

Area	Potential Risk	Potential Impact	Likelihood of Impact	Consequence of Impact	Gross Risk	Mitigation	Date Added	Date Checked	Net Risk
1. Cornwall Council Contracts									
2. People's Experience	a. Development of ICS and system leadership and the importance of public independence	Development of Integrated Care System is uncharted territory and therefore vital HC plays key role in ensuring people's experience is represented at the highest level. This is a complex process over a number of years and with limited resources is challenging to maintain overview. However it is vital that public understand HC's independence, impact and relevance	3	2	6	<ul style="list-style-type: none"> <li>HC membership of H&amp;WB, System Board and Community integration board</li> <li>Clarity in communications and on website of HC role within process</li> <li>HC voicing any concerns appropriately and following up</li> <li>Promoting HC independence at every opportunity</li> <li>Development of Ask Cornwall will enable HC to connect public direct to system leaders</li> <li>Working with system leaders to value and promote HC independence and value of Public experience</li> </ul>	Jan-20	26.3.2020	3
3. Influencing									
4. Research & Analysis									
5. Key Focus Areas									
6. Organisational Effectiveness	a. Governance Standards	Risk that governance arrangements may not meet the highest standards that are required. Considering board meeting structure to ensure there is a scrutiny session to hold organisation to account and then an informal type information sharing.	2	3	6	<ul style="list-style-type: none"> <li>Risk discussed at Jan 20 Board meeting - agenda restructured to prioritise items for approval distinguishing between items for information only.</li> <li>Board meetings arranged over Zoom calls during isolation to ensure continued governance</li> </ul>	Dec-19	26.3.2020	4
	b. Inability to meet demand	Lack of focus on core contract resulting in poor delivery Staff pressure resulting in time off/ sickness Inability to deliver partnership board contract due to increasingly complex workload	3	2	6	<ul style="list-style-type: none"> <li>New management team established With arrival of Covid-19 all normal activity on hold and clear priorities set in line with potentially fluctuating capacity</li> <li>Delivery of partnership board contract and safeguarding contract reviewed and action plan agreed with contract managers</li> </ul>	Aug-19	26.3.2020	3
	c. Limited admin resource due to sickness and delayed recruitment – cover has been sporadic	There has been a delay in recruiting to Business Support Manager role and also in communications role. Risk is around small team having one person in a function.	1	2	2	Business manager appointed December and Admin assistant starting April 2020	Dec-19	26.03.2020	1

	d. Covoind 19	Shortage of staff and / or volunteers Inability to deliver core contract as lack of patient feedback Disruption to premises move	4	3	12	Implemented Business continuity plan - Staff set up for home working and all events cancelled <ul style="list-style-type: none"> <li>●Refocused priorities in line with HE guidance</li> <li>●Staff and volunteer welfare - regular communication and utilising Microsoft teams for daily contact Staff asked to buddy up and reminded of Health Assured support</li> <li>●Website updated daily with advice and information</li> <li>●Driving feedback via website and phone</li> </ul> Activating campaign to understand effects of isolation on people's health and also how they access health and care services Utilising opportunity to drive conversations and solution generation on Ask Cornwall platform. Pursuing negotiations with potential location at Newham but mindful working from home may continue beyond June	Mar-20	26.03.2020	8
	e. Ask Cornwall Platform	Development of new community platform providing a place for dynamic conversation between public and system in real time. There is potential for this to damage reputation of HC if not managed well	3	3	9	<ul style="list-style-type: none"> <li>●Detailed project plan and strict governance in place</li> <li>●Mitigating actions taken regarding               <ul style="list-style-type: none"> <li>oOutlining behaviours expected</li> <li>oDrafting acceptable use policy</li> <li>oModeration being designed and all staff being trained</li> </ul> </li> <li>●Recruitment campaign promoting positive nature of platform to support communities</li> </ul>	Oct-19	26.03.2020	6
	f. Business Continuity	Lack of approved business continuity policy relating to fire, flood, IT failure and cyber attack	1	3	3	<ul style="list-style-type: none"> <li>●Draft business continuity Board approved by</li> </ul>	Dec-19	26.03.2020	2
7. People Readiness	a. Office move causing disruption to working	Possible loss of staff, disruption to normal working as a result of changes.	1	2	2	<ul style="list-style-type: none"> <li>●Staff were consulted informally at our lease break point in 2019 and there is a general desire to remain based in Truro.</li> <li>●People value the accessibility to the town, new County Hall and Treliske</li> <li>●Staff would prefer better parking facilities</li> <li>●Criteria for new premises shared with Board to enable opportunity spotting</li> <li>●Currently negotiating property at Newham with parking and meeting space</li> <li>●A detailed moving plan will be lead by BSM.</li> </ul>	Jan-20	26.03.2020	1