



COVID-19 Risk Assessment – Customers/Audiences

Organisation name: **The Blake Theatre**

Risk Assessment V2

Assessment carried out by: **FW - Theatre Manager Fiona Wilton / Bursar Tessa Norgrove**

Date assessment was carried out: **September 2021, reviewed November 2021**

Date of next review: **January 2022 (or as directed by changes in law)**

The Blake Theatre Commitment

We want our customers to enjoy our events, reassured that measures are in place to help protect the whole community: our audiences, their families and friends, our staff and our performers. Please follow the guidance in this Risk Assessment until you are informed otherwise.

Risk Heading		What is being done to control the risks?	What further action do you need to take to control the risks?	Who is responsible for carrying out these measures?	Probability (a)	Impact (b)	Risk Rating	
							Score (a x b ²)	Level
Prevention of Infection when enquiring or purchasing tickets. Customers and staff		<ol style="list-style-type: none"> 1. Communication about shows is currently chiefly digital (social media, website etc) 2. Customers are encouraged via social media and website to telephone or email for advice on content of 	<ol style="list-style-type: none"> 1. Leaflet distribution/making flyers available for customers to take will commence once the Box Office has reopened to the public. Signage to include "please 	Box Office staff	2	2	8	Low

		<p>shows, seating questions etc.</p> <ol style="list-style-type: none"> 3. when Box Office reopens covid screen in place and customers and staff to wear masks 4. Customers are encouraged to enquire/buy tickets online or by telephone 5. if purchased in person only cashless payments to be accepted 	<p>take a leaflet if you touch it”</p> <ol style="list-style-type: none"> 2. Customers/distribution list will be emailed with further advice on visiting/buying tickets with a focus on reassurance and encouraging compliance with Welsh Government rules 3. Posters and graphics from businesswales.gov.wales have been downloaded/printed for prominent display in communicating key messages to customers/potential customers (e.g. mask wearing, NHS QR code, handwashing etc) 					
			<ol style="list-style-type: none"> 4. Installation of a PDQ so staff do not need to touch it to input 5. Contact details must be taken for all customers. For track & Trace reasons 6. Hand sanitiser at point of sale 	Box Office Staff Customers				

			7. Offer customers emailed tickets or sanitize our hands before handing over in-house printed tickets					
		Communicating with VIP ticket holders is done via email. Going forward VIP ticket holders will be issued with an additional large ticket via post – to prevent queuing and interaction at Box Office. VIP ticket holders will need to retain their printed ticket and large card ticket or show their electronic ticket for access to the VIP area.	None	Box Office				
Prevention of infection on arrival and whilst in attendance for a show		<ol style="list-style-type: none"> 1. Communicate to all visitors that Welsh Government rules are that if they are not double vaccinated, they must provide evidence of negative lateral flow test in the 48 hours before they attend the Blake Theatre 2. Front of House staff may ask to see Covid PASS or evidence of a negative LFT within the past 48 hours 3. Communicate that no one should come to the Blake if they have symptoms or have tested positive in the last 10 days 4. All visitors requested to wear masks at all times 	<ol style="list-style-type: none"> 1. Pre-show email/social media communication to ticket holders about what they can expect when they visit, with an emphasis on adhering to rules and guidelines in order to keep everyone safe 2. Foyer signage via the scrolling TV images will inform and encourage customers to avoid gathering in large groups 	<p>Front of House Staff and Bar Staff</p> <p>Customers</p> <p>Theatre Management</p>	3	3	27	Medium

