

Area:	The Glee Club - all venues
Assessor (Your name):	Alistair Cunningham
Date of planned activity/event:	Sept 2020 onwards
Start time:	7pm - 10.30pm variable
Location of planned event/activity:	Glee Club Box office and venues
Overview of the event or activity:	Assess the impact of operating during the Covid 19 pandemic. Reducing risk to customers staff and suppliers of transmission of the virus. The effects of the government guidelines, the added stress and impact on staff
Risk Rating (risk rating having completed risk assessment - low, medium or high):	5.6 Medium
Expected number of attendees:	1000 +
Event type:	Live entertainment
Detailed description	Predominantly stand up comedy in seated auditorium with the supply of soft and of alcoholic drink and food
Any additional information/comments:	
Date completed:	15/08/2020

For office use only
Checked and app
Date:

Likelihood	
1 =	Very unlikely
2 =	Unlikely
3 =	Likely
4 =	Very Likely
5 =	Almost certain

Potential Severity	
1 =	Minor risk
2 =	Some risk
3 =	Substantial risk
4 =	Major risk of infection
5 =	Catastrophic, risk of multiple infection

Severity	Likelihood				
	1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

Risk Rating	
1-4	Low
5-8	Medium
9-25	High/ intolerable risk

Glee Covid Risk Assessment

This risk assessment should be read before attending the venue to ensure everyone is satisfied with the precautions taken either as a customer, supplier, artist, contractor, or member of staff. Its aim is to reduce the risks from contact and airborne transmission of the Covid-19 virus as we understand them August 15th 2020, following the UK government guidelines laid down on 15th August 2020 for performing arts & hospitality.

This assessment also aims to address potential areas of conflict arising from misunderstanding and ignorance of the Covid 19 related guidelines and aims to reduce incidents of conflict, anxiety, between customers and staff, as well as considering the impact on the mental health of our staff whilst working on the front line during this pandemic.

