

THE MARLOWE: RISK ASSESSMENT

Venue Name	The Marlowe			RA Title	Risk Assessment for Lone Working and Personal Safety
RA Reference Nos	16	New Activity		Review	Annually
Date of RA / Review	1 November 2018	Change of Activity		Activity	Schools & Groups
Assessor / Reviewer	Andrew Milne	Review of Activity	X		
People at Risk (Estimated numbers of people at risk) 1 - 10					
Employees	X	Contractors		Any other relevant information	
Visitors	X	Members of the Public	X	School or other groups made up of predominantly children coming to the seasonal pantomime and using Kingsmead coach park	
Clients Employees		Others			

Hazard	Risk	What control measures are currently in place	Risk Rating (RR) L x S = RR			Actions / Next Steps (If nothing extra is required, please write "Nothing Required in Further control column)	Revised RR L x S = RR		
			L	S	RR		L	S	RR
Coaches in the Coach Park at Sainsbury's	Pupils, staff from the school being hit by vehicles	Designated pedestrian walkways marked in the Coach Park. Staggered coach arrivals when possible. Limited number of coach parking permits available Groups to request coach car park ticket from The Marlowe when paying for the booking – directions to coach park and from coach park to venue provided	3	5	15	All school staff to be aware and monitor their pupils at all times.	2	5	10
Flooding of Coach Parking	All coach users	During exceptional weather the river rises and has flooded the coach park which is then closed.	3	2	6	Alternative coach parking is available at the Kingsmead coach park and an alternative walking route is required depending on the severity	3	1	3
Arriving late for performance	Pupils, staff from the school	Groups advised to arrive at theatre in good time for start of show. Performance start times advised to organisers.	4	1	4	Need to allow 15 minutes walk from coach park to theatre.	3	1	3
Falling in to river by	Pupils, staff from	Pathway a good distance from	5	3	15	Recommend that group organisers carry torches to	5	2	10

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Riverside Walk from Coach Park to the Theatre	the school	the river's edge. Direction of Theatre signposted. Pathway can be gritted during winter. Lights along the walk.				aid travel along path during dark evenings / winter months.			
Pupil, staff member fall/slip from coach park to Theatre	Pupils, staff from the school	School Booking Organiser advised when booking that Minibuses are able to drop out customers outside theatre (but then need to park in Canterbury Coach park – minibus permits available). Group Booking Organiser may wish to organise travel in minibuses rather than by coach to minimise risk of slips/falls from car park to theatre. Pathway from coach park to Theatre is uneven in places. Recommend that Group Booking Organiser arranged assistance for patrons with walking difficulties.	3	3	9	Nothing	2	3	6
Groups losing their way to the theatre.	Pupils, staff from school	Signage to coach parking area present. Directions available in forthcoming attraction brochure and walking route map available on marlowetheatre.com Direction signage from the coach parking to the venue present.	4	1	4	Due to the large volume of coaches arriving additional temporary signage directing coaches to assigned parking area. Groups to be advised to arrive at the coach parking at least 15mins before the time they intend to get to the theatre.	2	1	2
Crossing Pound Lane road on the way to the Theatre	Pupils, staff from the school	Staff to be aware and trained to help pupils cross the road safely, and take full responsibility for this	2	5	10	A map is available to group bookers through the Marlowe Theatre website showing a suggested walking route.	1	5	5
Using the raised	Pupils, staff from	Safety rails in place. Area lit.	2	5	10	Staff to monitor behaviour whilst using the bridges.	1	5	5

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walkways over the old Mill works	the school					If necessary, can use alternative route down St Peters Lane using footpath on the right hand side.			
Pupils being lost/stuck in toilets at Theatre due to fire doors	Pupils	FOH staff to check toilets in case of emergency evacuation. Cleaners check toilets to clean after interval	4	1	4	Staff to accompany younger pupils to the toilet.	2	1	2
Pupils getting lost in the theatre	Pupils	Signage in place on all levels, over doors, and in strategic places. Back of house area secure, and cannot be accessed by the public	4	1	4	School staff to remain with their pupils at all times. School staff to keep a register of pupils	2	1	2
Pupil in distress having got lost or lost their parents / teachers / guardians	Pupils FOH staff	Staff supplied with two-way radios to call for assistance and report lost children Staff trained to reassure lost children and procedures to follow in event of lost children FOH PA system available to make announcements that children / pupils have been found unaccompanied and for parent / teacher / guardian to report to Duty Manager to collect child	4	1	4	No FOH staff to be left alone with a pupil. School staff to remain with their pupils at all times.	2	1	2
Pupils vomiting in the building / auditorium	Pupils FOH staff	Usher stationed inside auditorium throughout with access to clean up kits to deal with and clean up vomit and other bodily fluids. Sick bags are also available if requested from a member of staff Daily cleaning of all backstage, front of house and auditorium areas. Face masks and gloves to be worn when clearing up vomit	3	4	12	Nothing	3	2	6

