

GENERAL RISK ASSESSMENT: MANAGING AUDIENCES



LOCATION:	TRCH Site: Public Access	DEPARTMENT:	Commercial and Operations	SERVICE AREA:	Sport & Culture	TEAM:	TRCH
WHO IS AFFECTED BY THE RISKS?			Customers and staff				
HOW MANY ARE AFFECTED?			2 – 3,850		ASSESSMENT DATE:	13/7/21	

Before completing this Risk Assessment template, Managers must understand the requirements identified within the Corporate Safety Manual - *Safety Policy & Arrangements - 'Risk Assessment'*



ACTIVITY / AREA OF ASSESSMENT	HAZARD/S	EXISTING CONTROL MEASURES	RISK RATING SEVERITY (S) x LIKELIHOOD (L)			ADDITIONAL CONTROL MEASURES REQUIRED TO REDUCE THE RISK	ADDITIONAL ACTIONS ASSIGNED TO AND DATE TO BE COMPLETED
See reverse side for explanation of risk assessment, activity / area of assessment, hazard, risk, control measures, severity, likelihood, risk rating.							
			S	L	R		
						Name	Date

This risk assessment only covers risks relating to the spread and quarantine of COVID-19, there will be further policy documents giving more detail on how to manage individual tasks. Signage will be displayed to remind staff and to inform the public of our revised policies

This is an addendum to the site alone risk assessment and should be read in conjunction with this and the TRCH staff protection with public access, it details actions that will be completed by 19th July 2021, this risk assessment is not live until that date. This risk assessment is based on current guidance at the time of writing.

Fire and first aid emergency	Transmission of COVID-19 where social distancing and close proximity may occur due to the need to act quickly	<p>Staff must always consider the measures below and as with all other first aid emergencies take their own safety into consideration however in a similar vein to the procedure for sprinkler systems and legionella, the hazard of a fire or other medical emergency is considered greater than that of contracting COVID-19 in these circumstances</p> <p>CPR and other first aid will be carried out as per government guidance</p> <p>https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov</p>	3	1	3			
All customers	COVID 19 person to person transmission	<p>Hand washing facilities are available as is hand sanitiser, customers encouraged to follow UK GOV advice on hand washing</p> <p>Customers are strongly recommended to wear face coverings at all times as per UK GOV advice except when eating or drinking.</p> <p>Test and Trace information taken and held as per UK GOV guidelines.</p> <p>Audiences advised that they must not attend site if displaying any symptoms of corona virus. Revised box office ticket sales terms and conditions are in place.</p> <p>Audience movement will be managed as far as reasonably practicable to prevent queuing and crowding.</p> <p>Toilet facilities will be cleaned as per our enhanced cleaning procedure.</p> <p>All persons showing symptoms to leave site immediately and follow government guidelines on self-isolation Current guidance available via PHE website and to contact NHS Helpline 111.</p>	3	1	3			

Entrance to auditoria	COVID 19 person to person transmission	Staff instructed to scan/check all tickets without making physical contact. Staff must not physically assist customers unless necessary. Where necessary, PPE must be worn as per audience management guidelines.	3	1	3			
Contact points (sales counters, etc.)	Transmission of COVID-19 between public and staff	Where staff need to have face-to-face contact with customers in static areas, screens and/or additional PPE are used to protect staff Along with increased handwashing, all contact points will be sanitised on a regular basis as per the enhanced COVID cleaning procedure Ventilation throughout the site increased, with foyer windows opened before staff arrival by cleaners Contactless payment in use to minimise money-handling/contact. Hand out/returnable items distributed (access equipment, etc.) to be sanitised before and after use	3	1	3			
Outside contracted staff working onsite (Castle Rock, etc.)	Transmission of COVID-19 between public and staff	Outside contractors to have own Risk Assessments in place whilst adhering to TRCH Risk Assessments and policies	3	1	3			

