

London TravelWatch Risk Register
Mar-26

No.	Risk	Category	Owner	Pre mitigations			Mitigations	Post mitigations		
				Likelihood	Impact	Rating		Likelihood	Impact	Rating
1	Government rail reform plans for new Passenger Standards Authority proposes reduced LTW statutory role.	Regulatory, financial & operational	Michael, Tricia	3	4	12	<ul style="list-style-type: none"> LTW Chair to engage with TF Chair LTW Chair/CEO to engage with DfT - clarify intentions/seek amendments to selected Bill provisions LTW Chair/CEO liaise with Assembly Transport Committee Chair LTW to propose changes to collaboration agreement with TF to cover effective joint working post-legislation SLT to consider briefing/engaging with London MPs + Bill Cttee during Bill process (if necessary) 	2	4	8
2	The organisation fails to deliver its statutory duties due to insufficient resources.	Regulatory, financial & operational	Michael, Susan	3	4	12	<ul style="list-style-type: none"> Casework team provide TF with necessary information to manage performance of contact centre provider More flexible handling timescales + review of non-critical tasks during period of reduced casework team availability Business plan 25/26 scaled to be more realistic + tracker to help monitor delivery Use of reserves if necessary 	1	4	4
3	A member of staff decides to leave and LTW suffers a significant loss of expertise and knowledge, making it hard for the organisation to function effectively.	Operational	Susan, Alex	3	4	12	<ul style="list-style-type: none"> Promote positive working culture informed by staff survey and including delivery of EDI action plan SLT at 6 month appraisals to review staff at risk of leaving and agree action, including training & development opportunities 	2	3	6
4	Changes at London TravelWatch or Transport Focus could weaken the relationship between the two organisations.	Operational	Michael, Tricia	4	3	12	<ul style="list-style-type: none"> LTW/TF Chairs & CEOs "no surprises" approach to Govt PSA proposals LTW Chair sits on the TF Board & PCG LTW/TF CEOs monthly 121s LTW/TF SLTs quarterly meetings to develop relationship between the teams following TF reset The collaboration agreement is reviewed every year and meetings of the 'CARGO' group continue Standing agenda item at each LTW board meeting to review how the relationship is going 	3	2	6
5	Work-related stress has a negative impact on team members' wellbeing and their ability to carry out their work.	Operational	Alex, Susan	4	4	16	<ul style="list-style-type: none"> Continue to promote the Employee Assistance Programme to staff Make wellbeing a regular agenda item at management meetings Make opportunities to have open communication with staff about well-being issues Deploy contingency arrangements for at-risk staff eg extra support to colleagues, re-prioritisation of tasks, etc Follow up Nov 2024 team awayday (6-month review done Apr 2025) 	3	2	6
6	London TravelWatch's approach to diversity/inclusion creates tension internally and weakens the organisation's ability to function effectively.	Reputational & operational	Michael, Alex	4	3	12	<ul style="list-style-type: none"> Continue with all-team EDI meetings (bi-monthly from Sept 2025), reviewing for effectiveness Complete identified team training eg on disability, race, neurodiversity Complete in-year review of agreed initiatives + smarter aims for rest of 2025/26 (done July 2025) Agree arrangements for Board review of EDI strategy 	3	2	6
7	London TravelWatch is seen as out of touch with the travelling public in terms of its campaigning priorities and tone of advocacy.	Reputational	Michael, Alex, Susan, Sonya	3	3	9	<ul style="list-style-type: none"> Regular dialogue with Assembly members, stakeholders, campaign groups, TF & weekly internal playback Regular scanning of social media threads and internal review of casework topics Surveys of LTW digital community & stakeholders Re-examine options to improve representativeness of LTW's digital community Use Equity Framework when agreeing Business Plan and when developing LTW views/positions Evidence-based approach to LTW recommendations 	2	2	4
8	Assembly Members develop critical views about London TravelWatch and its priorities.	Political	Michael, Tricia	3	4	12	<ul style="list-style-type: none"> Increased dialogue with Assembly Members (including Chair & AMs on Assembly Transport Committee) 	3	2	6

Emerging issues: consider approach to risk categorisation for future register versions; potential DfT interest (medium term) in further, post-rail reform, change to watchdogs

Colour code for status of mitigating actions: Green = working effectively Amber = needs ongoing attention Red = not yet started Blue = completed/no longer applicable

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

Impact	
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
17-22	Very High