

National Theatre – Front of House COVID-19 Risk Assessment - Under Milk Wood

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. It also sets out the control measures to protect members of the public attending performances of ‘Under Milk Wood’ which are being staged in the Olivier auditorium in line with UK Gov approving Step 3 of its Covid roadmap:</p> <p>In line with current social distancing measures, total audience numbers for these performances will be approximately 50% of normal capacity for this venue.</p> <p>Please note that the measures set out are based on staff adhering to the 2m social distancing rule between themselves and members of the public wherever possible. The 2m rule will also be used for public queuing prior to building entry. Once inside the building the mandatory use of masks by the public will permit a 1m+ approach to be adopted between groups across foyer spaces and in the auditorium. Couples or groups of public attending site will each be treated as a separate Cohort.</p> <p>In order to define FOH as a Team, an operational and physical separation will be maintained between those working in FOH and BOH areas to prevent Covid - 19 cross contamination.</p> <p>It is expected that over time as restrictions may change and eventually ease, the hazards and mitigations set out here will also change and eventually reduce until more normal conditions can apply and our teams can be fully phased back into the workplace.</p> <p>Please do follow the guidance set out here until advised otherwise.</p>
Date and Version	07/06/21 – V1.0

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.</p>	<ul style="list-style-type: none"> • Members of the public should follow Government guidance around suitable methods of transport and social distancing when making their way to the theatre. • Advisory information given to public when they initially make their booking stating use of masks and to maintain 1m+ social distancing when inside the premises. • Public will be directed to form socially distanced queues outside the premises. Floor markings will be in place to facilitate this. • Building will open 50mins before start of performance to limit time on site. • Only pre-booked ticket holders will be allowed onto site. • 5 entrances will be available for customers: <ul style="list-style-type: none"> ○ 1 at car park for access customers only 18:50-19:00 ○ 2 at main entrance for Stalls, ○ 2 at Weston Terrace for Circle • Audience asked to arrive over four timeslots: <ul style="list-style-type: none"> ○ 18:40-18:50 ○ 18:50-19:00 ○ 19:00-19:10 ○ 19:10-19:20 	Low	FOH Managers/ Team/ Security

		<ul style="list-style-type: none"> • Public entry onto site will be regulated to maximum 45 persons being welcomed per entrance per 10 mins. • Entry at main entrance and Weston terrace will be split in two, using both sides of main glass doors then leading to two bag checks stations and two welcome areas. • Perspex screens will be in place around bag check desks. • Customers will be asked to open their bag for a visual inspection. No direct contact will be made with any personal items. • At the entrance the following occurs: <ul style="list-style-type: none"> ○ Booking information will be checked. ○ Visitors asked to confirm Health Declaration ○ NHS Test and Trace app information to be gathered. ○ Visitors to be reminded to wear a mask at all times other than when eating or drinking. ○ Masks to be provided to those who may need them. ○ Hand sanitiser to be made available. • Any persons arriving with large bags will be advised to store item at Waterloo property store. • Members of staff greeting public will wear face masks and maintain distance. 		
Area of Risk – Pre-Show Use of Foyer and Associated FOH Areas				
Movement of staff across site	ALL staff. Exposure to infected persons leading to spread of the COVID-19 virus.	<ul style="list-style-type: none"> • In order to reduce movement of staff across site and therefore potential spread of virus to and from areas being used by the public, a clear operational and physical boundary will be set up between those working FOH and BOH. Clear guidance has been provided around its operation. • FOH staff are defined as a Team and will maintain 2m distancing from each other wherever possible. They will wear a mask to mitigate the occasions when they will have to work at 1m + as well as reducing the duration of the activity. 	Low	All Staff

		<ul style="list-style-type: none"> FOH staff will not interact with members of other NT Teams unless the situation has been agreed and carefully managed. In support of this, provision will be made to have lockers, changing facilities and rest areas created in agreed locations across FOH to ensure separation between teams. 		
Large numbers of people entering and using FOH spaces.	<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 between public and staff.</p>	<ul style="list-style-type: none"> After entry checks, FOH staff will direct members of public to their designated seats in the auditorium. <ul style="list-style-type: none"> Audience using on-stage seating will use left hand stairs from ground level, collect pre-ordered drinks from House restaurant entrance and progress to the Wolfson Gallery. Audience seated in stalls will use the right-hand stairs from ground level and collect drinks outside auditorium. Audience seated in Circle will use left hand stairs from Weston terrace and collect pre-ordered drinks from pick-up point at Apex Windows. Lifts will be available to carry one ticketed group at a time. Wolfson gallery area will be cordoned off to create separate designated routes for different audience groups to use. No cloakroom facilities will be provided. No music will be played in foyer areas to reduce need for people to raise their voices when talking. 	Low	FOH Managers/ Team
Preparation and distribution of drinks and food	<p>ALL persons. Exposure to infected items leading to development of the COVID-19 symptoms.</p> <p>Spread of virus between members of</p>	<ul style="list-style-type: none"> No public bar will be in operation however refreshments may be pre-ordered when purchasing a ticket, and/or up till 3pm on the day of an evening show, or up till 11:00 for a matinee. All refreshments ordered will be provided in sealed cans/bags and given to customers at set collection point prior to entering the auditorium. The public will only be able to consume refreshments once they are seated in the auditorium; they may remove masks in order to drink/eat only. All FOH staff involved in food and drink preparation and distribution to maintain strict hygiene regime including regular hand washing. A separate Bar risk assessment has also been prepared covering these activities. 	Low	FOH Managers/ Team

