

Keats House Risk Register

Generated on: 20 November 2024



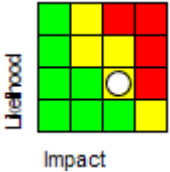
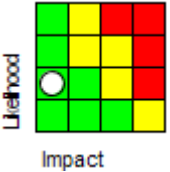

Rows are sorted by Risk Score

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	Flight path
ENV-NE-KH 001 Health and Safety 07-Apr-2017 Rob Shakespeare	Cause: Poor understanding and/or delivery of H&S policies and procedures; inadequate training; failure to implement results of departmental H&S audits; failure to follow fire and security management procedures; anti-social behaviour; dealing with members of the public. Event: Staff, volunteer or contractor undertakes unsafe working practice. Effect: Death or injury of staff, contractor, member of public or volunteer.	Likelihood Impact	8	Understanding of health and safety continues to be reinforced through team meetings and adoption of high level and bespoke risk assessments produced for property and specific activities/events. Advice is taken from the Departmental Health & Safety Manager and Health and Safety meetings. Emergency procedures have been updated to reflect current practice. The security system at Keats House has been replaced along with upgraded CCTV. The new intruder alarm for 10 Keats Grove and integrated fire alarm for both buildings is scheduled for January 2025. The current risk rating has been maintained pending their approval and subsequent completion.	Likelihood Impact	4	31-Mar-2025	
							Reduce	

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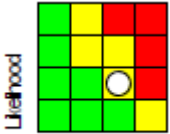
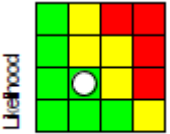
Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-KH 001a Participation in Health and Safety meetings	Represent Keats House at Health and Safety meetings.	Keats House is represented at Environment Department Health and Safety Improvement Group meetings and H&S is a standing agenda item at Keats House Team and Culture and Projects Section meetings. This is an ongoing action.	Rob Shakespeare	14-Nov-2024	31-Mar-2025
ENV-NE-KH 001b Fire and security alarm systems	Replacement of fire and security alarm systems.	<p>The Head of Heritage and Museums is liaising with the City Surveyor's Department's (CSD) Project Team to progress fire and security alarm replacement works at both buildings.</p> <p>The security system at Keats House has been replaced along with upgraded CCTV. The new intruder alarm for 10 Keats Grove and integrated fire alarm for both buildings is scheduled for January 2025. Planning permission has been secured and we are awaiting scheduling of works by CSD and contractors.</p>	Rob Shakespeare	20-Nov-2024	31-Mar-2025

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ENV-NE-KH 003 Insufficient maintenance 07-Apr-2017 Rob Shakespeare	<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>Effect: 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>		8	<p>Funding has been allocated in the 2024-27 Cyclical Works Programme (CWP) to address current and future maintenance needs. This is being actively scheduled beginning with a full condition survey of both buildings.</p> <p>The current risk score has been maintained at Amber 8 pending the completion of the condition survey and identification of recommended works.</p> <p>14 Nov 2024</p>		2	31-Mar-2025	
							Reduce	

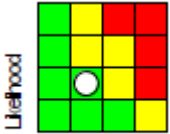
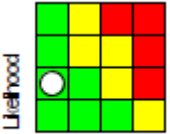
Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-KH 003a Relationship management	Keats House to continue developing relationship with City Surveyor's Department (CSD) and attend, when necessary, client liaison meetings.	The Head of Heritage and Museums liaises with the City Surveyor's Department (CSD) on matters regarding Keats House through the Culture and Projects Section. Priority projects have been budgeted for in the 2024-27 CWP Programme. Officers continue to work closely with CSD.	Rob Shakespeare	14-Nov-2024	31-Mar-2025

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ENV-NE-KH 006 Delivery of priority projects 27-Jul-2022 Rob Shakespeare	<p>Cause: Lack of staff capacity and relationships to deliver priority projects beyond the scope of the Keats House team's expertise.</p> <p>Event: Priority projects unable to progress.</p> <p>Effect: Reduced outcomes for Keats House and the City of London.</p>	 <p style="text-align: center;">Impact</p>	8	<p>Priority projects for 2024/25 are progressing along with planning for a five-year business plan. Priorities include implementation of the Collections Management System and planning for 'Keats House 100' which will take place in May 2025.</p> <p>We aim to reduce the risk further once 2024/25 priority projects are complete.</p> <p>14 Nov 2024</p>	 <p style="text-align: center;">Impact</p>	4	31-Mar-2025	
							Reduce	

