Risk Assessment

Task Description	Audience Members and Visiting Groups (Playhouse)
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Risk Factor Matrix — Consequences

Likelihood	Trivial	Minor	Moderate	Major	Severe
Rare	1	2	3	4	5
Unlikely	2	4	6	8	10
Possible	3	6	9	12	15
Likely	4	8	12	16	20
Near Certain	5	10	15	20	25

Hazard	People Affected (Enter an X)				Uncontrolled Risk				Controlled Risk			
	Staff	Touring Staff	Contractors	Public	Type of Harm	Severity 1-5	Likelihood 1-5	Risk Factor 1-25	Control Measures	Severity 1-5	Likelihood 1-5	Risk Factor 1-25
Unfamiliarity with evacuation routes in event of emergency.				x	Panic / stress / unable to evacuate safely	4	2	8	FOH staff briefed on location of school groups. Clear evacuation procedure and staff on hand for evacuations. Clear emergency signage . Adequate Adult Supervision provided by Visiting Group	4	1	4
Reaction to strobing lights in show				x	Fitting / Epileptic Reaction	4	2	8	Warning signs in foyer and audit doors.	4	1	4
Slips/trips due to uneven floor surfaces/coverings or on stairs				x	Bruises, concussion	3	2	6	Monitoring and reporting by FOH staff to maintenance staff.	3	1	3
Slips/trips due to wet floor surfaces				x	Bruises, concussion	3	2	6	All staff briefed to take immediate corrective action, drying area and positioning hazard signs	3	1	3
Slips/trips on approach routes due to adverse weather conditions				x	Bruises, concussion	3	2	6	Supplies of salt in bin, applied by maintenance and front of house staff	3	1	3
Trip in auditorium in low light conditions.				x	Sprain, Strain, Bruising, Cuts, Fracture	3	2	6	Stewards with torches briefed to be attentive to public movement.	3	1	3
Trapping fingers in tip-up seats				x	Sprain, Strain, Bruising, Cuts, Fracture	3	2	6	Stewards to check seats to ensure correctly functioning and highlight any in need of repair. Stewards on duty to assist the public during performances. Visiting Group leaders to remain vigilant and attentive to behaviour and manage group behaviours.	3	1	3
Crossing the road/Arriving and departing on coaches				x	Sprain, Strain, Bruising, Cuts, Fracture, Death	5	2	10	Coaches to drop off and pick up in designated areas. Visiting Group to implement their own road safety procedures and follow these. NT staff available to guide.	5	1	5
Standing / dancing during the performance				x	Sprain, Strain, Bruising, Cuts, Fracture	3	2	6	Customers encouraged to remain seated during the show. Stewards vigilant to the movement of customers and provide light with their torches should people be moving.	3	1	3
Antisocial or aggressive behaviour from other audience members	x			x	Personal injury, emotional distress	4	3	12	All staff and volunteers briefed to assess behaviour of patrons and highlight concerns early. Bar staff follow licensing laws to decline service to intoxicated guests. Visitor Services team trained in de-escalation procedures and empowered to eject patrons should poor behaviour necessitate removal.	3	2	6

Audience members on stage during show				x	Fall from edge of stage/ Trip on steps / Trips on scenery or equipment / Collision with obstacles or scenery	3	3	9	White tape line to be adhered running along the front edge of the stage and steps. Stewards briefed to escort up and down steps. Adequate lighting focussed on steps and scenery. Trailing cables to be secured flat and taped down or covered.	3	2	6
Hot drinks inside auditorium	x			x	Burns, scalds	3	2	6	Hot drinks only served in containers with well-fitting lids.	3	1	3
Auditorium seats breaking	x			x	Strains, bruising	3	2	6	Checks by stewards prior to each performance. Staff briefed to report maintenance points immediately. Regular auditorium checks by VS management.	3	1	3
Incident involving use of platform lift	x			x	Fall, Sprain, Strain, Bruising, Fracture, Crushing or trapped limb, Emotional distress	4	2	8	Staff check lift is in working order at the start of each shift. Lift only operated by NT staff. Guests instructed in the lift before boarding. Other members of the public prevented from using the stairs while the lift is in use. NT staff trainined in use of manual handle to save trapped passengers.	4	1	4
Assistance dogs inside auditorium	x			x	Bites or scratches causing cuts, bruises or fractures. Emotional distress	4	2	8	NT staff offer animal sitting service for dogs who may become distressed in the auditorium. Stewards to monitor behaviour and alert Duty Manager of any concerns.	4	1	4
Collisions with wheelchairs navigating the building and auditorium (including toes run over).	x	x		x	Sprain, Strain, Bruising, Cuts, Fracture	2	3	9	Staff to assist in guiding wheelchair users to their seats and to ask other patrons to move. Volunteers walking ahead of wheelchair users in the auditorium and asking pther patrons to stand or move to allow access.	2	1	3

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