	public, and between public and staff.			
Use of public Toilet Facilities	<p>ALL persons. 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"> • Each area of the auditorium will have its own compliment of toilets for audience members to use. • Signage on the toilets will indicate the maximum usage at any one time. • Queuing space is designated and signposted outside each facility and will be managed by FOH staff. • Toilets will be cleaned after audience enters auditorium. 	Low	FOH Managers/ Team
Area of Risk – Access and Use of Auditorium				
Large numbers of people entering and occupying auditorium	<p>ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.</p> <p>Spread of virus between members of</p>	<ul style="list-style-type: none"> • Audience members will take any pre-ordered drinks into the auditorium in the paper bag provided. No glass receptacles will be used. • FOH staff will remind the audience wherever possible to keep wearing their masks when not drinking. • FOH staff will generally remind people to keep their masks on and reiterate information around use of auditorium: <ul style="list-style-type: none"> ○ Please remain seated ○ Please keep use of restroom facilities to pre and post show wherever possible. ○ Raise hand if assistance is required 	Low	FOH Managers/ Team

	public, and between public and staff.	<ul style="list-style-type: none"> • Audience will be directed into their seats starting with those seated centrally in the row and working outwards. • Audience will need to sit in allocated seats to ensure effective distancing from other public cohorts. • Auditorium will operate One-way system with a member of FOH staff on each aisle. If allocated seating is on opposite end of a row, audience members will be taken down to front where they can move across and then up to their row. • Once seated if an audience member needs to leave their seat again, FOH staff will endeavour to facilitate their exit by ensuring other people seated in their path move out the way. • If an audience member has to leave during show re-admittance is not allowed. Latecomers will not be allowed to enter auditorium. 		
Movement of people at close of performance	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> • At the end of the performance, audience will leave via fresh air fire exits where possible. • Audience will be able to return to the foyers to use toilets but where possible toilets on exit routes will be encouraged to be used. • Foyers will be kept clear for access customers needing to use lifts. • No refreshments or loitering inside the building will be encouraged. 	Low	FOH Managers/ Team
Access / Accessibility Related Issues	Customers/ Staff Exposure to infected persons or contaminated surfaces leading to development of the COVID-19 symptoms	<ul style="list-style-type: none"> • 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 point in the Olivier will be based in the Olivier Box Office area on the 2nd floor. The member of staff will remain behind the desk with a physical barrier ensuring social distance is maintained with the audience member. • As there is only space for one household to be served at a time, there will be seating provided in Cathedral Windows for people to wait if someone else is already being served. • 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. 	Low	FOH Managers/ Team

		<ul style="list-style-type: none"> • 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 will be 3 wheelchair spaces available in the Central Stalls. Companions from the same support bubble will be seated close by as required. • Lifts are available for members of the public requiring step free access to the rear of the Central Stalls and Circle; step free access is not possible to the raised Stalls or Onstage seating. • For members of the public unable to negotiate all the steps in the auditorium one-way route, FOH staff will provide a shorter alternative where possible. • There is a separate Risk Assessment for Audio Described performances with Touch Tours 		
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 toilets <ul style="list-style-type: none"> ○ To be cleaned prior to opening ○ To be cleaned during performance • Any FOH staff not required inside auditorium will sanitise touch points such as lift controls and door handles during performance. • Auditorium seating will be thoroughly sanitised using a fogging solution before every performance. • All FOH staff to maintain regular hand washing with soap and water in addition to any use of face covering. 	Low	FOH Managers/ Team
Use of face coverings	ALL persons. Exposure to infected persons leading to development of	<ul style="list-style-type: none"> • FOH staff must wear face masks to protect them as they will be encountering large numbers of people on a regular basis. • Audience members will be reminded to use masks and will be provided with them if they do not have a mask with them. 	Low	FOH Managers/ Team

	the COVID-19 symptoms.	<ul style="list-style-type: none"> FOH Staff are also able to wear gloves if required. 		
Area of Risk – Emergency Provision				
Emergency Evacuation of public/ First Aid treatment	<p>Public / First Aiders</p> <p>Exposure to infected persons leading to development of the COVID-19 symptoms.</p>	<ul style="list-style-type: none"> All fire detection systems will be well maintained and in good working order. Established methods for alerting FOH teams to potential emergency situations such as lamp and buzzers will be in place. In the event of an evacuation audiences will be advised to keep their masks on and to leave via nearest available exits. Those with mobility issues will be assisted out via the most appropriate route. If required, First Aid support will be available from trained FOH managers and team members. 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

Assessor			
Assessment completed by	Caroline Cutmore	Job Title	Head of Visitor Engagement & Operations

Date of Assessment	7 th June 2021		
Reviewer			
Review completed by	Lisa Jonas	Job Title	Assistant Director Business Planning & Governance
Date of Review	8 th June 2021		

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	Sarah Fellingham-Adkin	Date	10/6/21
Signature	Sarah Fellingham-Adkin		

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	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?
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	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?
	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 masks, ear muffs or plugs to reduce noise exposure, hard hats or toetectors to prevent impact injuries, high-vis in areas where pedestrians and vehicles mix.