

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"> <li>• Extra effort to pursue contacts</li> <li>• Potential shortfall against target of achieved responses</li> </ul>	P: Unable to secure sample, leading to bias in sample  T&C: Longer time / more cost in securing participation	M	<ul style="list-style-type: none"> <li>• Adequate initial sample size</li> <li>• Adequate length of fieldwork</li> <li>• Ability to send out a further reminder mailing if required</li> </ul>	Complete
Residents’ annoyance at extent of information requirements	<ul style="list-style-type: none"> <li>• Poor level of interest/lack of cooperation</li> <li>• Damage to residents’ relationship with landlord</li> </ul>	P: Not enough conclusive evidence from study  C: Need to contact large numbers of residents	L	<ul style="list-style-type: none"> <li>• Engage Client to pre-communicate and survey rationale</li> <li>• Explain benefits of survey and encourage participation</li> <li>• Make questionnaire layout as attractive &amp; straightforward as possible.</li> </ul>	Complete
Divergence from Project Officer’s expectations	<ul style="list-style-type: none"> <li>• Iterations on reports - reanalysis</li> </ul>	P: Unsatisfactory output  T: Delay to allow time to revise  C: Cost/ time to supplement data	L	<ul style="list-style-type: none"> <li>• Project Officer sign-off of all project documents (letters, questionnaires)</li> <li>• Regular progress reporting to Project Officer, especially on response rates</li> <li>• ISO20252:2019 standard and general quality assurance on project management</li> </ul>	Complete



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Excessive other workload on FSL	<ul style="list-style-type: none"> <li>Neglect of service provision</li> </ul>	T: Delay	L	<ul style="list-style-type: none"> <li>Project prioritisation system</li> <li>We have always met deadlines for previous comparable projects.</li> </ul>	Complete
Staff sickness / extended absence	<ul style="list-style-type: none"> <li>Disruption to project progress at development or reporting stage</li> </ul>	T: Over-run P: Lack of continuity/completeness in distillation of findings	L	<ul style="list-style-type: none"> <li>Multi-person team to share project knowledge</li> <li>Quality plan to document approach at all stages</li> <li>Ongoing project documentation and communications with client</li> <li>Short project duration</li> </ul>	Complete
Critical supplier failure	<ul style="list-style-type: none"> <li>Disruption to project progress at printing, mailing and data inputting stages</li> <li>Server failure</li> </ul>	T: Delay P: Unable to maintain timetable C: Cost/time to set up new systems or transfer work	L	<ul style="list-style-type: none"> <li>Home-working – easy to transfer operations</li> <li>IT systems fully backed up</li> <li>BDR server for continuity of servers in event of server failure</li> <li>Extra equipment available</li> <li>Back-up suppliers in extreme circumstances</li> </ul>	Complete

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