

Front of House Risk Assessment for schools and large groups for events in Rayne Theatre 2026

| Description of activity / associated risks | Who could be affected | Severity 1-5 | Likelihood 1-5 | Risk Rating | Control measures / action plan | Severity 1-5 | Likelihood 1-5 | Risk Rating |
|---|---------------------------------|--------------|----------------|-------------|---|--------------|----------------|-------------|
| Public routes, entrances and exits not clear; trips and falls | Audience Volunteers Staff | 3 | 3 | 9 | All access routes to be checked and monitored pre, during and post performance by FoH team, with remedial action to be taken | 2 | 2 | 4 |
| Temperature – too hot or cold in the theatre and related spaces | Audience Volunteers Staff | 2 | 2 | 4 | Temperature to be assessed pre and during performance – adjusted as required by Building Supervisors | 1 | 1 | 1 |
| Security - unauthorised person seeking access to backstage or theatre | Cast Staff Students | 5 | 2 | 10 | All backstage/cast area protected by security codes; no tailgating policy in place. FoH Assistants in position and briefed. | 5 | 1 | 5 |
| Safeguarding - lost child/ren (large groups) | School and organised groups | 5 | 2 | 10 | Encouraged to undertake their own risk assessments and to supply adequate ratios for ages of children. Box Office to advise on booking. FoH team issued with instructions of procedure for a lost child | 5 | 1 | 5 |
| Safeguarding - lost child/ren | Audience | 5 | 2 | 10 | FoH team issued with instructions of procedure for a lost child | 5 | 1 | 5 |
| Safeguarding - inappropriate behaviour | FoH team | 5 | 2 | 10 | FoH team trained in safeguarding procedures and appropriate professional boundaries. Staff and volunteers are advised not to be alone with a child. | 5 | 1 | 5 |

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| Safeguarding – photography and filming | Audience | 5 | 3 | 15 | Announcement pre-show in the auditorium, Evacuation Assistants display A3 sign during audience entry and anyone seen filming/photographing is asked to stop immediately and delete any images/footage where appropriate. | 5 | 1 | 5 |
| Emergency first aid required | Audience Volunteers | 5 | 3 | 15 | First aiders on duty list at Duty Manager’s desk. Use of tannoy and comms to request a first aider. | 5 | 1 | 5 |
| Overcrowding of public areas and spaces including school parties during Rayne Theatre performances | Audience | 4 | 3 | 12 | School parties who are having lunches are managed using the café or other building spaces. Early access to theatre if overcrowding in the foyer. Capacity of theatre maintained and monitored | 4 | 1 | 4 |
| Glass/china safety | Audience | 3 | 2 | 6 | No glass or china allowed in the performance spaces. If event is seated on the floor, hot drinks are not allowed. FoH and café advise customers | 3 | 1 | 3 |
| Trips and falls during latecomer entrances | Audience | 3 | 2 | 6 | FoH team trained in Latecomer policy. Information given to FoH team on appropriate timing and any obstructions to entry, eg cast | 3 | 1 | 3 |
| Emergency evacuation – panic and confusion | All | 5 | 2 | 10 | Evacuation Assistants in the performance spaces, briefed before each performance with clear and understood procedures by DM and ADM. DM and ADM trained in their responsibilities | 5 | 1 | 5 |

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| Wheelchair Users – unable to evacuate in an emergency or blocking exits | All | 5 | 2 | 10 | <p>As a general rule, wheelchair spaces will be located on one side of the auditorium to ensure clear and unobstructed access to emergency exit routes. On the rare occasion that a wheelchair space is allocated on the alternative side/location, accompanying staff will be briefed in advance on the appropriate evacuation route prior to the performance.</p> <p>Evacuation Assistants will monitor wheelchair positions throughout the performance to ensure that emergency exits and routes remain unobstructed at all times.</p> | 5 | 1 | 5 |
| Other visitors, funders or Assessors attending same performance as a school matinee – safeguarding & supervision issues | Audience | 5 | 2 | 10 | <p>School matinee performances will not be available for general booking and individual visitors would be rare. When this is unavoidable, school groups will have designated seating and appropriate staff to supervise at all times. Toilets can be designated for adult-only use and FOH will also monitor during performance/interval.</p> | 5 | 1 | 5 |

Compiled by.....Gill East, Front of House Manager
Signed off byLouise Perry, Managing Director
Date.....14 May 2026