

National Theatre – Front of House COVID-19 Risk Assessment – Visitors

What this risk assessment covers	
Overview	<p>This risk assessment covers the common risks, mitigating controls and impacts presented by COVID-19 to those working in Front of House roles and people visiting the building and/or attending performances in line with the current COVID guidelines (Nov 2021)</p> <p>Face coverings are mandatory throughout the building and this is enforced through signs and verbal communication with staff where possible. The only exceptions are for visitors who are exempt, visitors under 12 and when customers are eating/drinking. All staff will continue to wear face coverings while in public facing areas.</p> <p>During performance times (from 17:30 or 12:00 on matinee days) all staff working FOH will be required to have done a negative lateral flow test within the last 48 hours and all public aged 18+ entering the building will be required to show a covid pass (proof of full vaccination or negative test within the last 48hrs)</p> <p>Tables will be cleaned frequently throughout the day, and cleaning supplies made available to visitors who wish to clean their own table.</p> <p>The Ground Floor cloakroom will be opened during performances, and staff will be provided with gloves.</p> <p>Crowding is minimised by a queueing system for the cloakroom, an alternative furniture layout to allow more room for queues on bars and announcements to take seats if foyers are busy.</p> <p>Please do follow the guidance set out here until advised otherwise.</p>
Date and Version	05/01/22 – V2.0

Risk Assessment				
Type of Activity and (Related Hazards)	Who might be harmed by this hazard & how?	What is being done to control this?	Risk level once these controls are in place?	Who is responsible for these controls?
Area of Risk – Public Arrival to Site				
Large numbers of people arriving and entering FOH spaces	<p>ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.</p> <p>Spread of virus between public and staff due to crowding</p>	<ul style="list-style-type: none"> • Do not travel to the NT if you have COVID-19 symptoms or are self-isolating. Get a PCR test and follow the stay-at-home guidance. • The following entrances will be available for customers from 10:00am <ul style="list-style-type: none"> ○ Car park x2 ○ Sackler Pavilion x4 ○ Pigott Atrium x1 ○ Weston terrace x 2 (this will close after all evening performances have finished) • The following will be exit only: <ul style="list-style-type: none"> ○ Concert Pitch ○ BFI side Entrance • Advisory information given to public when they initially make their booking and in pre-show emails stating use of masks when inside the premises. Additional 	Low	FOH Managers/ Team/ Security

		<p>follow up emails sent to inform customers if significant changes to protocol made after booking.</p> <ul style="list-style-type: none"> • Bag check stations will be positioned at all entrances. Customers will be asked to open their bag for a visual inspection, but no direct contact will be made with any personal items. • At the entrance the following occurs: <ul style="list-style-type: none"> ○ Visitors will be advised of QR codes to allow gathering of information for NHS Test and Trace through the NHS COVID-19 app. Signage will be available to direct people to sign in. ○ Visitors will be asked to put on a face covering when entering, if not already wearing one, and informed that it must remain on other than when eating or drinking. ○ Face coverings will be provided to those who may need them. ○ Visitors who are exempt to wearing face coverings will be offered an exemption sticker to ensure they are not regularly asked throughout their visit. ○ Visitors who refuse to wear a face covering will not be admitted; if they are ticket holders an exchange or refund will be offered. ○ During performance times (from 17:30, or 12:00 on matinee days) all public aged 18+ entering the building will be required to show a covid pass (proof of full vaccination or negative test within the last 48hrs). Those who refuse will not be admitted and if a ticket holder they will be offered a refund or exchange. ○ Hand sanitiser will be made available. • Members of staff greeting public will wear face coverings. 		
Area of Risk – Pre-Show Use of Ground Floor, Foyer and Associated FOH Areas				
Large numbers of people entering and	ALL persons. Exposure to infected persons leading to	<ul style="list-style-type: none"> • FOH staff will greet members of the public at the Sackler Pavilion entrance. • During incomings, FOH staff will host members of the public on each level applicable to the theatre with a performance on and monitor overcrowding. 	Low	FOH Managers/ Team