Activity	Hazards	Who Could Be Harmed?	How?	Risk of Harm Occurring?	Control Measures	Is Risk Adequately Controlled?	Adjusted Risk of Harm Occurring?
Before setting off to visit the venue	Accelerated transmission of virus	Customers, Staff, Acts.	Some customers / staff may feel unwell, but attend event because: 1) Don't want to lose ticket value. 2) Succumb to peer pressure. 3) Need to earn money. 4) Don't wish to let their colleagues down.	8	1) Customers are urged in booking conditions to follow the latest government advice and not to attend if feeling unwell. To temp check before leaving if they have any doubts. 2) Customers can transfer the value of tickets by contacting the box office in advance of the event. 3) Staff have to engage in an online fitness test which can include temp check before commencing work, to ensure they present the least possible risk to each other and customers on site.	YES	4
Travelling to venue	Accelerated transmission of virus by contact & airborne	Customers, Staff, Acts, Contractors, Suppliers	Choice of transport leading to infection and transmission on way to venue	8	All visitors and staff are advised to travel by private car in booking "pod" if possible. Our website offers details of local parking and savings deals where applicable. Our staff are risk assessed and advised to avoid using public transport where possible. If it is not possible they must wear appropriate PPE when travelling at all times.	YES	4
Queuing outside to enter venue	Airborne and contact transmission of virus	Customers, Staff, Acts	A tight queue in limited space may be likely to increase transmission, especially if huddling for protection occurs in poor weather conditions	12	1) Out pre-planned staggered entry times for customers and staff will reduce queues. 2) We will define a designated queue pathway with signage and barriers reminding attendees of social distancing guidelines where appropriate. 3) Create, where possible, an all-weather queuing space. 4) Security staff and management will monitor queues monitor using CCTV. 5) We will create a safe space to sort out issues at check-in to prevent build up of queues and ensure where possible social distancing is maintained.	YES	4
Cloakroom	Contact transmission of the virus	Staff, Customers	Transmission of virus caused by contact of clothing from many customers	12	1) We will make customers aware cloakroom facilities have been withdrawn before they book. 2) Customers may be asked to leave coats & larger bags in their cars.	YES	0
Checking in	Contact and airborne transmission	FOH Staff, Customers	1) Cramped area leading to reduced social distancing. 2) Communication with 'check-in' staff leading to airborne transmission. 3) Random bag checks made by security staff increase likelihood of contact transmission.	12	1) Customers will receive specific staggered entry times at point of booking to prevent the build up of queues. This will also ease access to all facilities. 2) Customers will be prompted to use sanitising stations on entry to the premises. 3) Security staff will wear appropriate PPE. 4) FOH staff will limit the number of people in the area to allow social distancing will take place. 5) Signage on the floors and walls (where and when appropriate) will indicate social distancing guidelines. 6) Transparent screens on the check-in counters will create a physical barrier to transmission. 7) Queues on the stairs are regulated by security and floor staff wearing PPE. 8) We may perform random bag checks for contraband. If this occurs, customers will be asked to remove items from their own bags for security checks so that our staff do not have to closely approach or contact personal belongings. 9) Customers bringing contraband into the venues may be asked to leave without refund. 10) Area will be cleaned by fogging between shows. 11) Where possible we will create a signed contraflow system indicating direction of travel and social distancing guidelines.	YES	6
Finding allocated seats	Airborne transmission of the virus	Customers	Social distancing would be compromised during communication of seating position and venue operation	7	1) Staff wear appropriate PPE. 2) FOH staff will be polite but limit verbal communication at close quarters. 3) Further information regarding service/venue layout and show timings will be available at the entrance to the auditorium and around the venue.	YES	3
Obtaining food and drink	Airborne and contact transmission of the virus	Customers, Staff	Pre-covid bar service would contravene social distancing guidelines leading to the possibility of increased infection for staff and customers.	14	1) We will promote online preordering through our bookings website. This service will be available to all bookers from the point of booking until 6PM on the night of the event. 2) Table service will be provided, and will be the encouraged method of purchasing food & drink throughout the evening. 3) The bar will NOT close when the acts are on stage, to reduce queuing there will be limited bar service THROUGHOUT the night, at screened station points along our normal bars. 4) Due to social distancing guidelines the number of staff able to work behind the bar will be extremely limited, (which is why we will promote preordering). 5) Any queues to be served at the bar will be managed with screens, barriers, appropriate and signage on the floor to enable safe social distancing. 6) All staff will wear disposable gloves which they will change each interval. 7) We will encourage customers to pay by contactless card where possible. 8) We encourage any customers using bar service not to purchase single drinks but to purchase rounds for the whole groups to limit traffic within the venue and service time.	YES	6
Staff preparation for work	Airborne and contact transmission	Staff, Customers	Contact transmission from wearing the same clothes during the day as when working	7	1) All staff will go through an assessment before returning to work 2) Staff to bring a change of top and shoes in plastic bags. 3) Staff to sanitize at point of entry and regularly during the evening 4) Long hair to be tied back. 5) Day clothing must be put into bags and bags must be separated.	YES	3
Customer & staff interaction with surfaces while moving around the venue.	Contact infection	Customers, FOH staff	Contact with stair handrails / door plates / tables / seats / bar surfaces / toilet doors / toilet seats / flush mechanism / taps	9	1) Whole auditorium is cleaned with fogging machines between each show. 2) Hand sanitiser is available in toilets the bar area and check-in. 3) Common Touchpoints (identified in "How" column), are cleaned regularly. 4) Customer seating is allocated and only accessible by other members of the same pod. 5) Menu provide online / via phone app to eliminate the need for physical menus. 6) Where physical menus are required, they are to be disposable	YES	6
Purchasing tickets in advance and communication of government guidelines and enhanced protocols	Conflict / abuse / violence / transmission of virus	Customers, Staff	Lack of knowledge, confusion and misunderstanding of changes made to operating procedures could lead to increased stress, possible verbal and physical conflict between customers and venue staff.	8	1) We will collect data from every customer attending at the point of booking to enable 'track and trace'. 2) An agreement to new booking conditions and enhanced guidelines will be electronically acknowledged by booker. 3) All changes to conditions are advertised on our website before booking. 4) Risk assessment is made available to all members of the public. 5) Enhanced conditions are posted outside the venue, at 'check-in', and re-enforced by public announcements and projections on screens over the stage.	YES	5

