

OSD Keats House – Risk Report

Report Author: Martin Falder

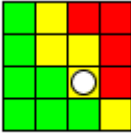
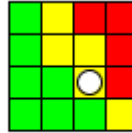

Generated on: 26 April 2019



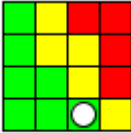
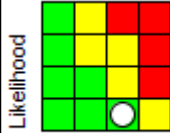

Rows are sorted by Risk Score

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
OSD KH 002 Theft or damage to Keats House or its contents 07-Apr-2017 Richard Gentry	Cause: Theft by people visiting the museum during opening hours, or a break in when the museum is closed; deliberate or accidental damage to items during museum opening or events. Event: City of London are unable to open the property to the public to show items of interest due to theft of item or damage caused in effecting theft and necessity to carry out repair, or install new collection Impact: Loss of or damage to heritage collection items; loss of equipment or personal belongings; reputational damage	 Likelihood	8 Impact	No significant changes - ongoing risk. 11 Apr 2019	 Likelihood	4 Impact	30-Apr-2020	 Constant

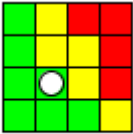
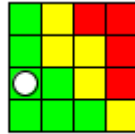

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
OSD KH 002a	KH to ensure CSD feature the regular maintenance and upkeep of effective security system in the CWP.	This is ongoing and Keats House are included in City Surveyor liaison arrangements managed by the broader division. Alarm and CCTV upgrade has not yet taken place. It is currently with City Surveyors. Awaiting further updates.	Rob Shakespeare	26-Apr-2019	31-Mar-2020

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OSD KH 003 Insufficient maintenance 07-Apr-2017 Richard Gentry	Cause: Building deteriorates due to insufficient maintenance Event: City of London required to carry out maintenance on property which may cause inconvenience to visitors, including closure of building for extended periods. Impact: Reputational damage, poor visitor experience, poor working conditions, long-term survival of the heritage asset compromised, damage to collection due to poor environmental conditions (e.g. in case of heating failure)	Likelihood  Impact	8	An internal and external maintenance programme has been put together by City Surveyors for delivery in 2019 and the internal works will be completed by beginning of May. This remains a risk. 11 Apr 2019	Likelihood  Impact	8	31-Mar-2020	 Constant

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
OSD KH 003a	KH to continue developing relationship with CSD and attend, when necessary, client liaison meetings.	These meetings are diarised and continue to take place quarterly.			Rob Shakespeare	11-Apr-2019	31-Mar-2020

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OSD KH 001 Health and Safety of staff, volunteers, visitors and contractors 07-Apr-2017 Bob Warnock	Cause: Poor understanding and/or delivery of H&S policies and procedures; inadequate training; failure to implement results of divisional H&S audits; security; anti-social behaviour; dealing with members of the public Event: staff, volunteer or contract undertakes unsafe working practice Impact: Death or injury of staff, contract, member of public or volunteer	 Likelihood	4	No major changes. Regular team meetings take place. H&S is an agenda item. 25 Apr 2019	 Likelihood	4	30-Apr-2020	 Constant

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OSD KH 001 a	Keats House staff to be invited to attend divisional H&S meetings	Division attends quarterly H&S meetings and implements any actions. Defibrillator purchased and installed and staff have been trained in its use. Divisional review of all risk assessments has been conducted and these have now been adopted at local level for Keats House. Further work site-specific RAs will be undertaken as a priority in 2019/20.	Rob Shakespeare	26-Apr-2019	31-Mar-2020

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OSD KH 004 Loss of staff expertise 07-Apr-2017	Cause: Staff move on to new roles Event: Keats House staff not experienced in collection, unable to offer positive visitor experience. Impact: Loss of expertise; recruitment and training costs; short-staffing leading to operational issues	 Likelihood	4	Staff training is in place, but the loss of expertise tied to the house remains a risk. 15 Apr 2019	 Likelihood	2	31-Mar-2020	 Constant

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
OSD KH 004a	All interpretation staff to be familiarised with the collection to ensure retention of collections-related knowledge	Ongoing action.			Rob Shakespeare	15-Mar-2019	31-Mar-2020
OSD KH 004b	Improved collections management system to be purchased	To be actioned FY19/20.			Rob Shakespeare	11-Apr-2019	31-Mar-2020