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Obstruction to staff and pupils leaving the building in case of emergency	Pupils FOH staff	Exit corridors and staircases walked each day by Duty Manager to remove any trip hazards and obstructions to walkways. FOH staff fully trained in evacuation procedures. Evacuation chairs provided to assist disabled pupils out of building FOH staff fully trained in use of evacuation chairs – staff receive regular training in use of evac chairs	4	5	20	School staff to remain with their pupils at all times.	1	5	5
Fire or Suspect package in building	Pupils FOH staff	FOH staff fully trained in evacuation procedures. Evacuation chairs provided to assist disabled patrons out of building FOH staff fully trained in use of evacuation chairs – staff receive regular training in use of evac chairs Fire extinguishers provided in key locations in building – FOH staff trained in use of fire extinguishers	4	5	20	School staff to remain with their pupils at all times.	1	5	5
Trips or falls due to bad housekeeping, damaged floors, stairs or doors	Pupils FOH staff	Daily cleaning of all backstage, front of house and auditorium areas - any issues reported to Building Manager for correction. FOH staff to inform Stage Door / Duty Manager if any defects or issues are identified	3	3	9	School staff to remain with their pupils at all times.	2	3	6

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		<p>First aid kits and ice-packs on premises to deal with injuries</p> <p>FOH staff have received basic first-aid training course</p>							
Trips or falls exiting the building onto the main forecourt	Pupils	<p>Up-lighting in floor of forecourt and white strip identifying edge of steps</p> <p>Stage door and Duty Manager procedures ensure checks are in place to ensure all relevant lighting switched on for a performance and when light outside is dark</p> <p>First aid kits and ice-packs on premises to deal with injuries</p> <p>FOH staff have received basic first-aid training course</p>	3	3	9	School staff to remain with their pupils at all times.	2	3	6
Children going up on stage during pantomime and risk of falling	Pupils, staff from school	<p>FOH Staff to assist person going onto and off stage.</p> <p>Stage manager to ensure person going on stage are kept away from the edge</p> <p>FOH staff have torches throughout the shift</p>	2	4	8	Nothing	2	4	8
Accidents due to inadequate lighting or signage	Patrons FOH staff	<p>Pre performance checks of all, front of house and auditorium areas - any issues reported to Building Manager for correction.</p> <p>FOH staff to inform Stage Door / Duty Manager if any defects or issues are identified</p>	3	4	12	School staff to remain with their pupils at all times.	2	4	8

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		<p>First aid kits and ice-packs on premises to deal with injuries</p> <p>FOH staff have received basic first-aid training course</p>							
Reduced access to building due to mobility problems	Pupils, staff from the school	<p>FOH area are fully accessible for customer with low mobility</p> <p>FOH staff fully trained in evacuation procedures.</p> <p>Evacuation chairs provided to assist disabled patrons out of building</p> <p>FOH staff fully trained in use of evacuation chairs – staff receive regular training in use of evac chairs</p> <p>School Booking Organiser to inform Marlowe Theatre staff of any customers with walking difficulties</p>	2	1	2		2	1	2
School bringing children to see inappropriate productions	Pupils, staff from the school	Box Office team to inform ticket bookers of any show specific content that may cause concern at the point of booking	2	1	2	Nothing	2	1	2
Accident from pantomime merchandise purchased from Marlowe Theatre	Pupils, staff from the school	All item purchased from reputable suppliers and conform to European Safety Standards	2	2	4	Nothing	2	2	4
Objects falling from upper levels of auditorium onto patrons below	Pupils, staff from the school	<p>Staff trained to ask patrons to keep any items including coats off balcony ledges to stop possibility of items falling down.</p> <p>Staff sat in auditorium during performance to watch over the audience.</p>	3	5	15	Nothing	3	3	9

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		<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 throughout the building with Incident report forms.</p> <p>FOH Supervisors and Duty Managers have received Level 3 Award in First-aid at Work</p> <p>Front row ledges of circle and upper circle levels have railings to minimise risk of objects falling.</p>						
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Risk Rating System						
RR (Risk Rating) = L (Likelihood) x S (Severity)						
		Severity (S)				
		1	2	3	4	5
Likelihood (L)	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
Important:						
LIKELIHOOD						
1	Improbable – very unlikely					
2	Low – unlikely					
3	Medium – Possibility					
4	High – likely					

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	1	1	2	3	4	5
	Risk Rating					
1 - 4	Acceptable – No further controls required but ensure controls are maintained					
5 - 9	Adequate – Monitor control measures to ensure they are being implemented					
10 - 16	Tolerable – Look to improve control measures within specified time scale					
17 - 25	Unacceptable – Task is deemed too high and urgent control measures are required					

5	Almost Certain – very likely
SEVERITY	
1	Negligible – minor injuries, cuts, scratches
2	Minor – first aid treatment, sprains, bruises, cuts
3	Moderate – temporary disability, fracture
4	Serious – major injury, permanent disability
5	Major – fatality, serious loss or damage