

FRONT OF HOUSE - SCHOOLS PANTOMIME VISITS

Task / activity or premises assessed: Yvonne Arnaud Theatre Front of House Schools Pantomime Visit Risk Assessment
Location: Yvonne Arnaud Theatre
Name of assessor: Dave Palmer
Date of assessment: 1 May 2016
Review Date(s): 1 May 2017

HAZARD/RISK	PERSONS AT RISK			EXISTING CONTROLS	FURTHER CONTROLS REQUIRED
	Resident Staff	Casual Staff	Visitors / Public		
TRAFFIC NEAR THEATRE Risk of fall/slip or accident getting to the theatre			X	School Booking Organiser advised when booking that Minibuses or Coaches are able to drop off children outside theatre but then need to park elsewhere. The nearest car park is situated 100 yards south of the Theatre on the A281 (Horsham Road). Parking is £1.20 an hour during the day and £1 per evening visit (6pm – 10pm). Coach parking facilities are available at: Bedford Road (2 bays) - 50p/hr 8.30am to 6pm Guildford Park (3 bays) - £2 8am to 6pm, £2 6pm to 8am Monday to Saturday Artington Park and Ride (2 bays) – Free Monday to Saturday	

HAZARD/RISK	PERSONS AT RISK			EXISTING CONTROLS	FURTHER CONTROLS REQUIRED
	Resident Staff	Casual Staff	Visitors / Public		
ARRIVING LATE FOR PERFORMANCE Risk of harassed / upset patrons			X	Groups advised to arrive at theatre in good time for start of show. Performance start times advised to organisers.	
STAIRCASE TO UPPER FOYER AND AUDITORIUM (STALLS) Risk of fall and slips	X	X	X	Handrails on staircase to aid climbing. Daily cleaning of all backstage, front of house and auditorium areas - any issues reported to Operations Manager for correction. Lighting above staircase to illuminate walkway. First aid kits and ice-packs on premises to deal with injuries. First Aid qualified staff throughout building to provide assistance if required. List of first aid staff around the building so all staff can be aware of who is first aid trained. Accident report forms logged centrally. Disabled access entrance to auditorium stalls from street level for patrons with mobility difficulties.	

HAZARD/RISK	PERSONS AT RISK			EXISTING CONTROLS	FURTHER CONTROLS REQUIRED
	Resident Staff	Casual Staff	Visitors / Public		
AUDITORIUM DOORS CHAINED Doors not checked and unchained before audience admitted, restricting the number of escape routes	X	X	X	Housekeepers unchain all internal doors each morning. House Manager checks all exits as part of their daily duties before each show.	
AUDITORIUM (STALLS) STAIRWAYS Stairs of varying width, no hand rails.	X	X	X	Stair depth kept low and treads improve visibility. All FOH staff trained to recognise and assist less able patrons. House lights provide good visibility of stairs. Disabled entrance and booking policy ensure same level seats are available to those who require assistance.	Handrail installation not viable due to restricting vision. Installation of new auditorium chairs with higher backrests to act as handrail support summer 2016. Installation of new carpet in auditorium summer 2016.
AUDITORIUM (CIRCLE) STAIRWAYS Steep steps, intermittent handrails. Low banister at front of circle.	X	X	X	All FOH staff trained to recognise and assist less able patrons. House lights provide good visibility of stairs.	Installation of new auditorium chairs with higher backrests to act as handrail support summer 2016. Installation of new carpet in auditorium summer 2016.

LACK OF SEATING IN FOYER SPACES Limited number of seating in foyer areas available for public to use prior to auditorium opening	X	X	X	School Booking Organiser advised when placing booking that main foyers only offer limited amount of seating and to time arrival of their party to approx 30 mins prior to the start of the performance to avoid lengthy waiting time (especially important for those with mobility issues) Duty Manager to open house 30 mins prior to the start of the performance	
FIRE OR SUSPECT PACKAGE IN BUILDING	X	X	X	Staff (FOH, backstage and Stage Door) fully trained in evacuation procedures and undertake regular fire drills. Front of house team trained to manage the smooth exit from the building, using all available exits. Staff trained to take charge of an evacuation situation and be vocal directing customers away from any bottle necks. Evacuation chair available for patrons / staff with mobility issues or in a wheelchair who are in Circle area. Staff trained in use of evacuation chair. Staff ask patrons if they are willing to use the evacuation chair and to liaise with companion/s regarding transfer of patrons from wheelchairs into the chair where applicable. If a member of staff is uncomfortable in using the chair then they are told not to attempt using the chair.	Manual Handling training required for FOH staff

				<p>Fire extinguishers provided in key locations in building.</p> <p>Klaxons sound to alert staff and patrons of need to evacuate building.</p>	
<p>FIRE ESCAPE ROUTES BLOCKED Risk of escape routes being used for storage.</p>	X	X	X	<p>All staff trained to clear obstructions to fire exits on discovery.</p> <p>House Manager checks all fire exits and stairways for obstructions and trip hazards before each performance as part of their duties.</p>	Advise H & S Training to be completed for each new member of staff as induction.
<p>LOW LEVEL LIGHTING IN AUDITORIUM DURING A PERFORMANCE Risk of fall due to low level lighting</p>	X	X	X	<p>All FOH staff provided with torches to assist patrons into auditorium at suitable points once a production has commenced.</p> <p>Technical Manager and Chief Electrician ensure house lighting kept at least at minimum required lux levels.</p>	
<p>FALLS OR OTHER INJURIES Trips or falls due to bad housekeeping, damaged floors, stairs or doors</p>	X	X	X	<p>Daily cleaning of all backstage, front of house and auditorium areas – any issues reported to Operations Manager for correction.</p> <p>FOH staff to inform Stage Door and House Manager if any defects or issues are identified.</p> <p>First aid kits and ice-packs on premises to deal with injuries.</p> <p>First Aid qualified staff throughout building to provide assistance if required. List of first aid staff around the building so all staff can be aware of who is first aid trained.</p>	

