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| **Theatre / Cinema Facilities COVID-19 Secure Plan** |

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| **Activity/Risk Assessment Title: Theatre/Cinema COVID-19**  **Manager/Assessor Name:** Philip Bayfield  **Consulted:** James Heron, Oliver Clark, Neil Gromett, Philippa Smith | **Assessment Date:** 28th October 2020  **Review Date: bi-**Weekly |
| **Activity Description:**  This risk assessment outlines the identified risks and mitigation controls associated to COVID-19 for our Theatre & Cinema including the Guildhall of St George.  The specific areas covered at each site include:   |  |  |  | | --- | --- | --- | | **ALIVE CORN EXCHANGE THEATRE** | **ALIVE CORN EXCHANGE CINEMA** | **GUILDHALL** | | Bar | Kiosk | Foyer | | Foyer | Foyer | Box Office | | Box Office | Screen 1 | Auditorium | | Auditorium | Screen 2 | Back of House | | Back of House | Toilets | Stage | | Stage |  | Toilets | | Office & Staff room |  |  | | Toilets |  |  | |  |  |  |   Who this assessment covers:   * Customers * Staff * Contractors * Clubs * Hirers/Users.   In the production of this risk assessment the following guidance has been used:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **TITLE** | **SOURCE** | **FOCUS AREA** | **VERSION** | **DATE** | **GOVERNMENT APPROVED** | | Government COVID-19 Secure | <https://www.gov.uk/coronavirus> | Home of government COVID-19 advice |  |  | ✓ | | Government Staying alert and safe (social distancing) guidance | <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july> | Social distancing |  | 17/07/2020 | ✓ | | Government Face mask / Face covering Guidance | <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own> | Indoor theatre/cinema |  | 08/08/2020 | ✓ | | Guidance for the public on the phased return of indoor Theatre performances | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts> | Indoor Theatre performances |  | 28/10//2020 | ✓ | | Working safely during coronavirus (COVID-19) – restaurants, pubs, bars and takeaway services | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery> | Café and Bar provision |  | 06/10/2020 | ✓ | | Borough Council of Kings Lynn and West Norfolk Health and Safety Advisors |  | General Health and Safety |  | July 2020 |  | | Resus Council – CPR Guidance | <https://www.resus.org.uk/covid-19-resources> | First Aid - CPR |  | 28/04/2020 |  | | UK Cinema Association – COVID-19 Guidance | <https://www.cinemauk.org.uk/wp-content/uploads/2020/10/CINEMAS-keeping-workers-and-customers-safe-during-COVID-19-OCTOBER-2020-V2.8v.pdf> | Cinema screening guidance |  | 28/10/2020 | ✓ | | Right Directions COVID-19 Fit for Business | <https://rightdirections.co.uk/fit-for-business/> | Operations and Training |  | July 2020 |  | |  |  |  |  |  |  |   In association with this risk assessment Alive West Norfolk have also produced:   * Site Specific Risk Assessments * Site Specific Safe Systems of Work * Cleaning, Maintenance and Contamination Procedure | |

| **All hazards identified are associate to the spread of Coronavirus COVID-19 within Alive West Norfolk Theatres/Cinemas and the well-being of those within the facilities.** | | | |
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| **Ref** | **Hazard** | **Mitigation Controls Agreed** | **Action Implementation Date** |
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| 1 | Attending facilities with COVID-19 symptoms causing COVID-19 to be passed on to others | **Travelling to and from facilities**   * Customers will be encouraged to travel independently to facilities and avoid public transport where possible. * Customers and staff must wear face masks if travelling through crowded areas.   **Presenting with COVID-19 symptoms**   * Anyone attending presenting with symptoms of COVID-19 will be sent home. Symptoms include:   + New continuous cough.   + High temperature.   + A loss or change to senses of taste or smell. * Anyone unable to go home will be taken to a containment area by staff wearing full PPE and parents/guardians contacted to immediately collect. All areas the customer has come in contact with will be immediately deep cleaned by staff wearing PPE. * Staff will be advised to self-isolate and arrange a COVID-19 test by contacting Personnel Services or NHS Covid testing. * An incident form should be completed and contamination plan outlined in cleaning procedure implemented and NHS Test and Trace check list located in contamination plan used to gather information.   **NHS Test and Trace**   * We will collect all personal data of customers and contractors who use our facilities, adding them to our Box Office system. * Customers who refuse to provide their details will not be admitted to the sites. * We will aid the NHS Test and Trace programme by identifying others who may have come in contact with those highlighted to us through the Test and Trace programme. If contacted by Test and Trace the contamination plan checklist should be used to ascertain as much information as possible. * Any visitors to sites for meetings, etc must be signed in on the visitors log in the Green Room * NHS trace & Track app is available and up in the venue. | 1st September 2020 |
| 2 | First Aid Emergency – Close contact with others increasing risk of COVID-19 spreading | * First Aiders to wash hands/sanitise before and after treatment. * First Aiders to wear disposable gloves as a minimum for all first aid treatments. * Encourage self-treatment where possible. * Where close contact first aid is required, first aider to wear Covid PPE. * First Aiders to adhere to revised CPR protocols issues by the Resus Council. * PPE and soiled dressings to be disposed of in biohazard bins. | 1st September 2020 |