ASSESSOR (please print):	Daniel Bottomore	SIGNED:		DATE:	13/7/21				
MANAGER (please print):	Kate Collins	SIGNED:		DATE:	13/7/21				
DATE ACTION TO BE COMPLETED BY:	19 th July 2021	DATE COMPLETED:							
LINE MANAGER'S COMMENTS / ACTIONS:			IS THERE PROOF THIS ASSESSMENT HAS BEEN COMMUNICATED TO ALL AFFECTED COLLEAGUES		<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	YES	NO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
YES	NO								
<input checked="" type="checkbox"/>	<input type="checkbox"/>								

Managers Note. Until this document is signed and dated by the 'Assessor' and 'Manager', it is not compliant with the policies identified within the Corporate Safety Manual

Risk Assessment

This assessment must be completed in line with the requirements identified within the Corporate Safety Manual, [Safety Policy & Arrangements – 'Risk Assessment'](#)

The purpose of carrying out risk assessments is to identify those activities where action needs to be taken to improve existing control measures (or introduce new ones) in order to eliminate accidents at work (or as a result of work being carried out on behalf of the City Council) which result in personal injury or ill health. Please note that written assessment of significant risks in the workplace are required by law - ref. the Management of Health and Safety at Work Regulations 1999 (Regulation 3).

There is no need to repeat earlier risk assessments such as manual handling, COSHH, etc., but they should be referred to in this general risk assessment.

Standard Risk Assessment Definitions

- Activity - is identified as the type of work being carried out in the working environment. e.g. using a piece of electrical equipment.
- Hazard - is the *potential* to cause harm. e.g. an electric shock from using electrical equipment.
- Control Measures - are the actions taken to prevent harm (e.g. an electric shock) as a result of using electrical equipment - such as regular visual inspections to ensure there is no damage to the cable or the plug, making sure the cable is gripped correctly, making sure the right fuse is fitted, making sure sockets are not overloaded, arranging for an annual check by a 'competent' person (i.e. a qualified electrician) etc. Control Measures include such areas as training supervision, instruction, information, safe systems of work, proper maintenance procedures, as well as physical measures such as guard rails (to prevent falls), barriers (to prevent access to hazardous areas), guarding of machinery, etc.
- Risk - is the likelihood that harm will occur, after the control measures have been carried out.
- Severity (S) - rated as follows:
 - **MAJOR** i.e. fatality or specified injury as defined by RIDDOR 2013 (e.g. a fracture). = **FACTOR 3**
 - **MODERATE** i.e. 'over 7 day' injury - ref. RIDDOR 2013. = **FACTOR 2**
 - **SLIGHT** i.e. injuries where persons may be off work for less than 7 days (or not at all). = **FACTOR 1**
- Likelihood (L) - rated as follows:
 - **LIKELY** i.e. could happen anytime. = **FACTOR 3**
 - **POSSIBLE** i.e. might happen sometimes. = **FACTOR 2**
 - **UNLIKELY** i.e. where harm is unlikely to occur. = **FACTOR 1**
- Risk Rating (RR) - is a means of 'measuring' the risk by multiplying the *severity* by the *likelihood* e.g. a *severity* factor 'MODERATE' with a *likelihood* factor 'POSSIBLE' would give a risk rating of 2 x 2 which, of course, gives a 'score' of 4.
- Additional Control Measures – is what further action could be implemented to further mitigate the risk. If an action is identified, who will do this action and the time frame for implementation will also need to be identified.
- Risk Rating
 - from 6 - 9 requires IMMEDIATE action to achieve a reduction in risk.
 - from 3 - 4 requires action AS SOON AS POSSIBLE.
 - from 1 - 2 may be considered acceptable (although action may be possible to reduce the risk even further can be considered).

Advice on carrying out risk assessments is available from Corporate Safety Advice

Simple Risk Matrix			
	Consequences		
Likelihood	Minor	Moderate	Major
Likely	Yellow	Red	Dark Red
Possible	Green	Yellow	Red
Unlikely	Light Green	Green	Yellow

Risk Treatment Key

Intolerable Risk Level. Immediate action required
Tolerable Risk Level. Risks must be reduced so far as is practicable.
Broadly Acceptable Risk Level. Monitor and further reduce where practicable.