

**Risk Assessment**

Seating Latecomers			
<b>Venue</b>	Buxton Opera House		
<b>Department</b>	Front of House	<b>Category</b>	Front of House
<b>RA Reference</b>	BUXOPFOH0042	<b>Review</b>	1 months
<b>Date of RA/review</b>	27/06/2023	<b>Next review</b>	27/07/2023
<b>Assessor/Reviewer</b>	Wmercier		
<b>People at risk (estimated numbers of people at risk)</b>			
<b>Employees</b>	11-50	<b>Contractors</b>	0
<b>Visitors</b>	6-10	<b>Members of the Public</b>	50 - 249
<b>Production staff</b>	0	<b>Others</b>	0
<b>Client employees</b>	0	<b>Students</b>	0
<b>Activity</b>			
FOH staff manage late arrivals and guide them to their seats in the auditorium at agreed points of the performance.			
<b>Any other relevant information</b>			

Hazard	Risk	Control measures	Risk Rating			Actions	Revised RR		
			L	S	RR		L	S	RR
Entering the auditorium using stairs in show conditions	Potential for musculoskeletal or impact injury due to slips, trips or falls due to movement in an unfamiliar area in low-light conditions	1: Customers are briefed before entering the auditorium asked to turn their phones off remove coats if they wish to and carefully follow the usher to their seats 2: Customers are only allowed into the auditorium at a point in the show as agreed with the producers 3: Customers are escorted to their seats by trained ushers 4: An agreed route is used for showing customers to their seats	2	4	8				

		5: Ushers are provided with low level torches for additional illumination where appropriate							
Violence and aggression from customers who have arrived late	Customers may become aggressive and cause physical injury to the ushers due to them arriving late, being stressed and demanding immediate entry.	1: Security backup where available is called to assist with angry and uncooperative customers	1	3	3				