

Front of House Risk Assessment for schools and large groups for events in Rayne Theatre 2025

Description of activity / associated risks	Who could be affected	Likelihood 1-5	Severity 1-5	Risk Rating	Control measures / action plan	Likelihood 1-5	Severity 1-5	Risk Rating
Public routes, entrances and exits not clear; trips and falls	Audience Volunteers Staff	3	2	6	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	1	2	Temperature to be assessed pre and during performance – adjusted as required by Building Supervisors	2	1	2
Security - unauthorised person seeking access to backstage or theatre	Cast Staff Students	2	1	2	All backstage/cast area protected by security codes; no tailgating policy in place. FoH Assistants in position and briefed.	1	1	1
Safeguarding - lost child/ren (large groups)	School and organised groups	2	2	4	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	2	1	2
Safeguarding - lost child/ren	Audience	2	2	4	FoH team issued with instructions of procedure for a lost child	2	1	2
Safeguarding - inappropriate behaviour	FoH team	1	5	5	FoH team trained in appropriate behaviour. Advised not to find themselves alone with a child	1	5	5
Safeguarding – photography and filming	Audience	3	2	6	Announcement pre-show in the auditorium, Evacuation Assistants display			

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					A3 sign during audience entry and anyone seen filming/photographing is asked to stop and remove any images			
Emergency aid required	Audience Volunteers	4	3	12	First aiders on duty list at Duty Manager's desk. Use of tannoy and comms to request a first aider.	2	2	4
Overcrowding of public areas and spaces including school parties during Rayne Theatre performances	Audience	4	2	8	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	2	2	4
Glass/china safety	Audience	4	2	8	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	2	1	2
Trips and falls during latecomer entrances	Audience	2	3	6	FoH team trained in Latecomer policy. Information given to FoH team on appropriate timing and any obstructions to entry, eg cast	1	2	2
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	3	2	6

Compiled by.....Gill East Front of House Manager

Date.....1 June 2025