| 3 | Emergency Evacuation – Close contact with others increasing the risk of COVID-19 | * Normal Emergency Action Plans (EAP) to be adhered to. * EAP Overrides building movement plans and social distancing processes. * Social distancing will be encouraged where possible particularly at assembly areas. | 1st September 2020 |
| 4 | Overcrowding resulting in close contact with others and increasing the likelihood of COVID-19 spreading. | **SOCIAL DISTANCING MEASURES**   * We will comply with social distancing government guidance at all time. Currently this is a 2m distance where possible and where not possible it will be 1m + mitigation. 100 max for shows. 50% capacity for cinema. * We will provide clear and consistent signage across our theatre encouraging social distancing. This will include COVID safe practices including the wearing of masks.in all public areas. Customers may remove masks when seated in auditoria. * Customer will be encouraged where possible to park cars in car parks allowing for social distancing. Where this is not possible social distancing should be maintained between people taking turns to enter and exit their vehicles. * Queues for theatre/cinema will be clearly marked out where people should stand in queues and reception areas. * Sneeze screens will be used in reception areas and sales areas where high customer interaction takes place. * For events customers will be seated at tables at a maximum of 6. Tables will be 2m apart. Customers will be encouraged to have facemasks on around the building but they can be removed once seated and eating/drinking * Alcohol/soft drink will be served at tables by Staff. Customers will complete a form to order drinks which will be passed to Staff. Payment can be by Cash or preferred Contactless. * Staff who are mobile and have high customer interaction such as Duty Managers will be issued PPE, masks or face shield * Security will be on duty for Comedy & proposed Football matches. * Ticketing will be managed by The Corn Exchange, however KL Town Football club will be managing tickets Live football. * Signage has been used to encourage social distancing in toilets. * Office space Admin x 3, Marketing x 2, FOH Manager x1 Tech x2 Box office x2 all 2m distance. * Lifts will be restricted to one person to maintain social distancing. * Contractor work will only take place in customer areas in operational hours if social distancing can be maintained. * Staff will have shift start and end times and breaks staggered where possible. * Hand shaking, high fives or any form of physical contact, singing, shouting must be avoided where possible and social distancing maintained. | 1st September 2020 |
| 5 | Poor hygiene and cleanliness resulting in increased likelihood of COVID-19 spreading. | **Cleaning**   * COVID-19 Controls for Cleaning and Facility Management procedure will be implemented. * Increased frequency of cleaning will be undertaken. * Twice daily cleaning of high touch points e.g. door handles, reception * PPE to be worn for cleaning and emptying of bins/waste removal. Masks, face shields, disposable gloves and aprons to be used where appropriate. * Contamination plan located in cleaning procedure outlines cleaning and PPE requirements.. * Staff will be trained in the new cleaning procedures. * Tables to be wiped down and cleaned after customers leave.   **Sanitisation**   * Hand washing facilities available and regularly stocked. * Hand sanitiser available to use on entry in Foyer, Green room & staff entrances. * Hand sanitiser issued to relevant staff as part of individual risk assessments. * Staff will sanitise workstations before and after use using the sanitising spray and paper towel provided. This will include desk, computer, phone and any equipment/stationary they have used. | 1st September 2020 |
| 6 | Cross Contamination of COVID-19 | **Lost Property**   * Staff should wear PPE (gloves, mask) when handling lost property.. * Valuable items will be double bagged and placed in safe. * Other items will be double bagged and secured. * Items other than valuables will not be accessed for 72 hours to reduce the risk of COVID-19 transfer. * Staff handling lost property to sanitise hands immediately after touching.   **Door Handles**   * Door to remain open where safe to do so. * Doors to have sensor operated mechanical opening and closing mechanisms where appropriate to reduce the need to touch. * Door guards or similar magnetic door holders linked to fire alarms to be used where appropriate.   **Hot Desks**   * Hot desking should be avoided where possible. * All staff members should sanitise the station they are working from before and after use with the sanitising spray and paper towel provided. | 1st September 2020 |
| 7 | Staff unaware of new process and/or not embedding new processes. | **Staff Training**   * StaffHub will be introduced to log staff understanding of new procedures. * Contracted staff will undertake the Right Directions COVID-19 training modules. * All Staff will undertake the COVID internal update training. * All staff will be trained in the communications provided to customers. * All Staff will undertake return to work training/induction. * Department/role specific training will be provided where needed. * Staff will be trained in site specific risk assessments and safe systems of work.   **Staff Behaviour**   * Once trained, staff not adhering to the new procedures and putting others at risk will be disciplined in line with the AWN/BCKLWN disciplinary procedure. | 1st September 2020 |