Kitchen staff risk of contact transmission	Contact transmission	Kitchen staff, Customers	Prep tools, surfaces & uniforms come into contact with many staff	8	<ol style="list-style-type: none"> 1) Food menu edited to reduce number of staff working in the kitchens and to allow different area of the kitchen to become separate working zones in order to comply with social distancing guidelines. 2) Kitchen staff bring fresh clothing and footwear which they change into before entering the kitchen. 3) All non uniform is kept in plastic bags separated from other staffs bags. 4) All mobile phones are left in the office. Staff sanitise surfaces constantly. 5) Staff prep raw and uncooked food with disposable gloves changed several times a session. 6) All service flatwear is handled wearing disposable gloves. 6) Headcoverings are worn in the kitchen. 7) Salad prep is carried out wearing face covering. 8) Chef on pass must wear face covering. All PPE must be personal to prevent accidental sharing 	YES	5
Kitchen risk of airborne transmission	Airborne transmission of the virus	Kitchen staff, Customers	Current thinking is that hot dry atmosphere is conducive to replication of virus	4	<ol style="list-style-type: none"> 1) Kitchen extract is on full during all food prep. 2) Where possible windows are open (with fly screens in place). 3) Area is fogged between sessions. 4) Signage indicating floor staff must not congregate in front of the pass in place, signage on floor indicating social distancing requirements. 5) Floor staff should wear face coverings. 6) Signage to remind staff to stick to working areas. 		2
Cleaning	Contact transmission of the virus	Cleaners	Cleaners interact with almost every surface in the venue after a show	16	<ol style="list-style-type: none"> 1) Tables and chairs are sanitised before putting away at the end of the evening. 2) Cleaners bring change of clothes to work in contained in plastic bag. 3) All mops and buckets and other equipment are cleaned before and after use with appropriate detergent. All cleaning cloths are disposable. 4) Before cleaning any bodily fluids appropriate PPE including disposable gloves and face coverings are worn and appropriate detergents used to neutralise. 	YES	8
Cleaning	Airborne transmission of the virus	Cleaners	Cleaners work in every room in the venue less than 12 hours after the show	9	<ol style="list-style-type: none"> 1) Air handling will be left on cold overnight between shows. 2) Cleaning staff will use a fogger to sanitise the auditoriums, corridors, kitchen and office. 	YES	3
General transmission between staff departments	Airborne and contact transmission of the virus	Staff, Customers	Staff usually socialise in the staff rooms and share tasks in the same spaces	8	<ol style="list-style-type: none"> 1) Staff will mark up their own PPE to prevent accidental sharing. 2) Radios used in different departments will be sanitised at the end of the shift. 3) Radio headsets/ mouthpieces will be personalised and not be shared. A labeling system should be used to indicate cleaning has taken place 4) The number of staff in staff room will be limited and the breaks broken up (maximum occupancy notices will be posted both at the entrance and inside all rooms). 5) Staff from different departments will not share the same rest space at the same time . 6) Where possible we will utilise other dormant areas of the venues to create more staff room space to allow social distancing. 7) Staff must use the "health checker" on the Deputy employment app at the start of every shift in order to commence work. 8) Staff who become unwell during a shift should if possible be assessed by the first aider wearing appropriate PPE, and sent home to isolate by the safest method available. 9) Managers will aim to create buddy working groups groups who always work together to reduce unnecessary risk. 10) Mobile phones should be left in the office during shifts. 11) Staff will be asked to temperature check on arrival 	YES	2
