

Appendix 2 – Keats House Risk Register

OSD Keats House Risk Register

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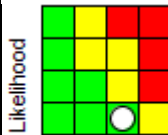



Rows are sorted by Risk Score

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/Risk Approach	Current Risk score change indicator
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	This risk remains at the same level. Although CWP budgets have reduced across the department, the major maintenance project for Keats House was completed in 2019/20. Risk remains at Amber as a historic building requires active maintenance and monitoring to prevent further issues. We accept this level of risk. 28 Jun 2021	Likelihood Impact	8	31-Mar-2022	Constant
							Accept	

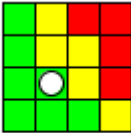
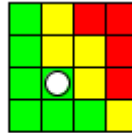

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
OSD KH 003a	KH to continue developing relationship with CSD and attend, when necessary, client liaison meetings.	These meetings are diarised and continue to take place quarterly. Ongoing action.	Rob Shakespeare	28-Jun-2021	31-Mar-2022

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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 Impact	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. Fire risk audits for Keats House and Ten Keats Grove have been completed and are being acted upon at present. 28 Jun 2021	 Likelihood Impact	4	31-Mar-2022	 Constant
							Accept	

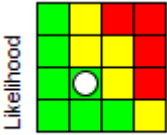
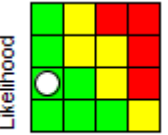

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OSD KH 001 a	Keats House staff to be invited to attend divisional H&S meetings	A representative of Keats House attends divisional and, where relevant, departmental H&S meetings. Keats House is part of the North London division of the Open Spaces department, which sends a representative to all departmental H&S meetings.			Bob Warnock	28-Jun-2021	31-Mar-2022

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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	4	Current risk score remains at Green. Keats House is now reopened to the public. Staff are attending site regularly. CCTV is in place. We accept the current level of risk. 28 Jun 2021	 Likelihood	4	31-Mar-2022	 Constant
							Accept	

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.	PPMs are being completed and CWP projects including future replacement of CCTV, fire alarm, and security alarm are in place for 21/22.			Rob Shakespeare	28-Jun-2021	31-Mar-2022

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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	 Likelihood	4	There has been some change to the core staff team at Keats House, although all major roles and tasks remain filled. 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. This is to be procured and initiated by the end of FY21/22, at which point the risk will move to Green (2). The target date has been extended to reflect the timeline for this project. 28 Jun 2021	 Likelihood	2	31-Mar-2022	 Constant
							Reduce	

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	28-Jun-2021	31-Mar-2022
OSD KH 004b	Improved collections management system to be purchased	As per the main update, this is expected to be in place by the end of this financial year. This action will reduce the risk of staff change and the commensurate loss of specialist knowledge.	Rob Shakespeare	28-Jun-2021	31-Mar-2022