		<p>except when eating or drinking</p> <ol style="list-style-type: none"> 5. All visitors asked to enter the auditorium as soon as possible on arrival. The auditorium will open 45 minutes before a performance whenever possible 6. Visitors to be encouraged to use the outside terrace to reduce numbers in the foyer 7. Foyer double doors will be kept open to allow ingress of fresh air. Air purifiers are in operation 8. Covid screens at the bar 9. Customers must book interval drinks before the show begins to avoid congestion at the bar in the interval 10. Individual drinks to be provided if possible 11. Ticket checking/scanning will be done visually or hands free, staff will be advised not to touch tickets 12. Per-show tannoy / TV announcements in the foyer / auditorium will include public information including mask wearing reminders 13. Bar menu will be displayed prominently behind the screens to 	<ol style="list-style-type: none"> 3. Ongoing monitoring and critical evaluation of events to improve process and customer experience 					
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		<p>prevent multiple handling of card menus</p> <p>14. Only contactless payments will be allowed</p> <p>15. Bar staff will sanitise surfaces before and after each interval</p> <p>16. All drinks will be served in single use compostable cups/glasses</p> <p><u>Intervals</u></p> <p>1. An interval one-way system will be encouraged to prevent too much passing. Exit from the auditorium will be via the right-hand side (car park side) doors, through the corridor, into the foyer, past the accessible toilet, right into the WJ link corridor and back into the auditorium via the left-hand side door (school side)</p> <p>2. An outdoor area on the terrace on the main entrance will be available for fresh air and to enjoy refreshments. (No smoking please). This will include two tables</p> <p><u>Toilets</u></p> <p>1. Doors to toilet areas will be propped open to avoid repeated touch points</p>		<p>Theatre Management / Theatre Technician FOH / Bar staff Customers MSB Maintenance</p>				
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		<p>and crowding and to ventilate</p> <ol style="list-style-type: none"> 2. Queuing for toilets will be managed by signage 3. Handwashing signage will be used extensively <p><u>Ventilation / Air control</u></p> <ol style="list-style-type: none"> 1. We have two Professional Air Purifying filtration machines in the auditorium which have been endorsed by Public Health Wales 2. Mask wearing will be required inside the auditorium by both customers and staff 3. Distance from the stage performers to seating is more than 2mtr. <p><u>Seating</u></p> <ol style="list-style-type: none"> 1. We are not required to provide socially distanced seating on Alert Level 0. However, where possible for shows that are not sold out, we will encourage customers to spread out, we will also offer a re-seating option by customer request, agreement with staff and in good time before the start of the performance <p><u>Communication</u></p> <ol style="list-style-type: none"> 1. Audiences will be advised of the need to keep face 		<p>Theatre Management FOH / Bar Staff Technician Customers Performers</p>				
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		<p>coverings on throughout the performance via our tannoy system</p> <p>2. At the start of the interval audiences will be advised of their options for refreshments, including a reminder that refreshments can be consumed outside and back in their seats</p> <p><u>Q&A Sessions / Book signings</u></p> <p>1. Roving microphone will be sanitised between customers, masks to be kept on</p> <p>2. Book signings – customers will need to be socially distanced at 2mtr from the performer, wearing masks and not directly touching the performer</p>	<p>Member of staff to wear gloves</p> <ul style="list-style-type: none"> • Marks on floor • Provide portable Perspex screen • No close photographs allowed 	<p>Member of staff passing microphone</p> <p>Member of staff supervising</p>				
Protection / duty of care performers		<p>All dressing room to be cleaned / fogged before and after use</p> <p>It is the performers / troupe responsibility to have their own risk assessment in place</p>		Housekeeping team	2	3	18	Medium

<p>Emergency evacuation and first aid</p>	<p>Customers and staff. Large numbers of people entering and occupying the foyer / auditorium.</p> <p>Potential exposure / transmission of Covid 19 to and from customers and staff.</p> <p>Public / First Aiders exposure to infected persons leading to development of the Covid 19 symptoms</p>	<ol style="list-style-type: none"> 1. All fire detection systems are well maintained and in good working order 2. In the event of an evacuation audiences will be advised to keep their masks on to leave via nearest available exits 3. If required, First Aid support will be available from trained staff 4. First Aiders are aware of additional Covid health factors to be considered when administering first aid, eg 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>Additional and ongoing training, feedback and critical evaluation of incidents / near miss incidents should they occur</p>		2	3	18	<p>Medium</p>
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Post-show audience normal evacuation		<ol style="list-style-type: none">Exit doors will be opened and include the fire escape door opposite auditorium entrance, fire escape door along auditorium corridor, WJ link door via foyer and foyer doors. This is an increase of three additional routes for customers and also allows further ingress of fresh airCustomers will be encouraged to disperse in a timely fashion	Communication with customers via social media, website and email – particularly with existing customers who may be used to previous protocols	Theatre Management FOH Staff					
General Risk Hygiene	Customers and staff. Transmission via touchable points	<ol style="list-style-type: none">General public areas will be subject to ongoing cleaning / sanitisation regimeCleaning regime for toilets – to be cleaned prior to opening and during performancesAny FOH staff not required inside auditorium will sanitise touch points such as door handles during performanceAuditorium seating sanitised using a fogging solution before and after every performanceAny technical equipment (such as microphones that the audience may come into contact with) will be thoroughly sanitised and made ready for next performance	Ongoing evaluation and feedback from staff about supporting measures	Housekeeping staff Theatre staff Theatre Technician	1	3	9	Low	

		6. All staff to maintain regular hand washing with soap and water in addition to wearing face coverings		All staff					
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