc and SBUHB will be no longer working under BCI arrangements. The national twice weekly Business Continuity & Incident calls have therefore also been stood down as of 16/02/2023		
	Review meetings completed and in year contract adjustments being considered. Awaiting national guidance to support year end.	Dental – Urgent access slots commissioned across Powys. Dental contract reform to improve access. Community Dental Service clinics in place to support urgent access to mitigate gaps until procurement processes successful. New contract currently out to tender for Newtown.	DPCC MH	Ongoing
	Current Risk Rating	Update including impact of actions to date on current ris		
		score		
	5x4 = 20	Mitigating actions continue to manage the risks		

Risk that: a cyber-attack results in significant disruption to services and quality of patient care

Executive Lead: Director of Finance, Information and IT

Assuring Committee: Delivery and Performance

Date last reviewed: February 2023

RISK CONSIDERED IN-COMMITTEE (to be removed from main register prior to reporting to public Board)

Risk Rating

(likelihood x impact): Inherent: $5 \times 5 = 25$

Current: 5 x 4 = 20 Target: 2 x 4 = 8

Date added to the risk register May 2022



Rationale for current score:

- Increased risk of potential Cyber-attack due to current climate and world events.
- Several reports have highlighted potential areas for improvement.
- Recent cyber events on health sector in the UK and associated suppliers have demonstrated the impact of a serious compromise. As a result of the impact of these cyber-attacks the impact score has been raised as there are no current controls in place to mitigate a similar sized and type of attack if this were to occur in NHS Wales. Whilst the risk relates specifically to PTHB Cyber controls for PTHB systems and services, the increase is to emphasise the impact if PTHB were compromised by a primary and secondary vector.

Controls (What are we currently doing about the risk?)

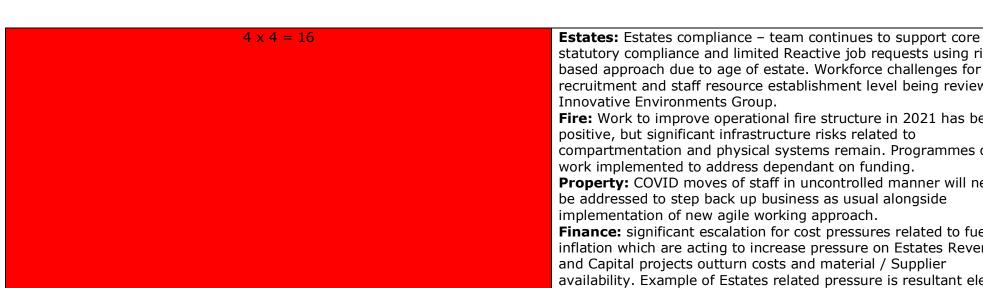
- Recruited a Cyber Security and Compliance Manager lead for the HB.
- Recruited a Senior Cyber Security Officer who will be responsible for IT operational controls and monitoring of the HB systems and Infrastructure.
- Cyber Improvement Plan in place linked to National Digital Health Care Wales (DHCW) and Local Actions.
- Controls and action in place to strengthen the monitoring of the network, improve anti-virus and Windows defender protection, enhanced end user license to increase protection to mitigate the risk and impact of any attack.
- Further action to be taken to test Business Continuity and recovery plans across service areas.

	Mitigating actions (What more will we do?)					
	Action	Lead	Deadline			
Τ	 Review identity controls to reduce attack surface. 	DFIIT	May 23			
е	 Deploy air-gapped system backups on supported infrastructure. This is the ultimate mitigation to minimise the impact of such an incident and the Head of Infrastructure and Cyber has sought funding for this even before a more detailed plan can be formulated. 		June 23 (Pending DPIF Agreement)			
			May 23			

 Monthly Reporting via Governance Structure includes progress / delivery against Cyber Assurance Framework (CAF), this monitors performance and alignment to Security of Network and Information System regulations (NIS) Framework. Procurement and implementation of Solar Winds network monitoring. Windows Defender deployed and Phishing Campaign in place to increase awareness. Annual penetration testing programme in place. Upgraded O365 license to include enhanced E5 Security. Internal Audit report on NIS rated as Reasonable Assurance. Improve perimeter security with implementation of local area network Firewalls 	 Increase reporting capabilities to identify gaps. Increase deployment of Defender for Endpoint Start utilising unused Defender for endpoint protection features. Attack Surface Reduction Endpoint Detection & Response Develop a regular cyber phishing campaign, reporting and targeted advice for users. Increase awareness through the ESR Cyber Security training and make mandatory for all staff to complete. 		April 23 April 23 June 23 Review May 23 IG & Cyber Training to be merged near April.	
	Develop a Cyber Recovery Response plan in conjunction with Assistant Directors and Heads of Service. Equipment replacement plan and migration from on premise to Cloud.	DFIIT	Ongoing	
Current Risk Rating	Update including impact of actions to date on current risk score			
$5 \times 4 = 20$				

