

Appendix 2 – Keats House Risk Register

OSD Keats House - All risks

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Rows are sorted by Risk Score

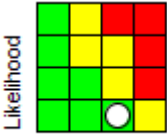
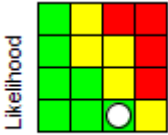

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
OSD KH 003 Insufficient maintenance	<p>Cause: Building deteriorates due to insufficient maintenance</p> <p>Event: City of London required to carry out maintenance on property which may cause inconvenience to visitors, including closure of building for extended periods.</p> <p>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)</p>	<p>Likelihood</p> <p>Impact</p>	8	In addition to the redecoration of internal circulation routes completed in April 2019, a major project to refurbish and redecorate the exterior of Keats House was completed by City Surveyors between 21 October 2019 and March 2020. This has resolved a number of long-standing issues with the roof and façade of the building. A new, local environmental monitoring process and hardware has been invested in from local risk, allowing us to more accurately monitor the environmental conditions within the internal rooms and individual display cases. Keats House have an established relationship and regular meetings with City Surveyors team, fostering an improved understanding of the maintenance needs of these Grade I and II listed properties.	<p>Likelihood</p> <p>Impact</p>	8	31-Mar-2021	

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07-Apr-2017 Richard Gentry				We accept the current level of risk. 16 Jun 2020				Constant
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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. Ongoing action.				Rob Shakespeare	16-Jun-2020	31-Mar-2021

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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	Understanding of H&S has been strengthened through: regular item for discussion at team meetings; adoption of high level and bespoke risk assessments produced for property and specific activities / events; representative attends Divisional and Departmental H&S meetings. 16 Jun 2020	 Likelihood	4	30-Apr-2021	 Constant

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
OSD KH 001 a	Keats House staff to be invited to attend divisional H&S meetings	A representative of Keats House attends divisional and, where relevant, departmental H&S meetings. Keats House is part of the North London division of the Open Spaces department, which sends a representative to all departmental H&S meetings.			Bob Warnock	16-Jun-2020	31-Mar-2021

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			owner	Date	
OSD KH 002a	KH to ensure CSD feature the regular maintenance and upkeep of effective security system in the CWP.	Ten Keats Grove CCTV has been reinstated. There is budget in the CWP for this year to upgrade the CCTV system for Keats House itself. This system is operational but due to be replaced as a BAU item.	Richard Gentry	16-Jun-2020	31-Mar-2021

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OSD KH 004 Loss of staff expertise 07-Apr-2017 Bob Warnock	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	<div> <div>Likelihood</div> <div>Impact</div> </div>	4	<p>The core officer team has been unchanged in the past 12 months and supplemented by a 'New Museum School' trainee. Officers have been encouraged to identify, specialise in and document the specific duties of the their role and this has been supported through the PDA process. The front of house requirement has been supported by a regular team of volunteers and casual staff who themselves have significant investment, knowledge and expertise to bring to the team. Significant focus has been given through the Keats200 programme to improving knowledge and understanding of, as well as access to, the collection. A module of the same Collections Management System which is in use at Guildhall Art Gallery is in the process of being procured for Keats House, to maximise efficiency, including staff training and knowledge transfer. Procurement took longer than anticipated, but we expect this to be in place by next year, at which point we will meet our risk target score.</p> <p>16 Jun 2020</p>	<div> <div>Likelihood</div> <div>Impact</div> </div>	2	31-Mar-2021	<div> <div>Constant</div> <div></div> </div>

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			owner	Date	
OSD KH 004a	All interpretation staff to be familiarised with the collection to ensure retention of collections-related knowledge	Ongoing action.	Rob Shakespeare	16-Jun-2020	31-Mar-2021
OSD KH 004b	Improved collections management system to be purchased	As per the main update, this is expected to be in place by next year. This action will reduce the risk of staff change and the commensurate loss of specialist knowledge.	Rob Shakespeare	16-Jun-2020	31-Mar-2021