

## 5X5 Risk Scoring Matrix

### SECTION 1 – Future CONSEQUENCE or Level of IMPACT resulting from accident or incident

	1	2	3	4	5
Descriptor	Insignificant	Minor	Moderate	Major	Catastrophic
<b>Objectives/Projects</b>	Insignificant cost increase/schedule slippage. Barely noticeable reduction in scope or quality	<5% over budget/schedule slippage. Minor reduction in quality/scope	5-10% over budget/schedule slippage. Reduction in scope or quality.	10-25% over budget/schedule slippage. Failure to meet secondary objectives.	>25% over budget/schedule slippage. Doesn't meet primary objectives.
<b>Injury (Physical/Psychological)</b>	No apparent injury or minor injury not requiring first aid.	Minor injury or illness requiring first aid treatment.	RIDDOR/NPSA reportable	Major injury, or long term incapacity/disability (loss of limb)	Death or major permanent incapacity
<b>Patient Experience/Outcome</b>	Unsatisfactory patient experience not directly related to patient care	Unsatisfactory patient experience – readily resolved	Mismanagement of patient care, short term effects (less than a week)	Serious mismanagement of patient care, long term effects (more than a week)	Totally unsatisfactory patient outcome or experience
<b>Complaints/Claims</b>	Locally resolved complaint	Justified complaint peripheral to clinical care	Below excess claim. Justified complaint involving lack of appropriate care.	Claim above excess level. Justified multiple complaints.	Multiple claims or single major claim
<b>Service/Business Interruption</b>	Loss/interruption >1 hour	Loss/interruption >8 hours	Loss/interruption >1 day	Loss/interruption >1 week	Permanent loss of service or facility
<b>HR/Organisational Development</b>	Short term low staffing level	Ongoing low staffing level	Late delivery of key objective/service due to lack of staff.	Uncertain delivery of key objective/service due to lack of staff.	Non delivery of key objective/service due to lack of staff.
<b>Staffing and Competence</b>	Temporarily reduced service quality (< 1 day)	Reduces service quality	Minor error due to ineffective training. Ongoing unsafe staffing level.	Serious error due to ineffective training	Loss of key staff. Critical error due to insufficient training
<b>Financial</b>	Small loss	Loss > 0.1% of budget	Loss > 0.25% of budget	Loss > 0.5% of budget	Loss > 1% of budget
<b>Inspection/Audit</b>	Minor recommendations. Minor non-compliance with standards	Recommendations given. Non compliance with standards	Reduced rating. Challenging recommendations. Non-compliance with core standards	Enforcement Action. Low rating. Critical report. Major non-compliance with core standards.	Prosecution. Zero rating. Severely critical report.
<b>Adverse Publicity/Reputation</b>	Rumours	Local Media – short term. Minor effect on staff morale.	Local media – long term. Significant effect on staff morale.	National Media <3 days	National Media >3 days. MP concerns (questions in house)

**SECTION 2 LIKELIHOOD OF OCCURRENCE**

Risk Score	Frequency	Probability
<b>1 Rare</b>	Not expected to occur for years	The event may occur only in exceptional circumstances
<b>2 Unlikely</b>	Expected to occur at least annually	Unlikely to occur
<b>3 Possible</b>	Expected to occur at least monthly	Reasonable chance of occurring
<b>4 Likely</b>	Expected to occur at least weekly	The event will occur in most circumstances
<b>5 Almost certain</b>	Expected to occur at least daily	Most likely to occur than not

**SECTION 3 RISK SCORING MATRIX**

	1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

**SECTION 4 ACTION AND REPORTING REQUIREMENTS**

Score	Risk	Actions	Reporting Requirements
1-3	Low	Where appropriate carry out local investigation for low risk incidents. Local managers would be expected to monitor trends associated with this grade of incident and identify where causal factors are generic to the service/area and take appropriate action to address any local systems failures. Any identified low level risks should be managed through existing control measures and assessments kept under review.	Report to manager/supervisor of the area in which the accident/incident occurred or where the risk has been identified.
4-6	Moderate	Investigate to determine underlying causes. Where appropriate review any existing risk assessment and consider the effectiveness of the controls. Implement any further treatment plans as required.	Report to manager/supervisor of the area in which the accident/incident occurred or where the risk has been identified.
8-12	High	<b>Make safe the situation.</b> Carry out a full RCA. Action plans to be developed, implemented and monitored. Where a high level risk is identified review effectiveness of existing controls. If adequate control cannot be implemented immediately, an action plan must be developed to indicate how the risk will be reduced, who will be responsible for implementation and the time-scale involved.	<b>Report immediately</b> to the appropriate Director/Senior Manager. (See Incident Reporting Policy) Enter onto Corporate Risk Register
15-25	Extreme	<b>STOP activity and make safe the situation.</b> Immediate action must be taken to either eliminate or adequately control the risk before any further activity is undertaken. Carry out a full RCA and where appropriate develop, implement and monitor further action plans.	<b>Report immediately</b> to the appropriate Director/Senior Manager. (See Incident Reporting Policy) Report to Trust Board. Enter onto Corporate Risk Register