				Accident report forms logged centrally.	
FALLING OBJECTS FROM CIRCLE LEVEL TO AUDITORIUM BELOW Objects falling from Circle level of auditorium onto patrons below	X	X	X	<p>Staff trained to ask patrons to keep any items including coats off Circle ledge to stop possibility of items falling down.</p> <p>Staff sat in auditorium during performance to watch over the audience.</p> <p>Staff trained to ensure patrons remain in their seats during a performance.</p> <p>Drinks taken into auditorium are requested to be in plastic cups to minimise risk of heavy falling items.</p> <p>First aid kits and ice-packs on premises to deal with injuries.</p> <p>First Aid qualified staff throughout building to provide assistance if required.</p> <p>List of first aid staff around the building so all staff can be aware of who is first aid trained.</p> <p>Front row ledge of circle has railings to minimise risk of objects falling.</p>	

PATRONS ON STAGE Children going up on stage during pantomime and risk of falling.			X	Steps provided from auditorium up to stage. FOH staff trained to escort children onto and down from stage and back to their seats. FOH staff trained to liaise with staff teachers as to most appropriate children to go up on stage. FOH staff trained to stop members of public taking photography inside auditorium whilst children on stage to comply with child protection policies.	
PATRONS LOST IN BUILDING Children / pupils getting lost in the theatre building	X	X	X	Signage in place on all levels of theatre, over doors, and in strategic places. Staff on duty to direct patrons around the building. Back of house area secure, and cannot be accessed by the public.	School staff to remain with their pupils at all times. School staff to keep a register of pupils
LOUD NOISE IN AUDITORIUM	X	X	X	Patrons advised by box office of any loud special effects in performance when booking tickets. Relevant signage provided in foyer areas to alert public to any loud noise in auditorium. Staff briefed prior to show by House Manager to inform customers of any special effects/loud noises in productions	
DISTRESSED PATRONS Children / pupils in distress having got lost or lost their parents / teachers / guardians	X	X	X	Staff trained to reassure lost children and follow correct procedures in event of lost children.	No FOH staff to be left alone with a pupil.

				<p>FOH public announcement system available to make announcements that children / pupils have been found unaccompanied and for parent / teacher / guardian to report to House Manager to collect child.</p> <p>Staff trained to follow Child Protection Policy procedures.</p>	School staff to remain with their pupils at all times.
VOMIT & OTHER BODILY FLUIDS Children vomiting in the building / auditorium	X	X	X	<p>Daily cleaning of all backstage, front of house and auditorium areas.</p> <p>Sick bags and bowls for patrons to use who feel unwell.</p>	
FIRST AID BOXES Low stock levels of first aid equipment.	X	X	X	<p>Appointed first-aid member of staff appointed to regularly check first aid provisions and re-order where necessary.</p> <p>First aid provisions checked quarterly and records kept.</p>	
MOBILITY ACCESS REQUIREMENTS TO AUDITORIUM Reduced access to building due to mobility problems.	X	X	X	<p>School Booking Organiser advised when booking to inform Yvonne Arnaud Theatre staff of any customers with walking difficulties.</p> <p>Box Office staff to advise on most appropriate/best seats for those with mobility/access requirements.</p>	
CHILDREN VIEWING INAPPROPRIATE PRODUCTIONS School bringing children to see inappropriate productions.			X	<p>General Manager, Technical Manager and Operations Manager to obtain relevant information for forthcoming productions as far in advance as possible.</p>	

				<p>Schools advised by box office of any special effects / age guidance for performance when booking tickets.</p> <p>Relevant signage provided in foyer areas to alert public to any special effects in auditorium.</p> <p>Yvonne Arnaud Theatre brochure and website to provide detailed information of forthcoming productions and age guidance where possible.</p>	
INJURY FROM MERCHANDISE Accident / injury caused from pantomime merchandise purchased from Yvonne Arnaud Theatre.	X	X	X	<p>All merchandise sold by the Yvonne Arnaud Theatre during pantomime have the CE mark and comply fully with the requirements and standards of the relevant European health, safety and environmental protection legislation.</p> <p>Merchandise staff trained to show customers in correct use of merchandise products and to exchange any faulty items for fully working products.</p> <p>Merchandise staff to inform House Manager if any particular product is resulting in injuries – product to removed from stock and merchandise suppliers informed.</p>	
RIVERSIDE LOCATION The Theatre Garden edges onto The River Wey	X	X	X	<p>Chain and pole fencing in place. Good shrub coverage blocking a wide area of riverside. Additional bamboo fencing and danger signs in place.</p>	
HOT WATER IN TOILETS Hot water taps run to hot within 30 seconds.	X	X	X	<p>Warning signs in place to advise of hot water.</p>	<p>Advise possible lowering of temperature on next maintenance visit.</p>

CONCRETE STEPS FROM BALCONY Risk of slips, trips and falls. Open steps leading to garden area.	X	X	X	Highly visible white painted edging. Hand rails either side of steps to aid descent down steps.	Possible addition of a 'slippery when wet' sign to aid information to patrons.
LIFT BREAKDOWN Risk of lift breaking down whilst staff / patrons occupying it.	X	X	X	Lift contractors service lift regularly. 24hr emergency cover available for any emergency situation. Emergency breakdown number readily available FOH and at Stage Door. Evacuation Chair available to assist patrons with mobility issues down the stairs if stuck on Circle level with no lift access. Key staff trained in safe release of trapped lift passengers to comply with British Standard Code of Practice 7255-2001 (Safe Working on Lifts)	