

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.	1	3	6	<ul style="list-style-type: none"> •Risk discussed at Jan 20 Board meeting - agenda restructured to prioritise items for approval distinguishing between items for information only. •Board meetings arranged over Zoom calls during isolation to ensure continued governance 	Dec-19	Suggest risk removed 20 Oct 2020	2
	d. Covid 19	<p>Shortage of staff and / or volunteers</p> <p>Inability to deliver core contract as lack of patient feedback</p> <p>Disruption to premises move</p> <p>•Infection in team</p>	3	3	9	<p>Implemented Business continuity plan - Staff set up for home working and all events cancelled</p> <ul style="list-style-type: none"> •Refocused priorities in line with HE guidance •Staff and volunteer welfare - regular communication and utilising Microsoft teams for daily contact Staff asked to buddy up and reminded of Health Assured support <p>Website updated daily with advice and information</p> <ul style="list-style-type: none"> •Driving feedback via website and phone <p>Activating campaign to understand effects of isolation on people's health and also how they access health and care services</p> <p>Utilising opportunity to drive conversations and solution generation on Ask Cornwall platform.</p> <p>Pursuing negotiations with potential location at Newham but mindful working from home may continue beyond June</p> <ul style="list-style-type: none"> • Halted plans for office move. • Staff survey undertaken • Negotiated change of focus with contract managers. • Covid survey given extensive feedback on which to base work. <p>•Risk assessment for working in the office together with guidance for staff reviewed and updates</p>	Oct-20	Risk downgraded 20 Oct 2020	6

	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 <ul style="list-style-type: none"> •Loss of staff focus on the platform following staff leaving 	3	3	9	<ul style="list-style-type: none"> •Detailed project plan and strict governance in place •Mitigating actions taken regarding <ul style="list-style-type: none"> oOutlining behaviours expected oDrafting acceptable use policy oModeration being designe and all staff being trained •Recruitment campaign promoting positive nature of platform to support communities •AS liasing with EPIC and MO to develop longer term promotional plan 	Oct-19	20-Oct-20	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"> •Draft business continuity approved by Board April 	Dec-19	Suggest risk removed 20 Oct 2020	2
7. People Readiness	Staff vacancies	Failure to appoint new CEO could result in lack of team leadership and organisational profile	3	3	9	<ul style="list-style-type: none"> •Recruitment plan underway with timings aimed at Jan/Feb start date AS flexible in continuing for handover up to March 2021 	Oct-20		6