<p>using FOH spaces.</p>	<p>development of the COVID-19 symptoms.</p> <p>Spread of virus between members of public, and between public and staff due to overcrowding</p>	<p>Customers not attending the performance will be encouraged to move to quieter areas of the building.</p> <ul style="list-style-type: none"> FOH staff will remind visitors to keep their face mask on, unless eating or drinking, and will have spare masks if necessary. FOH staff will also regularly monitor all areas, paying particular attention to areas and customers not within Food & Drink outlets. Furniture will be strategically placed not to interfere with potential queues at sales points. Music will be played in some Food & Drink outlets within foyer areas but will be kept to a low volume to reduce need for people to raise their voices when talking. Cloakroom facilities will only be provided on the ground floor during performance times, with a separate queueing area. Staff will be provided with gloves 		
<p>Preparation and distribution of drinks and food</p>	<p>ALL persons. Exposure to infected items leading to development of the COVID-19 symptoms.</p> <p>Spread of virus between members of public, and between public and staff.</p>	<ul style="list-style-type: none"> The public may remove face coverings in order to drink/eat. All FOH staff involved in food and drink preparation and distribution to maintain strict hygiene regime including regular hand washing. There is a separate risk assessment prepared by KEL covering all activities on bars/cafes. FOH staff will monitor areas for overcrowding and support KEL staff if required at busy times. 	<p>Low</p>	<p>FOH Managers/ Team</p>
<p>Use of public Toilet Facilities</p>	<p>ALL persons.</p>	<ul style="list-style-type: none"> Male, female and access toilets will be available on the Ground Floor during the day. Gender Neutral toilets will be available within Understudy (also on the Ground Floor) 	<p>Low</p>	<p>FOH Managers/ Team</p>

	<p>Exposure to infected persons or surfaces leading to development of the COVID-19 symptoms.</p> <p>Spread of virus between members of public, and between public and staff.</p>	<ul style="list-style-type: none"> • Toilets on upper floors will remain locked during the day due to reduced staffing levels and cleaning requirements; signage will be in place to direct visitors to the Ground Floor and FOH staff will reiterate in their interactions. • Toilets will be cleaned regularly throughout the day. • During performances each area of the auditorium will have its own compliment of toilets for audience members to use. • Toilets for audience members will open one hour prior to performances with male and female toilets available on all floors, access toilets available on ground floor for Dorfman and Lyttelton customers and Stalls level for Olivier customers. Gender neutral toilets will be available on level 2 for Lyttelton customers, ground floor for Dorfman customers and Olivier Café for Olivier customers. • These toilets will be included prior to opening, after the incoming and after the interval 		
Area of Risk – Access and Use of Auditorium				
<p>Large numbers of people entering and occupying auditorium</p>	<p>ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.</p> <p>Spread of virus between members of public, and</p>	<ul style="list-style-type: none"> • All auditoriums are out of bounds to visitors outside performance times and all doors will be blocked with signage in place. • FOH staff will remind audience members to wear a face covering as they enter the auditorium, except when eating/drinking. • Face coverings will be available at all auditorium doors for those who do not have one. • FOH staff will perform a check on face covering compliance prior to the performance commencing and at the interval. If necessary, they may follow up during the performance as well. • FOH signage will remind audience members that if they need to leave during the performance, re-admittance may not be allowed. 	<p>Low</p>	<p>FOH Managers/ Team</p>

	between public and staff.	<ul style="list-style-type: none"> • Latecomers will only be taken in at appropriate moments and will be briefed before entering of lower lighting levels, stairs and the potential need to move past those already seated. • If actors use front of house for entrance or exit both a member of FOH and a member of BOH will support this to ensure actors and audience do not coincide. 		
Access / Accessibility Related Issues	Customers/ Staff Exposure to infected persons or contaminated surfaces leading to development of the COVID-19 symptoms due to overcrowding in lifts	<ul style="list-style-type: none"> • Lifts are available for members of the public requiring step free access to the upper levels; step free access is possible to all areas apart from the Olivier Café. • T loop induction system is available at the Box office and Bookshop counters. • If Access equipment such as Sennheiser headphones or Smart caption glasses have been booked, visitors will be directed to our Access point to collect them. • The Access points in the Lyttelton and Dorfman will be based on the ground floor. The Access point in the Olivier will be based in the Stalls foyer area on the 2nd floor. The member of staff will remain behind the desk so that it acts as a physical barrier to ensure social distance is maintained with the audience member. • The member of staff will be provided with a clear face shield to wear if they need to remove their face mask to facilitate lip reading. • All equipment will be cleaned every afternoon and then again key touch points will be cleaned in front of the customer prior to receiving it. • The customers will be instructed on how to fit equipment but will not be physically assisted. • There is a separate Risk Assessment for Audio Described performances with Touch Tours 	Low	FOH Managers/ Team
Movement of people at close of performance	ALL persons. Exposure to infected persons	<ul style="list-style-type: none"> • At the end of the performance, audience will leave via all available exits including fresh air fire exits where possible. • No refreshments or loitering on the upper levels will be encouraged. 	Low	FOH Managers/ Team

	leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> • Audience members wanting to stay in the building will be directed to the ground floor, which will remain open until 23:00. 		
Area of Risk - General Hygiene				
Surfaces and Touch points	ALL persons. Exposure to contaminated surfaces leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> • General public areas will be subject to ongoing cleaning/sanitisation regime. • Cleaning regime for tables: <ul style="list-style-type: none"> ○ To be cleaned at least every two hours when the building is open ○ Cleaning supplies to be made available to the public should they wish to avail themselves. • Cleaning regime for toilets <ul style="list-style-type: none"> ○ Ground Floor toilets to be cleaned every two hours ○ During performance times toilet are cleaned prior to opening and during the performance • FOH staff will support with sanitising touch points such as lift controls, door handles and tables. • All FOH staff to maintain regular hand washing with soap and water in addition to any use of face covering. • Auditorium seating will be thoroughly sanitised using a fogging solution before every performance. 	Low	FOH Managers/ Team / Housekeeping
Use of face coverings	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> • FOH staff must wear face coverings to protect them as they will be encountering large numbers of people on a regular basis. • Visitors / audience members will be required to use face coverings and will be provided with them if they do not have a face covering with them. • FOH Staff are also able to wear gloves if required. 	Low	FOH Managers/ Team
Area of Risk – Emergency Provision				

Emergency Evacuation of public/ First Aid treatment	Public / First Aiders Exposure to infected persons leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> • In an emergency situation, it is not necessary to follow the COVID guidance if this would put people at risk. The NTs usual emergency procedures will be followed. • First Aiders should be aware of additional Covid health factors to be considered when administering First Aid. E.g. <ul style="list-style-type: none"> ○ Where feasible try to assist from a distance if individual is able to help themselves. ○ If close proximity is required, try to minimise the duration as much as possible. ○ In CPR situation use a defibrillator (if available) and/or use chest compressions. Do not attempt to provide rescue breath element of CPR unless you have access to an Ambu-Spur resuscitator and are trained in its use. • For further information please see document 'Additional First Aid Guidance – Covid-19' 	Low	FOH Managers/ Team
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Assessor			
Assessment completed by	Caroline Cutmore	Job Title	Head of Visitor Engagement & Operations
Date of Assessment	5 th January 2022		
Reviewer			
Review completed by	Alison Patrick	Job Title	Assistant Director Business Planning & Governance
Date of Review	5 th January 2022		

Senior Management Team authorisation statement & sign off

I confirm the content of this risk assessment is accurate and will ensure that any significant changes to the risks associated will be reviewed and recorded. I confirm that the assessor is competent to undertake a suitable and sufficient risk assessment for the National Theatre.			
Name	Matt Ripley	Date	05/01/22
Signature	Matt Ripley		


Risk Matrix – Guidance on evaluating risk levels

High severity	MOD	HIGH	HIGH
Moderate severity	MOD	MOD	HIGH
Low severity	LOW	LOW	MOD
	Low likelihood	Moderate likelihood	High likelihood

Low = Acceptable if monitored	Proceed and monitor existing controls to ensure effectiveness.
Tolerable if everything practicable has been done, and results are monitored	If there are any “easy wins” to improve safety further, you should apply them (see Choosing controls). If making the task any safer would involve disproportionate cost, time or effort you do not have to add further controls, but you should proceed with caution and monitor the situation.
High = Unacceptable	You must apply more controls to reduce the risk in the red region. Do not proceed until you have reduced the risk (see Choosing controls). if you can’t reduce the risk, seek guidance from the safety team. Cost, time and effort are not a reason for not doing something.

Additional guidance on evaluation levels

Severity		Likelihood	
low	minor burn, reflex action causing bruising – first aid, limited time off work	low	rare occurrence (less than a 1 in 50 chance)
moderate	deep burn, loss of consciousness, fractures – hospitalisation, rehabilitation	moderate	foreseeable occurrence (less than a 1 in 10 chance)
high	death or permanent disability	high	likely occurrence (less than a 1 in 4 chance)

Order of Control Measures	Most effective 	Eliminate	Do you need to do the hazardous activity at all? For example, instead of climbing a ladder to adjust a light, can the lighting be lowered to the stage level to be adjusted?
		Substitute	Can the same effect be achieved with something less risky? For example, using theatrical grit with a defined particle size instead of builders' sand.
		Reduce	Can you use less of something, or spend less time exposed? For example, use less of chemical when cleaning, reduce the speed of vehicles where there could be pedestrians.
		Isolate or Enclose	Can you contain the risk to the smallest possible area? Can you prevent contact with the hazard? E.g., bellows curtain for scissor lift, routes to prevent pedestrians and vehicles mixing.
		Other Engineering Controls	Do you need a means of controlling the hazard such as an emergency stop button, a light curtain or interlocks?
		Safe System of Work, training, communication and supervision	Do you have any written procedures (E.g., a method statement) which explains what needs to be done, step-by-step? E.g., use of safety information board and rules not to enter an area whilst deemed as construction Have people been trained in appropriate procedures?

Least effective	Personal Protective Equipment	If you have done everything reasonable in the categories above, is there any residual risk that needs to be controlled by wearing personal protective equipment, E.g., face coverings , earmuffs or plugs to reduce noise exposure, hard hats or toetectors to prevent impact injuries, high vis in areas where pedestrians and vehicles mix.
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