

National Theatre – Front of House COVID-19 Risk Assessment – Dorfman: Rockets and Blue Lights

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 ‘Rockets and Blue Lights’ 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 Thursday 26 August..</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 356, 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	26/08/21 – V1.0 (applicable from 26/08/21)

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"> • 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 60 minutes before start of performance to limit time on site. • Only pre-booked ticket holders will be allowed onto site. • The Dorfman has one main entrance into the ground floor foyer. • Audience asked to arrive over three timeslots: <ul style="list-style-type: none"> ○ 45 minutes before ○ At least 30 minutes before ○ At least 15 minutes • Customers will queue outside with public entry onto site regulated to reduce bottle necks both at entrances and inside the building. • 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. 	Low	FOH Managers/ Team/ Security

		<ul style="list-style-type: none"> ○ 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
Large numbers of people entering and using FOH spaces.	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.	<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. ● For those who prefer not to go straight to their seats, the Cottesloe Room is available as an overflow foyer space. ● 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. 	Low	FOH Managers/ Team

	<p>Spread of virus between members of public, and between public and staff.</p>	<ul style="list-style-type: none"> • If foyers become busy, customers will be encouraged to move to the auditorium to reduce congestion. • There will be a limited number of seats provided in the Cottesloe Room for those who need to sit front of house. • No cloakroom facilities will be provided. • Programmes will be available from staff in the foyers near the auditorium doors as well as at bars and ice cream sale points so that customers can purchase easily without queuing twice. 		
<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 bar will be in operation; a queue will be in place to reduce the risks of crowding. • Pre-orders will be encouraged via pre-visit email and interval orders will be taken pre-show, both to reduce the risk of queues at the bar. • All refreshments will be provided in sealed cans/bags. • To ensure there is not overcrowding in the foyer/bar area, there will be additional foyer space available for customers (Cottesloe Room) plus the auditorium will be open from the start. There will also be a maximum 356 customers instead of the usual 400+ customers. • All FOH staff involved in food and drink preparation and distribution to maintain strict hygiene regime by washing hands with soap and water regularly. • A separate Bar risk assessment has also been prepared covering these activities • At the interval, ice cream sales will take place in the Cottesloe Room in order to distance those using the bar and those wishing to purchase an ice cream. • A second ice cream sales point will also be set up in the upper foyer so customers in the Gallery do not have to come downstairs to purchase one. • Ice creams will also be available behind the bar so that customers purchasing drinks do not have to queue twice. 	<p>Low</p>	<p>FOH Managers/ Team</p>

		<ul style="list-style-type: none"> All bar staff and ice cream sales staff will be positioned behind a counter or table to ensure they are distanced from customers and face masks will be worn at all times. 		
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	<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 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; this is particularly likely for customers seated in the Pit who share entrances with actors. Latecomers may also not be allowed to enter auditorium if their seat requires moving past the actors. 	Low	FOH Managers/ Team

	<p>public, and between public and staff.</p>	<ul style="list-style-type: none"> • The design of the Rockets and Blue Lights set means that some seats are accessed via walking over part of the stage. All stage areas have been clearly marked with clear edges on raised areas and audience members will be given clear advice by front of house staff as to where they should and should not walk. • A member of staff will speak to the front row of the central Pit seats just prior to the show commencing and ask them to use the staircase they entered by should they need to leave mid performance rather than going down and across the stage. • A member of staff will speak to the customers in the stage left Pit seats just prior to the show commencing and explain that if they need to leave mid performance to be aware of actors using the ramp they entered via, plus highlighting the trap door in the ramp. The trap door will only be used if the DSM is certain no audience are moving. • A member of staff will speak to the customers in the rear, stage right Pit seats as they arrive and highlight the slight step over the stage ramp needed to access their seats. • A member of staff will speak to the customers in the other stage right Pit seats just prior to the show commencing and explain that if they need to leave mid show they should exit from the right end of the row, the same end they entered by, so as to avoid crossing the ramp leading to the stage. • A member of staff will sit in on both sides of the Pit to assist any customers needing to leave mid-performance. They will also remain in the Pit during the interval to ensure customers do not go on the stage. These staff will be responsible for opening curtains at the interval and end of show to facilitate easy exiting, as well as in an emergency. • A member of staff will be responsible for ensuring a barrier is across the top of the spiral staircase pre-show, interval and end of show to ensure customers do not attempt to go down it and will remove it at the start of each act to allow actors' access. 		
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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 the foyers, but will be encouraged not to dwell and to maintain socially distancing. • Audience will be able to use toilets and there will be a queue provision in place to facilitate this. Anyone waiting for someone using the toilets will be asked to wait outside. • 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 Dorfman will be based in the foyer. 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 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 2 wheelchair spaces available in the Circle. Companions from the same support bubble will be seated close by as required. 	Low	FOH Managers/ Team

		<ul style="list-style-type: none"> • A lift is available for those in the Gallery who require minimal steps (there are no step free access seats in the Gallery); only one household at a time will be encouraged to use it. • 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. • Any access equipment used will be thoroughly sanitised and made ready for next 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. All staff have undertaken training and practised this scenario in advance. • All staff with fire evacuation responsibilities will carry torches as an additional safety measure for the brief blackouts during the performance. Signage outside the auditorium will warn customers that the performance includes total blackouts. • Blackouts will be no longer than 8 seconds long and the system is designed to immediately reinstate all fire exit signs in the event of an emergency. • Those requiring access support will be assisted out via the most appropriate route. All wheelchair spaces and step-free seats within the auditorium have level access out of the building via the foyers. There is also a fire rated lift available to assist those in the Gallery, though it should be noted that all seats in the Gallery require some ability to do steps to access them. • If the foyer is not safe to use for evacuation, evac chairs are available to assist those who need step-free access and trained staff are available to support this. • 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. 	<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	26 th August 2021		
Reviewer			
Review completed by	Alison Patrick	Job Title	Head of Safety
Date of Review	26/08/21		

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	26/08/21
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.
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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.

Least effective	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.