

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 Council 	<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 	Complete
Excessive other workload on FSL	<ul style="list-style-type: none"> Neglect of service provision 	T: Delay	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
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> <p>P: Unable to maintain timetable</p> <p>C: Cost/time to set up new systems or transfer work</p>	L	<ul style="list-style-type: none"> Operate split site office in two separate buildings – easy to transfer operations IT systems fully backed up every 15 minutes BDF server for continuity of servers in event of server failure Extra equipment available Back-up suppliers in extreme circumstances 	Complete