

London TravelWatch Risk Register
Jun-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	↔	• 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 liaison with Assembly Transport Committee Chair • LTW to propose changes to collaboration agreement with TF to cover effective joint working post-legislation • LTW to engage with Bill Cttee/peers during Bill process	2	4	8	↔
2	The organisation fails to deliver its statutory duties due to insufficient resources/process shortcomings.	Regulatory, financial & operational	Michael, Susan	3	4	12	↔	• 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 • Improve compliant data-handling processes • 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	↔	• 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	↔	• LTW/TF Chairs & CEOs "no surprises" approach to Govt PSA proposals • LTW Chair sits on the TF Board & PCG • LTW/TF CEOs monthly 121s • Potentially reinstate LTW/TF SLTs quarterly meetings • 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	↔	• 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	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	↔	• Continue with all-team EDI meetings (bi-monthly from Sept 2025), reviewing for effectiveness • 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	↔	• 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 • 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	↔	• 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
17-20	Very High