board's estate being not fit for pu		Executive Lead: Director of Environment Assuring Committee: Delivery and Performance		
Objectives 1 to 4	l Priorities underpinning Well-being	Date last reviewed: February 2023		
Risk Rating (likelihood x impact): Inherent: 4 x 5 = 20 Current: 4 x 4 = 16 Target: 3 x 3 = 9 Date added to the risk register January 2017	Target Score Risk Score	for overspend on capital projects for the health boards, an		rears , tal ject net ith a
	e currently doing about the risk?)	Mitigating actions (What more will		
<u>ESTATES</u>		Action	Lead Dead	lline

 Specialist sub-groups for each compliance discipline Risk-based improvement plans introduced Specialist leads identified Estates Compliance Group and Capital Control Group established Medical Gases Group; Fire Safety Group; Water Safety Group; Health & Safety Group in place. New Ventilation Safety Group set up. Capital Programme developed for compliance and approved Capital and Estates set as a specific Organisational Priority in the health board's Annual Plan Address (on an ongoing basis) maintenance and compliance issues Address maintenance and compliance improvements to ensure patient environment is safe, appropriate and in line with standards CAPITAL Capital Procedures for project activity Routine oversight / meetings with NWSSP Procurement Specialist advice and support from NWSSP Specialist Estates Services 	Implement the Capital Programme and develop the long-term capital programme. Continue to seek WG Capital pipeline programme funding continuity: seek alternative capital funding opportunities to mitigate funding reduction for 2022/23 and develop projects in readiness for any capital slippage in latter part of financial year cycle. Additional funding from Welsh Government being provided for 2022/23 (i.e. year end slippage). Monies will be spent across equipment, ICT and estate. Formal notification also imminent for final allocation Estates Funding Advisory Board (EFAB) for 2023/24 onward	AD Estates & Property AD Estates & Property	In line with Annual Plan for 2022-23 In line with Annual Plan for 2022-23
 Audit reviews by NWSSP Audit and Assurance Close liaison with Welsh Government, Capital Function Reporting routinely to P&R Committee 	Develop capacity and efficiency of the Estates and Capital function	AD Estates & Property	In line with Annual Plan for 2022-23
 Capital Programme developed and approved Detailed Strategic, Outline and Full Business Cases defining risk Capital and Estates set as a specific Organisational Priority ENVIRONMENT ISO 14001 routine external audit to retain accreditation Environment & Sustainability Group NWSSP Specialist Estates Services (Environment) support and oversight Welsh Government support and advice to identify and fund decarbonisation project initiatives 	Review current structure of capital and estates department – Estates Management and Senior Management Team structure enhancements in place. Second tier of structure review required to address limited establishment staff numbers in Works Team and recruitment challenges. Initial resource review undertaken by IEG in June 2022 with financial constraints necessitating more detailed analysis. This has been further discussed in IEG in October and a more detailed paper will be brought to IEG in December including demand levels and performance around Planned and Preventative Maintenance (PPMs) this will be further discussed at IEG in March 2023	AD Estates & Property	March 2023
Current Risk Rating	Update including impact of actions to date score	on curi	ent risk



statutory compliance and limited Reactive job requests using riskbased approach due to age of estate. Workforce challenges for recruitment and staff resource establishment level being reviewed at

Fire: Work to improve operational fire structure in 2021 has been positive, but significant infrastructure risks related to compartmentation and physical systems remain. Programmes of work implemented to address dependant on funding.

Property: COVID moves of staff in uncontrolled manner will need to be addressed to step back up business as usual alongside implementation of new agile working approach.

Finance: significant escalation for cost pressures related to fuel and inflation which are acting to increase pressure on Estates Revenue and Capital projects outturn costs and material / Supplier availability. Example of Estates related pressure is resultant electrical defects with tendered cost of £59K following 5 statutory 5 year Fixed Wire Testing on sites – this carries a risk and is part of a £500K compliance defect cost pressure which carries a risk if not completed.

Risk that: a significant public health event/emergency impacts on provision, continuity and sustainability of services

Risk Impacts on: the health and wellbeing of the population, patients and visitors and on the continuity of a range of NHS systems and services, including workforce, support services and supply chain.

