

**National Theatre – Front of House COVID-19 Risk Assessment – Dick Whittington**

**What this risk assessment covers**

**Overview**

This risk assessment covers the common risks, mitigating controls and impacts presented by COVID-19 to those working at or attending performances.  
It also sets out the control measures to protect members of the public attending performances of **'Dick Whittington** which are being staged in the Olivier auditorium in line with UK Gov approving Stage 4 of its Covid strategy for performing arts:

**Stage One** – Rehearsals and training (no audiences, and performers must practice social distancing)

**Stage Two** – Performances for broadcast and live streaming (with on-stage social distancing)

**Stage Three** – Performances outdoors with an audience plus pilots for indoor performances with a limited audience

**Stage Four – Performances allowed indoors/outdoors (but with a limited distanced audience and capacity)**

**Stage Five** – Performances allowed indoors/outdoors (with a fuller audience indoors)

In line with current Tier 2 restrictions the total audience numbers for these performances will not exceed 50% of auditorium capacity and will be significantly less than 1000 people.

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.

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.

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.

Please do follow the guidance set out here until advised otherwise.

<b>Date and Version</b>	7/12/20 V1.0
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<b>Risk Assessment</b>				
<b>Type of Activity and (Related Hazards)</b>	<b>Who might be harmed by this hazard &amp; how?</b>	<b>What is being done to control this?</b>	<b>Risk level once these controls are in place?</b>	<b>Who is responsible for these controls?</b>
<b>Area of Risk – Public Arrival to Site</b>				
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"> <li>Members of the public should follow Government guidance around suitable methods of transport and social distancing when making their way to the theatre.</li> <li>Audience members should not travel if they believe they or anyone in their ticketed group is showing symptoms of COVID-19.</li> <li>Only those from the same household may attend the theatre as a ticketed group /bubble.</li> <li>Those audience members who are under Tier 3 restrictions at the time of a performance should not travel to the theatre.</li> <li>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.</li> <li>Public will be directed to form socially distanced queues outside the premises. Floor markings will be in place to facilitate this.</li> <li>Audience members time on site will be kept to the minimum before start of performance.</li> </ul>	Low	FOH Managers/ Team/ Security

- Only pre-booked ticket holders will be allowed onto site.
- 5 entrances will be available for customers:
  - 1 at car park for access customers only.
  - 2 at main entrance for Stalls,
  - 1 at Weston Terrace for Circle
- Audience asked to arrive over four timeslots:
  - 6.10-6.20 / 12.10-12.20
  - 6.20-6.30 / 12.20-12.30
  - 6.30-6.40 / 12.30-12.40
  - 6.40-6.50 / 12.40-12.50
- Public entry onto site will be regulated to maximum 50 persons (up to 25 groups) being welcomed per entrance per 10 mins.
- Entry at main entrance 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:
  - Booking information will be checked.
  - NHS Test and Trace app information to be gathered.
  - Visitors to be reminded to wear a mask at all times other than when drinking in the auditorium .
  - Masks to be provided to those who may need them.
  - Hand sanitiser to be made available.
  - Visitors asked to confirm Health Declaration
  - Visitors asked to confirm one household/support bubble
- 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**

<p>Movement of staff across site</p>	<p>ALL staff. Exposure to infected persons leading to spread of the COVID-19 virus.</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• FOH staff are defined as a Team and will maintain 2m distancing from each other wherever possible.</li> <li>• FOH staff will wear a mask at all times to mitigate the occasions when they will have to work at 1m + as well as reducing the duration of the activity.</li> <li>• Some FOH staff who will regularly need to work with others at 1m+ distances will need to operate as part of a Cohort.</li> <li>• FOH staff will not interact with members of other NT Teams unless the situation has been agreed and carefully managed.</li> <li>•</li> </ul>	<p>Low</p>	<p>All Staff</p>
<p>Large numbers of people entering FOH spaces.</p>	<p>ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.  Spread of virus between members of public, and between public and staff.</p>	<ul style="list-style-type: none"> <li>• After entry checks, FOH staff will direct members of public to their designated auditorium entry points. <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Audience seated in stalls will use the right hand stairs from ground level and collect drinks outside auditorium.</li> <li>○ Audience seated in Circle will use left hand stairs from Weston terrace and collect pre-ordered drinks from pick-up point at Apex Windows.</li> </ul> </li> <li>• Lifts will be available to carry one ticketed group at a time.</li> <li>• Wolfson gallery area will be cordoned off to create separate designated routes for different audience groups to use.</li> <li>• No cloakroom facilities will be provided.</li> <li>• No music will be played in foyer areas to reduce need for people to raise their voices when talking.</li> </ul>	<p>Low</p>	<p>FOH Managers/ Team</p>
<p>Preparation and distribution of</p>	<p>ALL persons. Exposure to</p>	<ul style="list-style-type: none"> <li>• No public bar will be in operation however refreshments may be pre-ordered when purchasing a ticket.</li> </ul>	<p>Low</p>	<p>FOH Managers/</p>

