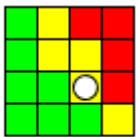
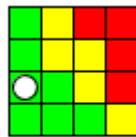



Keats House Risk Register

Generated on: 10 April 2025



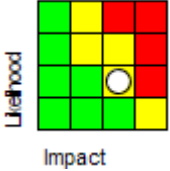
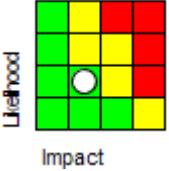
Rows are sorted by Risk Score

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 003 Insufficient maintenance 07-Apr-2017 Rob Shakespeare	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. 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).	 Likelihood Impact	8	Funding has been allocated in the 2024-27 Cyclical Works Programme (CWP) to address current and future maintenance needs. Full condition and Mechanical and Engineering (M&E) surveys for both Keats House and Ten Keats Grove have been completed and are now with City Surveyor's Department (CSD) to prioritise and cost recommended works. The current risk score has been maintained at Amber 8 pending the completion of the urgent recommended works. The target date has been extended accordingly. 10 Apr 2025	 Likelihood Impact	2	31-Mar-2026	
							Reduce	

Appendix 4

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. Priority projects have been budgeted for in the 2024-27 CWP Programme. Officers continue to work closely with CSD and their appointed contractors.	Rob Shakespe are	10-Apr-2025	31-Mar-2026

Appendix 4

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 006 Delivery of priority projects 27-Jul-2022 Rob Shakespeare	Cause: Lack of staff capacity and relationships to deliver priority projects beyond the scope of the Keats House team's expertise. Event: Priority projects unable to progress. Effect: Reduced outcomes for Keats House and the City of London.		8	Priority projects for 2024/25 were largely completed to schedule. Projects for 2025/26, including development of a longer-term Business Plan, are in progress. Current priorities include planning for 'Keats House 100', which will take place in May 2025, and the launch of the new Collections Management System. We aim to reduce the risk further once the new Business Plan is in place. The target date has been extended to the end of September to allow for this. 10 Apr 2025		4	30-Sep-2025	
							Reduce	

Action no, Title,	Action description	Latest Note			Action owner	Latest Note Date	Due Date
ENV-NE-KH 006d Strategic planning	Develop Keats House Activity Plan 2025/26 and longer-term Business Plan.	We aim to bring the Activity Plan and Business Plan to Committee for approval in summer 2025.			Rob Shakespeare	10-Apr-2025	30-Sep-2025

Appendix 4

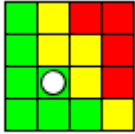
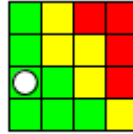
Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Flight path
ENV-NE-KH 001 Health and Safety 								

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-KH 001a Participation in Health and	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 Shakespe are	10-Apr-2025	30-Jun-2025

Appendix 4

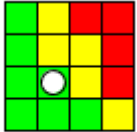
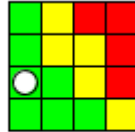

Safety meetings					
ENV-NE-KH 001c Fire alarm and security systems (maintenance)	Maintenance of fire and security alarm systems.	The Head of Heritage and Museums liaises with the City Surveyor's Department's (CSD) Project Team to ensure fire and security processes and systems are effectively maintained. This is an ongoing action.	Rob Shakespeare	10-Apr-2025	30-Jun-2025

Appendix 4

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 004 Loss of staff expertise 07-Apr-2017 Rob Shakespeare	Cause: Staff move on to new roles. Event: Difficulties in recruitment and new staff not experienced in collection; unable to offer positive visitor experience. Effect: Loss of expertise; recruitment and training costs; short-staffing leading to operational issues.	 Likelihood Impact	4	The new organisational structure has been implemented. Implementation of the Collections Management System is progressing and is now expected to be completed by autumn 2025. Once staff training and testing has been completed, the risk will reduce to the target score of Green (2). The target date has been extended to reflect this expected timeline. 10 Apr 2025	 Likelihood Impact	2	30-Sep-2025	
							Reduce	

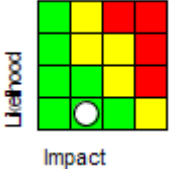
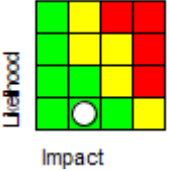

Action no, Title,	Action description	Latest Note			Action owner	Latest Note Date	Due Date
ENV-NE-KH 004a Staff training	All staff to be familiarised with the collection and database to ensure retention of collections-related knowledge.	Implementation of the Collections Management System is progressing and is now expected to be completed by autumn 2025.			Rob Shakespeare	10-Apr-2025	30-Sep-2025

Appendix 4

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 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 is now included in the development of a Culture Strategy for the City of London and is a priority for 2025/26. The target date of the risk has been extended to the end of 2025/26 accordingly. 10 Apr 2025	 Likelihood Impact	2	31-Mar-2026	
							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 longer-term Business Plan for Keats House.	Development and approval of a longer-term business plan is a priority for 2025/26 to support the Corporate Plan outcomes, Museum Accreditation and the future sustainability of the Keats House Charity.			Rob Shakespeare	10-Apr-2025	31-Mar-2026
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 during 2025/26 to support medium to long term audience development and income recovery.			Rob Shakespeare	10-Apr-2025	31-Mar-2026

Appendix 4

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 002 Theft or damage 07-Apr-2017 Rob Shakespeare	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. Effect: Loss of or damage to heritage collection items; loss of equipment or personal belongings; reputational damage.		2	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. 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. The target date shown is the date of the next risk review. 10 Apr 2025		2	30-Jun-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) ensure the maintenance and monitoring of an effective security system in the Cyclical Works Programme (CWP), and Keats House maintain effective processes.			Rob Shakespeare	10-Apr-2025	30-Jun-2025