

Translation & Interpreting Corporate Contract September 2021 Risk Register

Negative Risks that offer a threat to the expansion of Bristol heat networks and its Aims (Aim - Reduce Level of Risk)

Ref	Risk Description	Key Causes	Key Consequence	Status Open / Closed	Risk Category	Risk Owner	Key Mitigations	Direction of travel	Current Risk Level			Monetary Impact of Risk £k	Risk Tolerance			
									Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating	Date
1	A single supplier is unlikely to meet our requirements.	Supplier not able to meet demand for rarer languages and BSL	Fulfilment rates not being fulfilled, delays to service request, cancellation of jobs	Open	Service Provision	Head of Citizen Services (BCC)	Framework agreement with multiple suppliers for different areas including BSL, written translation and interpretation	Reducing	2	3	6		1	3	3	
2	Fulfilment rates could be impacted when moving to contract	Customers not aware of changes, booking arrangements not in place immediately	Fulfilment rates not being fulfilled, delays to service request, cancellation of jobs	Open	Service Provision	Head of Citizen Services (BCC)	Having one central contract will help identify problematic areas that the team can work with suppliers to address	Reducing	2	3	6		1	3	3	
3	Risk to quality	Interpreters with the right skill levels not identified	Misinformation, job being cancelled, reputational damage	Open	Reputation	Head of Citizen Services (BCC)	Requirements such as DBS, feedback, regular supervision will be stipulated in contract	Reducing	1	7	7		1	1	1	
4	Demand higher than expected	External factors, campaigns that increase requirement for interpreter	Fulfilment rates not being fulfilled, delays to service request, cancellation of jobs	Open	Service Provision	Head of Citizen Services (BCC)	Will ensure contract value covers this in the event that lack of internal resources mean that more jobs will be fulfilled through contract	Reducing	1	3	3		1	3	3	
5	Uptake of single contract is low and service areas continue to use current suppliers	Service areas not aware of single contract being in place, poor service from new contract	Procurement and financial regulations not being fulfilled	Open	Service Provision	Head of Citizen Services (BCC)	Engagement and communication with all service areas that have used language services	Reducing	1	3	3		1	1	1	