| Risk  Description | Pre-Control | | | Risk score | Action Plan | Review Date | Post-control | | | Risk score |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Likelihood | Impact | Priority | Likelihood | Impact | Priority |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

| **Processes** | | |
| --- | --- | --- |
| In line with best practice, MINTO DISABILITY SERVICES has adopted a seven-step process to support the implementation of risk management and help maintain impetus. | | |
|  | Steps |  |
| 1 | Identifying risk | Risks will be identified during the service delivery planning process and cross-referenced, where possible, to key tasks and to the achievement of corporate objectives. |
| 2 | Analysing risk | Risks will be assessed against probability and impact of the identified risks using MINTO DISABILITY SERVICES’ approved evaluation criteria to give a risk score. |
| 3 | Profiling risk | The evaluation exercise will result in a risk score from which significant risks can be established. |
| 4 | Prioritising action | Risks will be entered in the risk register detailing the inherent risk score, existing controls and residual risk score. |
| 5 | Determining action | Further actions required to reduce the threat of the risk occurring or minimise its impact will be stated in the risk register. Target dates and assignment of responsibility will also be stated. |
| 6 | Controlling risk | The specified actions will be carried out as stated in the risk register. |
| 7 | Monitoring | The risk management working group will keep the risk register under review and progress against further actions identified will be monitored quarterly. The register will be updated as actions are achieved, and risk scores amended as appropriate. The identification of risks should be a continual process and risks emerging throughout the year should be evaluated and, where necessary, added to the register. |

## Risk Management Matrix

| **Assessment Impact** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | | **Financial**  **(F)** | **Reputation (D1)** | **Stakeholder (D2)** | **Community/ Customers (D3)** |
| 1 | **Negligible** |  | Minimal loss of public trust | Minimal impact on stakeholder business arrangements | Minimal impact or disruption to community contained within a community area |
| 2 | **Minor** |  | Slight loss of trust with no lasting impact. Little adverse publicity | Minor impact on stakeholder business arrangements | Minor impact to community and community dissatisfaction. Limited-service disruption. |
| 3 | **Moderate** |  | Moderate loss of trust that receives significant adverse publicity locally with no lasting impact | Moderate disruption to stakeholder’s arrangements. | Moderate impact to community and customer dissatisfaction. Moderate service disruption. |
| 4 | **Major** |  | Significant loss of trust and receives local media attention. Potential for lasting impact | Significant disruption to and opposition from stakeholders | Significant service disruption and community opposition. Threat of legal action. |
| 5 | **Catastrophic** |  | Significant loss of trust and receives national media attention with potential for persisting impact. | Major disruption to and strong opposition from stakeholders who represent vulnerable clients | Major service disruption. Significant community opposition. Legal action. Long-term public memory. |

|  | | **Safety (S)** | **Health (H)** | **Environmental (E)** |
| --- | --- | --- | --- | --- |
| 1 | **Negligible** | First aid case, with no lost time.  Negligible safety impact | Mild health effect for short period. | Minimal environmental impact. |
| 2 | **Minor** | Minor injury (worker or third party).  Medical treatment beyond first aid. | Reversible health effect.  Minor illness. | Local impact requiring response, but from which there is a natural recovery. |
| 3 | **Moderate** | Single major injury, | Irreversible health effect for example loss of hearing.  Serious illness from which there is full recovery. | Moderate environmental impact, requiring response to aid recovery.  Reportable to authorities. |
| 4 | **Major** | Multiple major injuries which may result in permanent disabilities | Life shortening health effect.  Health effect causing significant irreversible disabilities. | Major environmental incident resulting in significant impact requiring management by external authorities |
| 5 | **Catastrophic** | Death | Death | Extreme environmental incident, resulting in irreversible long term or widespread harm |
| Assessment Impact |

| **Likelihood Ranges** | | | |
| --- | --- | --- | --- |
|  | **Description** | **Guidance** | **Probability Range** |
| 1 | Improbable | Very remote probability that the event would occur | <1% |
| 2 | Remote | Event may occur only in exceptional circumstances | 1 – 10% |
| 3 | Possible | Event could occur at some time | 11 - 50% |
| 4 | Probable | Event should occur at some time | 51 – 90% |
| 5 | Almost Certain | Event will occur in most circumstances | >90% |

| **Impact** | **5** | **10** | **15** | **20** | **25** |
| --- | --- | --- | --- | --- | --- |
| **4** | **8** | **12** | **16** | **20** |
| **3** | **6** | **9** | **12** | **15** |
| **2** | **4** | **6** | **8** | **10** |
| **1** | **2** | **3** | **4** | **5** |
|  | Likelihood | | | | |

Red Risk: (20-25) Unacceptable risk. Reduce risk by mitigation. Transfer risk.

Amber Risk (12-16) Reduce risk by mitigation. Regularly review

Yellow Risk (8-10) Tolerate risk. Review control measures

Green Risk. (1-6) Acceptable Risk. Monitor risk.