drinks	<p>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"> <li>• Due to COVID – 19 restrictions food and drink items, including customers own food and drink and that pre-ordered and supplied by the National Theatre, may only be consumed at customers’ seat in the auditorium.</li> <li>• Any pre-show drinks ordered will be prepared by FOH staff and made available to collect enroute to the auditorium</li> <li>• All FOH staff involved in food and drink preparation and distribution to maintain strict hygiene regime by washing hands with soap and water regularly such as: <ul style="list-style-type: none"> <li>○ Before and after handling food stuffs.</li> <li>○ Before handling drinks containers, glasses or other items to be used by customers.</li> <li>○ After handling dirty or used items, such as collecting used plates and glasses from customer tables.</li> <li>○ After touching high contact surfaces such as door handles or light switches.</li> </ul> </li> <li>• A separate Bar risk assessment has also been prepared covering these activities.</li> </ul>		Team
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"> <li>• Each area of the auditorium will have its own compliment of toilets for audience members to use.</li> <li>• Signage on the toilets will indicate the maximum usage at any one time.</li> <li>• Queuing space is designated and signposted outside each facility and will be managed by FOH staff.</li> <li>• Toilets will be cleaned after audience enters auditorium.</li> </ul>	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 public, and between public and staff.</p>	<ul style="list-style-type: none"> <li>• Audience members will take any pre-ordered drinks into the auditorium in the plastic bag provided and will be asked not to consume any alcoholic drinks until 30 mins before the start of the performance.</li> <li>• FOH staff will remind the audience wherever possible to keep wearing their masks when not drinking.</li> <li>• FOH staff will generally remind people to keep their masks on and reiterate information around use of auditorium:               <ul style="list-style-type: none"> <li>○ Please remain seated</li> <li>○ Please keep use of restroom facilities to pre and post show wherever possible.</li> <li>○ Raise hand if assistance is required</li> </ul> </li> <li>• Audience will be directed into their respective rows starting with those seated centrally in the row and working outwards.</li> <li>• Audience will need to sit in allocated seats to ensure effective distancing from other public bubbles.</li> <li>• Auditorium will operate a 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.</li> <li>• Once seated if an audience member needs to leave their seat again before the start of the performance, FOH staff will endeavour to facilitate this.</li> <li>• If an audience member has to leave the auditorium during the first half of the performance, re-admittance may not be allowed until the interval depending on their location. If an audience member has to leave the auditorium during the second half they may not be able to return to the performance. Any customer able to return to their seat will be guided by a member of staff.</li> <li>• Latecomers may not be allowed to enter the auditorium once the performance</li> </ul>	Low	FOH Managers/ Team

		<p>has begun.</p> <ul style="list-style-type: none"> <li>• 11 x FOH staff will be permanently stationed in the auditorium to oversee and assist the audience.</li> </ul>		
<b>Area of risk – Performance Interval</b>				
<p>Large numbers of people moving in, out and around 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 between public and staff.</p>	<ul style="list-style-type: none"> <li>• There will be one 30 min interval during Dick Whittington</li> <li>• Audience members will initially be asked to remain in their seats.</li> <li>• FOH staff will then bring in pre-ordered interval drinks and leave them at accessible locations.</li> <li>• Once FOH have completed supply of drinks, audience members will be invited to leave their seats and if required leave the auditorium following the one-way system.</li> <li>• Toilet queues will be managed by FOH staff. Where queues build up around the auditorium, members of the public will be asked to use alternative locations. <ul style="list-style-type: none"> <li>○ Audience from Stalls may also use Lyttelton lounge WC's</li> <li>○ Audience from Stage seating may also use House WC's</li> <li>○ Audience from Circle may also use Olivier café WC's</li> </ul> </li> </ul>	<p>Low</p>	<p>FOH Managers/ Team</p>
<b>Area of Risk – Close of Performance</b>				
<p>Movement of people at close of performance</p>	<p>ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.</p>	<ul style="list-style-type: none"> <li>• At the end of the performance, audience will leave via fresh air fire exits where possible.</li> <li>• 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.</li> <li>• Foyers will be kept clear for access customers needing to use lifts.</li> <li>• No refreshments or loitering inside the building will be encouraged.</li> </ul>	<p>Low</p>	<p>FOH Managers/ Team</p>

