



## WWL risk scoring matrix 2022/23

### Impact scores

<b>Patients</b> <span style="float: right;">Our ambition is to be widely recognised for delivering safe, personalised, and compassionate care, leading to excellent outcomes and patient experience</span>					
Impact Score	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Risk Category					
Safety, Quality of Services & Patient Experience	<p>Minimal impact on achieving objectives linked to safety, quality &amp; patient experience.</p> <p>Minimal injury requiring no/minimal intervention or treatment.</p>	<p>Minor impact on achieving objectives linked to safety, quality &amp; patient experience.</p> <p>Minor injury or illness requiring minor intervention.</p>	<p>Moderate impact on achieving objectives linked to safety, quality &amp; patient experience.</p> <p>Moderate injury requiring professional intervention.</p>	<p>Major impact on achieving objectives linked to safety, quality &amp; patient experience.</p> <p>Major injury leading to long term incapacity/disability.</p>	<p>Critical impact on achieving objectives linked to safety, quality &amp; patient experience.</p> <p>Death/life threatening harm.</p>
Data & Information Management	<p>Minimal impact on achieving objectives linked to data and information management.</p> <p>No loss of breach/loss/compromised security of information, containing confidential information, person identifiable data or business critical data.</p>	<p>Minor impact on achieving objectives linked to data and information management.</p> <p>Minor risk of breach/loss/compromised security of information, containing confidential information, person identifiable data or business critical data.</p>	<p>Moderate impact on achieving objectives linked to data and information management.</p> <p>Moderate risk of breach/loss/compromised security of information, containing confidential information, person identifiable data or business critical data.</p> <p>Moderate risk of inappropriate access resulting in a high risks to the rights and freedoms of individuals</p> <p>Moderate impact on patients resulting harm</p>	<p>Major impact on achieving objectives linked to data and information management.</p> <p>Major risk of breach/loss/compromised security of information, containing confidential information, person identifiable data or business critical data.</p> <p>Major risk of inappropriate access resulting in a high risks to the rights and freedoms of individuals</p> <p>Significant impact on patients resulting harm.</p>	<p>Critical impact on achieving objectives linked to data and information management.</p> <p>Critical risk of breach/loss/compromised security of information, containing confidential information, person identifiable data or business critical data.</p> <p>Critical risk of inappropriate access resulting in a high risks to the rights and freedoms of multiple individuals</p> <p>Catastrophic impact on patients contributing to harm to multiple patients or death of a patient(s).</p>
Governance and Regulatory Standards	<p>Minimal impact on achieving objectives linked to regulatory standards.</p> <p>No or minimal impact or breach of guidance/statutory duty</p>	<p>Minor impact on achieving objectives linked to regulatory standards.</p> <p>Breach of statutory legislation Reduced performance rating if unresolved</p>	<p>Moderate impact on achieving objectives linked to regulatory standards.</p> <p>Single breach in statutory duty Challenging external recommendations/ improvement notice</p>	<p>Major impact on achieving objectives linked to regulatory standards.</p> <p>Enforcement action Multiple breaches in statutory duty Improvement notices Low performance rating Critical report</p>	<p>Critical impact on achieving objectives linked to regulatory standards.</p> <p>Multiple breaches in statutory duty Prosecution Complete system change required Zero performance rating Severely critical report</p>

# People

To create an inclusive and people-centred experience at work that enables our WWL family to flourish