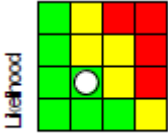
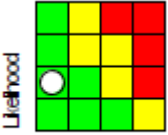
Action no, Title,	Action description	Latest Note			Action owner	Latest Note Date	Due Date
ENV-NE-KH 006c Deliver approved works	Deliver priority projects identified in the Keats House Activity Plan 2024/25.	The projects are on track for delivery in Spring 2025 when the risk will be reviewed.				14-Nov-2024	31-Mar-2025

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ENV-NE-KH 004 Loss of staff expertise 07-Apr-2017 Rob Shakespeare	<p>Cause: Staff move on to new roles.</p> <p>Event: Difficulties in recruitment and new staff not experienced in collection; unable to offer positive visitor experience.</p> <p>Effect: Loss of expertise; recruitment and training costs; short-staffing leading to operational issues.</p>	 <p>Liability Impact</p>	4	<p>The new organisational structure has been implemented.</p> <p>Implementation of the Collections Management System is progressing, and is now expected to be completed in Spring 2025. Once staff training and testing has been completed, the risk will reduce to the target score of Green (2).</p> <p>14 Nov 2024</p>	 <p>Liability Impact</p>	2	31-Mar-2025	
							Reduce	

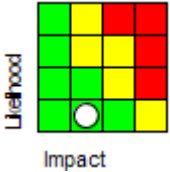
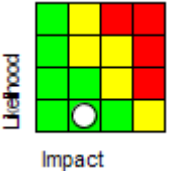

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-KH 004a Staff training	All staff to be familiarised with the collection and database to ensure retention of collections-related knowledge.	Implementation of the new database is now expected to be completed by Spring 2025 including staff training and public launch.	Rob Shakespeare	14-Nov-2024	31-Mar-2025

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ENV-NE-KH 005 Financial sustainability 25-May-2022 Rob Shakespeare	Cause: Pandemic recovery. Event: Continued reduction of income from all sources, particularly admissions, sales and hires following the Covid-19 pandemic. Effect: Inability to meet income targets resulting in pressure on the Keats House Charity's Reserves and increased liability of the City Corporation as sole Trustee.	 Likelihood Impact	4	The future financial sustainability of the Keats House Charity continues to be actively reviewed. This forms part of the wider Natural Environment Division Income Generation Strategy – this is a priority workstream for the Division for 2024/25. 14 Nov 2024	 Likelihood Impact	2	31-Mar-2025 Reduce	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-KH 005a Policy and staff development	Develop a five-year Management Plan for Keats House.	Development and approval of a five-year business plan is a divisional priority for 2024/25 to support the Natural Environment Division's aims and vision, Museum Accreditation and the future sustainability of the Keats House Charity.	Rob Shakespeare	14-Nov-2024	31-Mar-2025
ENV-NE-KH 005b Income generation and audience development	Develop and implement income generation and audience development plans.	These two key plans will be developed by March 2025 to support medium to long term audience development and income recovery.	Rob Shakespeare	14-Nov-2024	31-Mar-2025

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ENV-NE-KH 002 Theft or damage 07-Apr-2017 Rob Shakespeare	<p>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.</p> <p>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.</p> <p>Effect: Loss of or damage to heritage collection items; loss of equipment or personal belongings; reputational damage.</p>		2	<p>The current risk score remains Green. Keats House is open to the public with staff in attendance. The Security system has been replaced along with upgraded CCTV.</p> <p>We have now achieved the target score of Green 2 (rare/serious). We accept that we cannot eliminate the risk entirely, but we will work to maintain the lower risk score and will keep the situation under continual review.</p> <p>14 Nov 2024</p>		2	31-Mar-2025	
							Accept	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-KH 002a Security maintenance	Maintain effective processes and monitoring.	Keats House and City Surveyor's Department (CSD) maintain effective procedures and regular maintenance and monitoring of an effective security system in the Cyclical Works Programme (CWP).	Rob Shakespeare	14-Nov-2024	31-Mar-2025

