

# LONDON TRAVEL WATCH RISK REGISTER

DATE UPDATED	Oct-18
CATEGORY	Strategic risks

## Key

Risk level 0-6  
 Risk level 7-12  
 Risk level 13-19  
 Risk level 20-24  
 Risk level 25+



Reported risks & 'raw' risk assessment							Management team review & residual risk assessment						
Reference	Date	Activity	Objective	Description	L	S	Impact	Controls	L	S	Impact	Owner	Review date
S01	Oct-07	Representing transport users - effective representation (under increasing pressures for passenger representation e.g. from NR).	Prioritise effectively	Reputational risk if we get it wrong; resourcing issues	3	4	12	Consultation on business plan; working with user groups,	3	3	9	Board	After each meeting
			Have good evidence					Periodic research into (inter alia) passenger priorities; collaboration with other bodies especially Transport Focus.					
			Be listened to properly					Regular feedback to and from passengers through consultation events, newsletter and other promotions; effective communications strategy.					
			Capture significant issues					Regular review of activities and effectiveness.					
	Dec-16		Respond actively to complaints about London TravelWatch		3	3	9	Have a system, using clear criteria, for logging complaints and discussing draft replies with senior members of staff.	2	2	4	Exec Asst	As required

	Jan-18		TfL	Risk that the passenger voice is not heard because TfL are behaving more like a commercial operator than a public transport authority.	4	4	16	Proactive communication; establish who the new contacts are following recent changes; remind TfL how they have traditionally worked with us; set out key areas they need to consult us on.	2	3	6		
S02	Oct-07	Stakeholder relationships - Maintain sound relations with decision makers and operators	Political stakeholders	Major organisational and reputational risk if these relationships are damaged or severed.	4	4	16	Effective communications strategy; regular planned and reactive contact with key stakeholders; update on key priorities; staff and Board always 'on message'; information sharing and knowledge is evidence based.	3	4	12	Board	After each meeting
			Industry stakeholders	Business plan risk if these relationships are damaged or severed.	4	3	12	Effective communications strategy; regular planned contact with key stakeholders update at all levels on key priorities; staff and Board always 'on message' about key priorities; information sharing and knowledge is evidence based.	3	3	9		
			Others	Reputational risk if these relationships are damaged or severed because we are perceived not to be acting independently or respecting confidentiality.	3	4	12	Sound relationships with key stakeholders, regular updates as necessary and joint working; information sharing and knowledge is evidence based. Clear, robust transparency arrangements around any perceived conflicts of interest.	2	3	6		

S03	Oct-07 Relationship with GLA	Maintain good but balanced relationship with the Mayor, London Assembly and Transport Committee	Potential risk of closure of organisation or funding reduction, resulting in having to curtail activities and in reputational risk amongst stakeholders and public perception.	5	5	25	Consult and agree on business plan; continuing to work within the spirit of the Memorandum of Understanding; health check; effective communications strategy; ensure staff and Board are on message; regular planned contact with politicians and senior staff; ensuring decisions about our future are properly informed; a 'no surprises' policy operates; not having disproportionate budget cuts; clearly defined roles of Chair and members.	4	5	20	Board	After each meeting
S04	Dec-08 Governance	Performing clearly defined roles to ensure accountability and the effective management of resources.	Potential risk of failure to manage the organisation effectively and demonstrate it is making informed and transparent decisions or that it is a viable organisation.	4	4	16	Review of Board structure to reflect revised membership; established Board structure, roles & responsibilities; induction of new Board members; established Governance Committee; formalised reporting on finance/risk etc.; Terms of Reference; Chair's report to Members; training and development of senior staff and members to ensure members make properly informed decisions; Chair's group prioritise agenda items and notes circulated to all members.	3	3	9	Board	After each meeting