Impact Score	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
<b>Risk Category</b>					
<b>Staff Capacity &amp; Capability</b>	Minimal impact on achieving objectives linked to Staff Capacity & Capability.  Short-term low staffing levels or competence that temporarily reduces service quality	Minor impact on achieving objectives linked to Staff Capacity & Capability.  Low staffing levels or competence that reduce the service quality leading to minor errors.	Moderate impact on achieving objectives linked to Staff Capacity & Capability.  Unsafe staffing levels or competence leading to moderate errors.	Major impact on achieving objectives linked to Staff Capacity & Capability.  Unsafe staffing levels or competence  Loss of key staff leading to serious errors.	Critical impact on achieving objectives linked to Staff Capacity & Capability.  Constant ongoing unsafe staffing levels or competence  Loss of several key Staff leading to critical errors.
<b>Staff Engagement</b>	Minimal impact on achieving objectives linked to staff engagement.  Staff engagement not affected.	Minor impact on achieving objectives linked to staff engagement.  A small number of staff are not involved in staff engagement.	Moderate impact on achieving objectives linked to staff engagement.  Some staff are not involved in staff engagement.	Major impact on achieving objectives linked to staff engagement.  Most staff are not involved in staff engagement.	Critical impact on achieving objectives linked to staff engagement.  Catastrophic failure in Staff engagement.
<b>Staff Wellbeing</b>	Minimal impact on achieving objectives linked to staff wellbeing.  Very low levels of staff sickness absence, injury or reported presenteeism	Minor impact on achieving objectives linked to staff wellbeing.  Low levels of staff sickness absence, injury or reported presenteeism	Moderate impact on achieving objectives linked to staff wellbeing.  Moderate levels of staff sickness absence, injury or reported presenteeism. Possibility of increased hospital or social care treatment and possible RIDDOR incidents	Major impact on achieving objectives linked to staff wellbeing.  High levels of sickness absence, major injury or mental health issue requiring long term treatment and intervention. Post-traumatic stress disorder	Critical impact on achieving objectives linked to staff wellbeing.  Very high levels of sickness absence, death, life-threatening injury, illness or harm

# Performance

Our ambition is to consistently deliver efficient, effective, and equitable patient care

Impact Score	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
<b>Risk Category</b>					
<b>Estates</b>	Minimal impact on achieving objectives linked to Estates Management.  No impact on premises.	Minor impact on achieving objectives linked to Estates Management.  Minor disruption to premises.	Moderate impact on achieving objectives linked to Estates Management.  Partial closure of premises	Major impact on achieving objectives linked to Estates Management.  Temporary closure of premises	Critical impact on achieving objectives linked to Estates Management.  Loss of premises
<b>Financial Duties</b>	Minimal impact on achieving objectives linked to financial duties.	Minor impact on achieving objectives linked to financial duties.	Moderate impact on achieving objectives linked to financial duties.	Major impact on achieving objectives linked to financial duties.	Critical impact on achieving objectives linked to financial duties.

<b>Performance Targets</b>	Minimal impact on achieving objectives linked to performance targets.  No targets missed.	Minor impact on achieving objectives linked to performance targets.  Minor delay in achieving target.	Moderate impact on achieving objectives linked to performance targets.  Target missed but not creating concern.	Major impact on achieving objectives linked to performance targets.  Target missed creating local concern.	Critical impact on achieving objectives linked to performance targets.  Target missed creating national concern.
<b>Sustainability / Net Zero</b>	Minimal impact on achieving objectives linked to sustainability/ net zero.  Minimal or no impact on the environment	Minor impact on achieving objectives linked to sustainability/ net zero.  Minor impact on Environment (such as contained small spillage).	Moderate impact on achieving objectives linked to sustainability/ net zero.  Moderate impact on environment (leading to partial closure of area of building)	Major impact on achieving objectives linked to sustainability/ net zero.  Major impact on Environment (leading to ward closure).	Critical impact on achieving objectives linked to sustainability/ net zero.  Catastrophic impact on environment (leading to site closure, off site impact)
<b>Technology</b>	Minimal impact on achieving objectives linked to technology.  No digital issues.	Minor impact on achieving objectives linked to technology.  Minor impact on digital systems, impacting on the Trusts ability to deliver care.	Moderate impact on achieving objectives linked to technology.  Moderate impact on digital systems, impacting on the Trusts ability to deliver care.	Major impact on achieving objectives linked to technology.  Major impact on digital systems, impacting on the Trusts ability to deliver care.	Critical impact on achieving objectives linked to technology.  Catastrophic impact on digital systems, impacting on the Trusts ability to deliver safe care .