Bar Staff	Contact transmission		Normal drinks service in busy weekend venues usually requires many people to work in crowded spaces regularly brushing past one another. There are multiple contact points by several individuals passing stock and drinking vessels around. There are large queues of customers shouting and leaning over the bar to make themselves heard. Combined with handling cash which represents and increased risk of transmission.	9	<ol style="list-style-type: none"> 1) Table service will be used to decrease queuing at the bar 2) Preordering will be encouraged in advance of the show to decrease queuing 3) Bar service will be continuous during the show and intervals to avoid queues. 4) To comply with social distancing we will reduce the number of staff behind the bar. 5) Signage behind the bar will designate separate working areas for each member of staff. 6) All mobile phones are left in the office. 7) Staff will be asked to sanitise surfaces regularly. 8) Staff will handle clean glassware with disposable gloves and change them frequently 9) We will be encouraging contactless payments. 10) Some cocktails and other drinks previously sold with straws will be offered without them to prevent contact transmission. 11) All trays returning to the bar will be sanitised. 12) The glasswashers will be loaded by a different member of staff to those who unload it to prevent accidental cross contamination. 	YES	5
Bar Staff	Airborne transmission of the virus	Staff, Customers	Customers queuing at the bar, shouting orders, leaning over the bar to attract staff attention.	11	<ol style="list-style-type: none"> 1) Perspex screens will be in position along the front of the bar. 2) Queueing paths marked on the floor away from the front of the bar. A contra flow system will be in operation to prevent crossover 3) Preordering & table service will be encouraged 	YES	7
Floor staff	Contact transmission of the virus	Floor staff, Customers	Floor staff set up the auditorium, meet and greet customers, serve food, clean down the furnishings in the auditorium at the end of the event.	14	<ol style="list-style-type: none"> 1) Floor staff will all be asked to wear disposable gloves which they will change regularly 2) Mobile phones will be left in the offices. 3) Floor staff will not be taking orders from customers at tables but will be delivering to tables trays of pre-ordered and prepaid for drinks so they do not have to handle card machines or cash. 4) All the tables and chairs will be sanitised after they are laid out using fogging. 	YES	5
Floor staff	Airborne transmission of the virus	Floor staff, Customers	Floor staff have to interact with customers to serve food and drinks and sort problems out for the customers	16	<ol style="list-style-type: none"> 1) Floor staff will all be asked to face coverings. 2) Much of the usual verbal communication will be replaced with extra signage and public announcements. 3) Floor staff will not be taking orders from customers at tables but will be delivering to tables trays of pre-ordered drinks to avoid face to face transmission. 4) The venue airhandling will be in operation at all times they are in the venue. 5) We will reduce the level of house / background music to enable conversations to be carried out respecting current guidelines. 	YES	3
Performance and artists risks	Airborne and contact transmission of the virus	Customers, Staff, Other Acts	Cross contamination from sharing microphones / stands / dressing room towels / tea and coffee making facilities / dressing room toilets. Elevated performance position and animated delivery may project airborne virus further than general social distancing guidelines.	10	<ol style="list-style-type: none"> 1) Acts arrival times will be staggered by prior contractual arrangement to allow low occupancy of the dressing rooms. 2) Each act will be provided with their own sanitised microphone clearly labeled with artist's name. 3) Stands will be sanitised between acts. 4) Signage on the dressing room doors will signify occupancy levels. 5) A different route to and from the stage will be organised. 6) No handshake rule will be applied. 7) Acts will be temp checked on arrival. 8) All tech equipment will be sanitised and wiped down at the end of each show. 9) The stage area will be marked on the floor 1m from the edge of the stage to create a safer performance area. 10) The first row of seats from the stage will be positioned 1.5 m away from the leading edge of the stage. 11) Sanitiser will be available in dressing rooms and stage side. 12) Acts will be asked to check-in by text with management at 6pm on the evening of the show. 13) Cotton towels will be replaced with paper disposable towels in the acts room. 14) The shower facilities will be unavailable. 15) Bottled water will be provided in the fridges to replace open jugs. 	YES	3

