

Reviewing services at Meifod – what are the most significant risks and how do we respond to them?

Risk No.	Description	RAG status	Risk Management Response and actions
1	Reviewing services means that Meifod attendees are left lonely or unsupported	Red	Deploy support or offer alternative services and activities
2	Reviewing services makes people anxious or causes alarm which results in resistance	Yellow	Provide information and reassurance to priority stakeholders and others
3	The people who are most affected don't get to have a voice	Red	Arrange advocacy and use accessible engagement methods
4	Misinformation on social media increases alarm and anxiety	Yellow	Release regular press releases and involve communications team
5	The building falls into disrepair whilst closed	Yellow	Regular building checks
6	Some people find alternative services or support and don't want to return	Green	Monitor changes so as to keep track of future demand for services
7	Negative press results in reputational damage	Yellow	Press releases and support from communications team
8	Poor engagement from priority stakeholders	Yellow	Use a range of accessible engagement methods
9	Priority stakeholders are not kept informed	Yellow	Provide regular updates specifically for priority stakeholders
10	Deployment to covid related work delays the review	Red	Monitor and manage capacity
11	Feedback is inconclusive	Yellow	Ensure that engagement questions are focused on info required
12	Pressure from non priority stakeholders affects decision making	Yellow	Prioritisation of stakeholder feedback to inform next steps

Reviewing services at Meifod – what are the most significant risks and how do we respond to them?

13	Alternatives are not feasible		Be realistic with options
----	-------------------------------	--	---------------------------

Key to RAG status

Almost certain	A	Yellow	Orange	Orange	Red	Red
Likely	B	Yellow	Yellow	Orange	Red	Red
Possible	C	Green	Yellow	Yellow	Orange	Red
Unlikely	D	Green	Green	Yellow	Orange	Orange
Rare	E	Green	Green	Yellow	Yellow	Orange
		5	4	3	2	1
		Very low	Low	Medium	High	Very high

Reviewing services at Meifod – what are the most significant risks and how do we respond to them?

Other risks to take into account when considering Meifod options

Risk title	Risk description	mitigation
Lease commitment	CSS is committed to a further 4 years on the lease.	Re-assignment of the lease could be considered
Rent increase	The landlord has requested a significant rent increase	negotiation
Reduced sales	Net profit from sales has helped to reduce unit cost of Meifod service provision. Lower productivity will have an impact on sales which in turn will impact on unit costs to DCC of service provision	diversify
Reduced attendance	Lower attendance could have an impact on unit cost to DCC of service provision and may also impact on citizen experience	Adjust staffing levels (although this won't compensate as building costs cannot be adjusted)
Increased cost of raw material	Increased cost of wood will impact on profits and sales which in turn will impact on unit costs to DCC of service provision	Source alternative materials and/or diversify

See additional health and safety risk assessment for outline of H&S risks associated with re-opening