

ACUITY – BUSINESS CONTINUITY RISK ASSESSMENT



Risk	Direct Consequence	Impact – where relevant (Time / Cost / Performance)	Likelihood (H / M / L)	Mitigation measures	Effectiveness
Difficulty in securing residents’ responses	<ul style="list-style-type: none"> • Extra effort to pursue contacts • Potential shortfall against target of achieved responses 	<p>P: Unable to secure sample, leading to bias in sample</p> <p>T&C: Longer time / more cost in securing participation</p>	M	<ul style="list-style-type: none"> • Adequate initial sample size • Adequate length of fieldwork • Ability to send out a further reminder mailing if required 	Complete
Residents’ annoyance at extent of information requirements	<ul style="list-style-type: none"> • Poor level of interest / lack of cooperation • Damage to residents relationship with landlord 	<p>P: Not enough conclusive evidence from study</p> <p>C: Need to contact large numbers of residents</p>	L	<ul style="list-style-type: none"> • Explain benefits of survey and encourage participation • Make questionnaire layout as simple & attractive as possible. 	Complete
Divergence from Project Officer’s expectations	<ul style="list-style-type: none"> • Iterations on reports - reanalysis 	<p>P: Unsatisfactory output</p> <p>T: Delay to allow time to revise</p> <p>C: Cost/ time to supplement data</p>	L	<ul style="list-style-type: none"> • Project Officer sign-off of all project documents (letters, questionnaires) • Regular progress reporting to Project Officer, especially on response rates • ISO20252:2019 standard and general quality assurance on project management 	Complete
Excessive other workload on FSL	<ul style="list-style-type: none"> • Neglect of service provision 	<p>T: Delay</p>	L	<ul style="list-style-type: none"> • Project prioritisation system • We have always met deadlines for previous comparable projects. 	Complete
Staff sickness / extended absence	<ul style="list-style-type: none"> • Disruption to project progress at development or reporting stage 	<p>T: Over-run</p> <p>P: Lack of continuity / completeness in distillation of findings</p>	L	<ul style="list-style-type: none"> • Multi-person team to share project knowledge • Quality plan to document approach at all stages • Ongoing project documentation and communications with client • Short project duration 	Complete



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Critical supplier failure	<ul style="list-style-type: none"> • Disruption to project progress at printing, mailing and data inputting stages • Server failure 	<p>T: Delay P: Unable to maintain timetable C: Cost/time to set up new systems or transfer work</p>	L	<ul style="list-style-type: none"> • Home-working – easy to transfer operations • IT systems fully backed up • BDR server for continuity of servers in event of server failure • Extra equipment available • Back-up suppliers in extreme circumstances 	Complete
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