

London TravelWatch Strategic Top 6 Risks

No.	Risk	Category	Owner	Pre Mitigations			Mitigation Actions	Post Mitigations			
				Likelihood	Severity	Rating		Likelihood	Severity	Rating	DOT
1	The risk is that there is the potential to lose GLA funding – resulting in a loss of staff, inability to deliver statutory duties and therefore not being able to deliver our workplan objectives. Ultimately there is the risk of the potential abolition of the organisation.	Existential and reputational	Emma	5	5	25	Stakeholder engagement, continued discussion, understanding the objectives, constant communication, stakeholder liaison, leading and influencing, finding appropriate touch points, annual review, building on relationships, Board to meet Transport Committee, evidencing successes, survey stakeholders, communicating successes, showing Press coverage, demonstrating value for money, impact through complaint handling, attracting allies			0	
2	The risk is that we could become irrelevant and would no longer be seen as useful and effecting positive change. This could come about by LTW not using the information/research we have to the best of our ability or not understanding how technology is changing transport.	Stakeholders	Emma in conjunction Richard	3	5	15	Relevant to users as well as stakeholders: Active comms, media opportunities, direct quotes, media strategy, digital engagement, being actively aware of real-time issues, 24/7 media operations, all staff's responsibility, Omnibus Survey - building digital community, reaching out to other organisations (universities, new tech companies), getting users views of the future and their priorities, understanding and adapting to the future transport landscape, policy positions about what is best for passengers, challenge from TF on national perspective, using research more, need to have more of a presence, strengthen voice with TfL, using evidence based decision making for policies			0	
3	The risk is that we would lose our independence in the following situations: 1. Working with Transport Focus 2. Working with Transport for London 3. Working with third parties	Independence	Emma in conjunction with Susan and Richard	3	3	9	Transport Focus: Agree to disagree, how do we show we are not one organisation? We will work out how we will handle any areas where we might disagree, including a possible protocol. Shared facilities could mean a lack of independence. TfL: Have the ability to criticise TfL publicly (without damaging relationship), have we shown independence? 3rd parties: contracts with third parties to ensure independence, have strict contractual rules, risk of losing perspective and prioritisation of work			0	
4	The risk is that we lack prioritisation in project delivery and that our work is not resourced correctly. There is also a risk that our work is not aligned with our sponsor's expectations.	Business Development	Emma in conjunction with Director of policy	2	4	8	Business plan approved by the Board, all projects flow from this, report against objectives, limited scope to stray from objectives, project approval templates being developed, create accountability for projects and work, appraisals process up and running, clearer on individual objectives and accountabilities, align business plan on GLA objectives, use project process to approve third party work, joined-up working, better flow of information on team responsibilities, possible use of time recording systems			0	
5	There is a risk that we are seen as being unable to deliver value for money for the GLA.	Financial	Emma in conjunction with Richard	2	4	8	Producing evidence of impact, creating media opportunities etc.			0	
6	There is a risk that staff welfare will come under pressure – including the mental health of staff, ability to continue or complete work due to stress and a lack of contingency plans for staff and current work due to sickness.	Any Other	Emma in conjunction with Susan and Richard	3	4	12	Staff wellbeing plan, employee assistance programme, flexible working policy, menopause policy, more policies being created, constant MT discussions, constant reassessing of arrangements, open communication with staff, temperature check, constantly be aware of and assess environment - contingency risk - possible lack of knowledge and experience due to sickness, use partnership from TfL (also opportunity for training and development)			0	

Likelihood	
1	Rare
2	Unlikely
3	Possible
4	Likely
5	Almost Certain

Severity	
1	Insignificant
2	Minor
3	Moderate
4	Major
5	Catastrophic

Overall Risk Rating	
1-4	Very Low
5-8	Low
9-12	Medium
13-16	High
17-25	Very High