## Partnerships

To improve the lives of our community, working with our partners across the Wigan Borough and Greater Manchester

Impact Score	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
<b>Risk Category</b>					
<b>Adverse Publicity</b>	Minimal impact on achieving objectives linked to adverse publicity.  Rumours No public/political concern	Minor impact on achieving objectives linked to adverse publicity.  Local media interest, short-term reduction in public confidence Local public/political Concern	Moderate impact on achieving objectives linked to adverse publicity.  Local media interest, reduction in public confidence	Major impact on achieving objectives linked to adverse publicity.  Regional/national media interest with <1 day service well below reasonable public expectation	Critical impact on achieving objectives linked to adverse publicity.  National media interest with >1 day service well below reasonable public expectation
<b>Contracts &amp; demands</b>	Minimal impact on achieving objectives linked to contracts and demands.  Able to meet all demands, no breach of contract.	Minor impact on achieving objectives linked to contracts and demands  Able to meet most demands, no impact on contract.	Moderate impact on achieving objectives linked to contracts and demands.  Unable to meet a moderate number of demands, no impact on contract.	Major impact on achieving objectives linked to contracts and demands  Unable to meet most demands, contract being negotiated.	Critical impact on achieving objectives linked to contracts and demands.  Unable to meet demands leading to loss of contract.
<b>Strategy</b>	Minimal impact on achieving objectives linked to strategy.	Minor impact on achieving objectives linked to strategy.	Moderate impact on achieving objectives linked to strategy.	Major impact on achieving objectives linked to strategy.	Critical impact on achieving objectives linked to strategy.
<b>Transformation</b>	Minimal impact on achieving objectives linked to transformation.  Temporary defects causing minor short term consequences to time and quality	Minor impact on achieving objectives linked to transformation.  Poor project performance shortfall in area(s) of minor importance	Moderate impact on achieving objectives linked to transformation.  Poor project performance in area(s) of secondary importance	Major impact on achieving objectives linked to transformation.  Poor performance in area(s) of critical or primary purpose	Critical impact on achieving objectives linked to transformation.  Significant failure of the project to meet its critical or primary purpose

### Calculating the Likelihood (probability) of the uncertain event occurring:

Level	Descriptor	Likelihood frequency	Likelihood probability
1	Rare	Not expected to occur in years	May only occur in exceptional circumstances
2	Unlikely	Expected to occur at least annually	Unlikely to occur
3	Possible	Expected to occur at least monthly	Reasonable chance of occurring
4	Likely	Expected to occur at least weekly	Likely to occur
5	Almost Certain	Expected to occur at least daily	More likely to occur

### Calculating the risk score

		Impact:				
		Insignificant	Minor	Moderate	Major	Critical
Likelihood:		1	2	3	4	5
Almost Certain	5	5 x 1 = 5 Moderate	5 x 2 = 10 High	5 x 3 = 15 Significant	5 x 4 = 20 Significant	5 x 5 = 25 Significant
Likely	4	4 x 1 = 4 Moderate	4 x 2 = 8 High	4 x 3 = 12 High	4 x 4 = 16 Significant	4 x 5 = 20 Significant
Possible	3	3 x 1 = 3 Low	3 x 2 = 6 Moderate	3 x 3 = 9 High	3 x 4 = 12 High	3 x 5 = 15 Significant
Unlikely	2	2 x 1 = 2 Low	2 x 2 = 4 Moderate	2 x 3 = 6 Moderate	2 x 4 = 8 High	2 x 5 = 10 High
Rare	1	1 x 1 = 1 Low	1 x 2 = 2 Low	1 x 3 = 3 Low	1 x 4 = 4 Moderate	1 x 5 = 5 Moderate

### Review timescales

Risk Score	Risk Rating	Minimum review timescale
1 to 3	Low Risk	Annually
4 to 6	Moderate Risk	Every six months
8 to 12	High Risk	Every three months
15 to 25	Significant Risk	Every month