Staff - protecting the high risk groups	Airborne and contact transmission of the virus	Staff	Increased risk of serious illness and fatality	13	1) We will survey the staff to establish vulnerability. 2) Those at very high risk will if possible stay on furlough. 3) If furlough is no longer available they will be asked to perform as many tasks as possible from home or when the venue is empty of customers. (job description permitting). 4) We will endeavour where practically possible to remove those at higher risk from front line roles of other roles if and when they become available.	YES	7
Staff - managing anxiety and mental health	Mental health	Staff	Increased risk of anxiety and damage to mental wellbeing	10	1) All staff will undergo an assessment before returning to work to establish their suitability to return to work 2) We endeavor to assure staff that our company will do everything practically possible to reduce the apparent risks. 3) If possible we will manage tasks accounting for the individual's anxiety levels including reduced length of shift, and moving staff away from front line duties. 4) We will endeavour to support those whose mental health is affected and provide contacts for counselling. 5) Where appropriate we will increase the number of rest breaks during shifts in order to reduce stress.	YES	3
Customers - protecting high risk groups	Increased anxiety / severity of illness	Customers, Staff	Those in high risk groups considering attending Glee events during social distancing	22	Advised not to attend until social distancing has been relaxed.	YES	0
Dealing with absenteeism due to cautionary self isolation	Airborne and contact transmission of the virus	Staff	Increased stress, overworking of team members leading to compromise / breaches of Government guidelines, and increasing the risk of transmission	2	Managers consider operating standby mode to cover last minute drop outs staff in key positions.	YES	2
Dealing with drunkenness while complying with social distancing	Contact and airborne transmission. Risk of aggressive and violent behaviour	Staff, Customers	Drunkenness leading to lack of respect for social distancing guidelines, causing anxiety amongst other customers. Aggressive behaviour which threatens the safety of other customers and staff.	18	1) Bar / waiting staff to notify management of incidents of drunkenness. 2) Management consider refusing further service of alcohol (as per licensing regulations). 3) Party organiser will be approached to intervene and escort customer home. 4) If further action is required we may consider ejection but this is always the last resort. 5) When executing an ejection fresh disposable gloves, face coverings 8) face shields must be worn by staff, these must be replaced with fresh PPE after ejection has occurred. Police asked to attend if risk is deemed to high for security.	YES	13
Air handling	Airborne transmission	Staff, Customers, Suppliers, and Customers.	We have been told stagnant and recirculated air can increase levels of infection	10	All our venues have airhandling and airconditioning systems. We will adjust our systems to increase the amount of fresh air to the venues and reduce the amount of recirculated air. Where practical we will open windows and doors throughout the venue. The venues will use fogging machines to clean all surfaces in the auditorium between shows.	YES	5
Food Service	Contact transmission	Staff, Customers, Suppliers	Handling of plates / cutlery / condiments	8	1) Cutlery and flatware will be cleaned at above 70 degrees centigrade. 2) Washed flatware will be handled by staff wearing disposable gloves. 3) Cutlery will be cling wrapped. 4) All condiments will be in sachets. 5) Where practical food items will be covered on the journey from the from the kitchen pass to the table (waxed paper / plastic / cloth).	YES	4
Toilet checks and management	General transmission of the virus	Customers, Staff, Cleaners	Transmission of virus caused by contact and proximity / bodily fluids	7	1) The public toilets will be sanitised with fog machines between each show. 2) They will be inspected hourly and where necessary spray sanitised between sections of the show. 3) Every other cubicle will be locked to comply with social distancing regulations. 4) Every other position at the urinals will be blocked. 5) Sanitiser will be available in all toilets 6) We will encourage by way of signage and public announcement the use of the toilets throughout the show rather than waiting until the intervals to avoid queues 7) We will endeavour to create a contra flow system to and from the facilities 8) We will employ barriers, where necessary, and attach signage to the walls and floor to promote social distancing and the direction of travel. A record will be kept of every toilet inspection.	YES	7
Contactors and suppliers	General transmission of the virus	Staff / Suppliers / Contactors	Contact transmission from any product being delivered / contamination from uncleaned areas of the venue / airborne transmission through close contact between contractors / delivery people and staff.	7	1) The venue will request risk assessments from suppliers and contractors. 2) We will record the for track and trace, the names and contact details of all those who work in the venue (these may be private or work contact numbers). 3) We will sanitise the areas required either by fogging or by hand with industrial antiviral products. 4) Where accessible the airhandling will be on one hour before arrival and one hour after the activity has taken place. Social distancing will be practised at all times possible. 5) All outside contractors and staff will be encouraged to use hand sanitiser upon entry. 6) Handwashing will take place before handling any items delivered. 7) Any equipment will be wiped or sprayed to sanitise appropriately before and after the delivery / event, (trolleys trucks etc) . 8) Any work area will be cleaned thoroughly. 9) If there is any risk social distancing cannot be observed face coverings and protective visors will be worn. 10) Packaged stock will be sprayed after delivery. 11) Fogging equipment should be used after large cellar deliveries. 12) Temperature checks may be taken.	YES	3