| 8 | Customers/Contractors/Deliveries not aware of new processes or not adhering to new processes. | **Customers**   * Website will be populated with COVID-19 Restart After Lockdown Customer Guidance detailing what we are doing to keep customers safe, what is open and when and activity specific guidance which customers will need to follow. * Social Media channels will direct people to the website for full details in addition to regular key points broadcasting across social channels. * Staff member will act as designated meet and greet to provide queue management and basic information around registration, where to go, sanitising and social distancing.   **Contractors**   * Contractors will be required to have COVID-19 working safely as part of their method statements and risk assessments. * Alive West Norfolk staff should assess if social distancing and hygiene are appropriate in line with government guidance. * Contractors will be briefed on site COVID-19 guidance including site travel flows, maintaining social distance from others and washing facilities/sanitising stations.   **Deliveries**   * We will order in bulk to reduce the number of deliveries. * Signing should be contactless. * Person handling receiving delivery should wear gloves and wash hands thorough once package has been sanitised. * Delivery person should be briefed on movements and asked to remain 2m from other facility users if they are to enter the buildings for any reason. | 1st September 2020 |
| 9 | Building Management failures resulting in increased likelihood of COVID-19 spreading. | **Water**   * Legionella flushing regimen maintained during closure. * Temperature checks maintained during closure. * System cleaned, disinfected and re-commissioned by competent person. * If hot water does not work, it will be difficult to for facility users to maintain hygiene. Hand sanitisers should be made available until resolved. * If hand washing facilities or hand sanitiser is not available facilities will need to close until resolved.   **Washing Facilities**   * Washing facilities will be checked frequently in line with the enhanced cleaning and inspection regimen and consumables topped up more frequently. * If hand dryers are out of order for any reason, paper towel will be provided. * BOH toilets one in/out with vacant occupied slider   **Air Handling**   * Air handling units will utilise fresh air. * Windows to be open in areas where there is not air handling.   **Building Management**   * All building management tasks and checks to be completed in line with Normal Operating Procedure (NOP) and problems recorded and rectified through Opportunities For Improvement (OFI) process. * All urgent concerns to be notified immediately to Duty Person and Management. * All building and equipment maintenance to be conducted in line with Plan Preventative Maintenance (PPM) schedules and problems recorded and rectified through OFI process.   **Statutory Inspections**   * To be maintained within schedule, to include where relevant:   + Fixed electrical   + Fire alarm   + Emergency lighting   + Passenger lift   + Pressure vessels   + Fire extinguishers   + Gas boilers   + Kitchen canopy   + Lightning protection * All to have pre-opening checks to ensure safety and operating optimally. | 1st April 2020 |
| 10 | Reduced staffing due to isolation, illness or absence resulting in theatre being unable to open. | * Each site to have a skeleton staffing plan identifying minimum staffing levels for each area/site. * Current staff lists should be available to contact staff for shift cover. StaffHub coms can also be used to contact staff groups * Staff will be informed as part of their return to work induction that they may need to be utilised in other areas to support the organisation operations. * Staff may be redeployed across sites to support organisation operations as needed. * If there is insufficient staff or insufficient trained staff to operate areas, Duty people should be in communication with Managers and close areas until staffing levels are restored. Site closures should be discussed with the Managing Director where possible. In the Managing Directors absence this should be discussed with the Corn Exchange Manager, Head of Culture. | 1st September 2020 |
| 11 | Anxious and/or irate users due to new processes or poor adherence of processes by others | **STAFF**   * Return to work meetings and individual risk assessments to be completed for all staff. * Compulsory staff training in new COVID processes. * Occupational health services available to staff where required. * All concerns/comments/opportunities for improvement to be raised with line managers. * Regular employee welfare chats will be undertaken by managers. * Welfare support services available through Personnel Services. * Staff training available in dealing with violence and aggression and escalation processes in sites overseen by Managers and Duty People.   **CUSTOMERS**   * Advance warning of operational changes for customers. * Website with all key changes affecting facility customers. * Social Media bulletins of key changes. * Staff to challenge customers not adhering to new procedures in a friendly and professional manner and repeat offenders reported to managers/duty people who can action sanctions which may include stopping the customer using facilities.   **CONTRACTORS**   * Will be informed prior to visiting about the need to include COVID-19 Secure working practices as part of their method statements and risk assessments. * Will be briefed on key site COVID-19 process for moving around sites. * Contractors to complete work outside of operating hours where possible. | 1st September 2020 |
| 12 | Lack of knowledge or out of date knowledge results in the latest guidance not being embedded. | * Corn Exchange Manager will check for guidance updates bi-weekly and disseminate updates to management team. * This Risk Assessment will be updated weekly identifying the current versions of guidance being used and changes/additions in control measures being implemented. | 1st September 2020 |

**APPROVAL**

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| **Managing Director:** Neil Gromett  **Managing Director signature:**    **Date:** 20th October 2020 |