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"> <li>• The entrance from the car park is the designated accessible route into the building.</li> <li>• If Sennheiser headphones have been booked, they will be made available during entry to the auditorium.</li> <li>• There will be 3 wheelchair spaces available in the Olivier Stalls. Companions from the same support bubble will be seated close by as required.</li> <li>• For members of the public unable to negotiate all the steps in the auditorium one way routes, FOH staff can assist in providing a shorter alternative.</li> <li>• Transparent masks will be worn by staff whenever possible to assist with lip reading.</li> <li>• Where transparent masks are not available, and if the situation allows, FOH staff will step back to 2m distance and lower their mask briefly to help with verbal communication.</li> </ul>	Low	FOH Managers/ Team
<b>Area of Risk - General Hygiene</b>				
Surfaces and Touch points	ALL persons. Exposure to contaminated surfaces leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> <li>• General public areas will be subject to ongoing cleaning/sanitisation regime.</li> <li>• Tables and chairs in waiting areas will be cleaned before public arrival.</li> <li>• Cleaning regime for toilets               <ul style="list-style-type: none"> <li>○ To be cleaned prior to opening</li> <li>○ To be cleaned during performance</li> </ul> </li> <li>• Any FOH staff not required inside auditorium will sanitise touch points such as lift controls and door handles during performance.</li> <li>• Auditorium seating will be thoroughly sanitised using a fogging solution before every performance.</li> <li>• Any Sennheisers used will be thoroughly sanitised and made ready for next performance.</li> <li>• All FOH staff to maintain regular hand washing with soap and water in addition to any use of face covering.</li> </ul>	Low	FOH Managers/ Team
Use of face	ALL persons.	<ul style="list-style-type: none"> <li>• FOH staff must wear face masks to protect them as they will be encountering</li> </ul>	Low	FOH



coverings	Exposure to infected persons leading to development of the COVID-19 symptoms.	<p>large numbers of people on a regular basis.</p> <ul style="list-style-type: none"> <li>• Adult members of the audience will be reminded to use masks, and will be provided with them if they do not have a mask with them.</li> <li>• FOH Staff are also able to wear gloves if required.</li> </ul>		Managers/ Team
<b>Area of Risk – Emergency Provision</b>				
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"> <li>• All fire detection systems will be well maintained and in good working order.</li> <li>• Established methods for alerting FOH teams to potential emergency situations such as lamp and buzzers will be in place.</li> <li>• In the event of an evacuation audiences will be advised to keep their masks on and to leave via exits leading to fresh air. Those with mobility issues will be assisted out via the most appropriate route.</li> <li>• If required First Aid support will be available from trained FOH managers and team members.</li> <li>• 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"> <li>○ Where feasible try to assist from a distance if individual is able to help themselves.</li> <li>○ If close proximity is required try to minimise the duration as much as possible.</li> <li>○ 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.</li> </ul> </li> <li>• For further information please see document 'Additional First Aid Guidance – Covid-19'</li> </ul>	Low	FOH Managers/ Team

<b>Assessor</b>			
<b>Assessment completed by</b>	Nick Sainton-Clark	<b>Role</b>	Acting Head of Safety
<b>Date of Assessment</b>	7 <sup>th</sup> Dec 2020		
<b>Reviewer</b>			
<b>Review completed by</b>	Lisa Jonas	<b>Role</b>	Assistant Director Business Planning & Governance
<b>Date of Review</b>	10 <sup>th</sup> December 2020		

<b>Senior Management Team authorisation statement &amp; sign off</b>			
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.			
<b>Name</b>	Sarah Fellingham-Adkin	<b>Date</b>	10/12/20
<b>Signature</b>	Sarah Fellingham-Adkin		


**Risk Matrix – Guidance on evaluating risk levels**

<b>High severity</b>	MOD	HIGH	HIGH
<b>Moderate severity</b>	MOD	MOD	HIGH
<b>Low severity</b>	LOW	LOW	MOD
	<b>Low likelihood</b>	<b>Moderate likelihood</b>	<b>High likelihood</b>

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

<b>Order of Control Measures</b>	<p><b>Most effective</b></p>  <p><b>Least effective</b></p>	<b>Eliminate</b>	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?
		<b>Substitute</b>	Can the same effect can be achieved with something less risky? For example, using theatrical grit with a defined particle size instead of builders' sand.
		<b>Reduce</b>	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.
		<b>Isolate or Enclose</b>	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.
		<b>Other Engineering Controls</b>	Do you need a means of controlling the hazard such as an emergency stop button, a light curtain or interlocks?
		<b>Safe System of Work, training, communication and supervision</b>	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?
		<b>Personal Protective Equipment</b>	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.