

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

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 ‘Paradise’ which are being staged in the Dorfman auditorium in line with UK Gov approving Step 4 of its Covid roadmap:</p> <p style="color: red;">This risk assessment comes into effect on Wednesday 4 August and version 1 should be referred to prior to that date.</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 encouraged for public queuing prior to entering the building. Once inside the building the use of masks by the public will be strongly recommended both via signage and verbally by staff, and 1m+ social distancing will be encouraged in foyer spaces. Inside the auditorium social distancing will not be used but masks will be encouraged and air flow is sufficient to mitigate risk. The maximum capacity will also be 277, far fewer than the usual maximum capacity of the venue, 400+.</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	04/08/21 – 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.</p>	<ul style="list-style-type: none"> • Members of the public should follow Government guidance around social distancing when making their way to the theatre. • Advisory information is given to public when they initially make their booking stating use of masks 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 50 minutes 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"> • 19:10-19:20 • 19:20-19:30 • 19:30-19:40 • 19:40-19:50 • Customers will queue outside with public entry onto site regulated to reduce bottle necks both at entrances and inside the building. • 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. 	Low	FOH Managers/ Team/ Security

		<ul style="list-style-type: none"> • 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 will be encouraged via pre-visit emails and onsite signage to use the NHS Test and Trace app or provide information manually. • 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. • 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. 	Low	All Staff

<p>Large numbers of people entering and using FOH spaces.</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"> • After entry checks, members of public will be able to go directly to their designated seats in the auditorium if they wish. • If customers wish to use the toilets or purchase a drink, they will be able to, with queues in place for both the bar and toilets. • If foyers become busy, customers will be encouraged to move to the auditorium to reduce congestion. • Customers sitting in different areas will be directed around the building via different routes to reduce congestion: <ul style="list-style-type: none"> ○ Audience using on-stage seating will use left hand stairs from ground level and use bar and toilets in the Wolfson Gallery. ○ Audience seated in stalls will use the right-hand stairs from ground level and use bar and toilets on Stalls level. ○ Audience seated in Circle will use left hand stairs from Weston terrace and use bar and toilets on Circle level plus have access to Olivier Café toilets for overflow. • Signage will remain to encourage only one ticketed group at a time. • No cloakroom facilities will be provided. • No tables will be provided on main foyer floors and all seating will be cleaned pre-show. • Tables on Olivier Café and Ground Floor will not be encouraged to be used but will be available; they will be cleaned pre-show and further cleaning wipes will be provided for customers to use during incoming if they prefer. • No music will be played in foyer areas to reduce need for people to raise their voices when talking. 	<p>Low</p>	<p>FOH Managers/ Team</p>
<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>	<ul style="list-style-type: none"> • Bars will be open on Wolfson, Stalls and Circle level; queues will be in place to reduce the risk of crowding. • Customers will still be encouraged via pre-visit emails to pre-order drinks (up to 11am for matinees and 3pm for evening performances) and separate collection areas will be set up on each level to further reduce crowding. • The Olivier Café area and Ground Floor will be available as overflow areas should foyers feel too busy. 	<p>Low</p>	<p>FOH Managers/ Team</p>

	Spread of virus between members of public, and between public and staff.	<ul style="list-style-type: none"> • All refreshments will be provided in sealed cans/bags. • 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. 		
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"> • All cubicles, sinks and hand dryers will be available for use. • Signage on the entrance doors and throughout will remind customers to keep their face masks on and maintain social distancing throughout. • Queuing space is designated and signposted outside each facility. • Toilets will be cleaned prior to opening and after audience enters auditorium. 	Low	FOH Managers/ Team
Area of Risk – Access and Use of Auditorium				
Large numbers of people entering and occupying auditorium	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> • Audience members will be permitted to take their drinks, which will be in plastic cups or cans, into the auditorium. • FOH staff will remind the audience wherever possible to keep wearing their masks when not drinking. • If an audience member has to leave during show re-admittance may not be allowed depending on where they are seated. 	Low	FOH Managers/ Team

	Spread of virus between members of public, and between public and staff.	<ul style="list-style-type: none"> • Latecomers may also not be allowed to enter auditorium if their seat requires moving past the actors. • Air flow and CO2 levels are monitored daily by Facilities team to ensure that ventilation is working and CO2 concentrations below 800ppm (typically 10-15 l/s/person) are maintained. 		
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 be able to leave via both foyer and fresh air fire exits to reduce congestion. • Audience will be able to use toilets and there will be a queue provision in place to facilitate this. • 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. • 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. 	Low	FOH Managers/ Team

		<ul style="list-style-type: none"> • 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 the COVID-19 symptoms.	<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. • FOH Staff are also able to wear gloves if required. 	Low	FOH Managers/ Team
Area of Risk – Emergency Provision				

<p>Emergency Evacuation of public/ First Aid treatment</p>	<p>Public / First Aiders 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. • A new fresh air exit has been created for the onstage, stage right seats to replace the usual route which is now covered by the set. Additional signage has been added for this and the Evacuation Plan has been updated. • Although now officially at full capacity, the onstage seating has been capped to ensure the number of people is suitable for the fire exits provided. • Staircase 16 has been re-introduced as an exit and the removal of barriers and has been added to the Duty Manager procedure. • 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' 	<p>Low</p>	<p>FOH Managers/ Team</p>
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Assessor

Assessment completed by	Caroline Cutmore	Job Title	Head of Visitor Engagement & Operations
Date of Assessment	4 th August 2021		
Reviewer			
Review completed by	Alison Patrick	Job Title	Head of Safety
Date of Review	04/08/2021		

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	Matt Ripley	Date	04/08/2021
Signature	Matt Ripley		

Risk Matrix – Guidance on evaluating risk levels


High severity	MOD	HIGH	HIGH
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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