Executive Lead: Director of Public Health

Assuring Committee: Delivery and Performance

Date last reviewed: February 2023

Risk Rating

(likelihood x impact): Inherent: 4 x 4 = 16 Current: 3 x 4 = 12

Target: 3 x 4 = 12

Date added to the risk register

February 2020



Rationale for current score:

Likelihood: 'Possible'. Vaccination has weakened the link between cases and admissions to hospital and provide good protection against severe disease from variant strains of SARS-CoV2, although protection against infection and mild disease is lower and relatively short lived. Recognising that the (direct) risk of Covid-19 overwhelming the NHS has reduced, the likelihood has been adjusted from 'likely' to 'possible' as of February 2022.

It should be noted there are still risks including uncertainties regarding the size and timing of potential future waves of Covid-19, winter remains the season when the threat from Covid-19 and other respiratory viruses is greatest. The emergence of new variants of concern cannot be discounted due to the unpredictability of virus evolution over winter 2022 to 2023. Other winter respiratory viruses such as influenza virus and respiratory syncytial virus (RSV) are cocirculate with Covid-19, and there has been an increase in Strep A virus. An overlap in waves of infection due to different respiratory and other infectious viruses would pose increased risks to the health of individuals and to the NHS. Throughout the pandemic, Covid-19 has disproportionately affected those in older age groups, residents in care homes for older adults, and those with certain underlying health conditions, particularly those who are severely immunosuppressed. Following vaccination, these same factors continue to identify those persons who are at higher risk of developing severe COVID-19. The

NHS is already operating at near maximum capacity, and large numbers of staff isolating due to illnesses may impact on some services. The risk score will therefore need to be kept under regular review. Impact: 'Major'. COVID-19 presents four harms to the population: -1. The direct harm arising from the disease itself; 2. The harm caused by an overwhelmed NHS: 3. The harm caused by stopping other non-COVID activity; and 4. The wider harm to wellbeing caused by population level measures in response to COVID-19. Mitigating actions (What more will we do?) Controls (What are we currently doing about the risk?) 1. Delivery of Autumn (2022) Booster Programme commenced on 1st Action Lead **Deadline** September 2022 to eligible groups as identified by JCVI with the primary objective to augment immunity in those at higher risk from COVID-19 and thereby optimise protection against severe COVID-19, specifically Plan for delivery of COVID-19 MB/SB 31/03/23 hospitalisation and death, over winter 2022 to 2023. Walk-ins available at all vaccination for 2023/24 in line with MVCs and since January 2023 offer of flu vaccine to eligible population, and WG funding. non-attendees offered reappointments. 2. Joint management and oversight arrangements remain in place with Powys Exercise surge vaccination plan and MB/DB 30/06/23 County Council, including a joint Prevention and Response Strategic Oversight review in response to learning Group, which has widening remit to include oversight of other health protection areas e.g. MPox, Ukrainian refugees. 3. Test, Trace Protect programme transitioned in line with 'Together for a Continue to deliver flu vaccination MB/NB 31/02/23 Safer Wales' with very small team in place to carry out testing, contact tracing programme with monthly review for covid-19 'stable situation' in line with WG guidance: • PCR testing remains in place for target/eligible population via Powys CTUs; • Contact tracing service operating; • Care home cell meeting regularly and as required; • Regional response cell meetings stood down but to reconvene if required. 4. Working as part of the wider system in Wales through participation in national planning and response arrangements as these evolve to respond to

stage of pandemic and wider health protection issues.

policy decisions and national health protection review.

5. Continued delivery of 'Together for a Safer Future' transition in line with WG

Current Risk Rating	Update including impact of actions to date on current risk score	
requirements for 2023/24.		
12. Scoping health protection response in line with WG funding and		
WG funding.		
11. Reviewing vaccination plan (workforce and venues) in line with reduced		
population from January 2023.		
& Pharmacies commenced in September, and expended via MVCs to eligible		
10. Delivery of 2022/23 flu vaccination programme delivered by GP Practices		
9. Surge vaccination plan developed and submitted to WG in January 2023.		
8. Staff testing guidance and IPC policies kept under review.		
UK IP&C guidance supporting risk assessed use.		
7. FFP3 mask usage – decision on 29 th December 2021 to continue to follow		
by HB Infection Prevention Advisory Group.		
updated regularly in line with WG guidance and local circumstance, overseen		
6. Staff testing and protective behaviours (PPE/Social distancing etc) guidance		

 $3 \times 4 = 12$