

4. Research & Analysis	a. Reduced capacity in research team due to staff absence	Inability to deliver system expectations regarding public input and analysis	1	3	12	<ul style="list-style-type: none"> engagement and admin team supporting the coding of responses Public health will support analysis with some staff As RM return from maternity leave is likely to be mid February management team are considering solutions to increase capacity Line management picked up by other managers. RM's return on reduced hours will require review of work priorities. Keeping in touch (KIT) days with RM in process 	Jul-20	14/01/2021 - Risk downgraded as RM returning to work in Feb and Research team have been well supported and performed well	2
5. Key Focus Areas									
6. Organisational Effectiveness	d. Covid 19	<p>Shortage of staff and / or volunteers Inability to deliver core contract as lack of patient feedback Disruption to premises move</p> <ul style="list-style-type: none"> Infection in team <p>*NB Staff have were instructed by HC to work from home in March 2020, this was subsequently relaxed in June when risk assessments were undertaken and guidance issued for a limited number of people to work from 6 Walsingham place if/when they so wished. On 23 September 2020, following new Government Covid guidance, staff were once again instructed to work from home if they could - only visiting the office if they needed to for work purposes.</p> <p>Staff once again all working from home for third lockdown Jan/Feb 2021</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. 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. Risk assessment for working in the office together with guidance for staff reviewed and updates Third lockdown all staff working from home and supported accordingly. Regular supervision and weekly management meetings to monitor morale and resilience continue to be important 	Apr-20	Risk downgraded 20 Oct 2020 14 Jan 2021	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 •Options paper for board consideration rearding 	Apr-20	14-Jan-21	6
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 •New CEO appointed and internal recruitment to two additional posts commenced (Project Officer with more flexible JD replacing existing engagement role and Project Manager) 	Oct-20	14-Jan-21	6