



Concerts and Events Risk Assessment

**Wigmore Hall
36 Wigmore Street
London
W1U 2BP**

Current update: May 2022

GENERAL

The Wigmore Hall Trust endeavours to provide a safe and risk-free experience for all persons who enter the Hall.

Trained members of staff (Duty House Managers) are responsible for identifying risks and implementing ways in which to minimise the likelihood of injury to persons inside the Hall. They work closely with licensing authorities (Westminster City Council), the London Fire and Emergency Planning Authority and the HSE. In response to the current Covid-19 Pandemic, they are being guided by the DCMS and Public Health England.

The main risks identified are Fire, Terrorist Attacks, Bomb Threats, Personal Health & Safety, Antisocial Behaviour and Covid-19. Provisions and procedures have been implemented to minimise each risk and the risk level is low.

As a licensed entertainment venue, we comply with all applicable legislation relating to safety. This high level of compliance helps to minimise the risks outlined.

There is a fully maintained and monitored fire alarm with automatic call out, a tried and tested fire evacuation procedure (with fully trained front of house staff during events), independently powered emergency lighting that is tested twice yearly, fixed wiring and PAT tests (tested annually) and maintained fire extinguishers (tested annually). New measures to protect against the spread of Covid-19 have been implemented (please see the addendum).

WIGMORE HALL - Brief Description

Wigmore Hall, built between 1899 and 1901, is a concert hall with a restaurant, function room and backstage area with rehearsal space and offices.

The auditorium has a capacity of 537 seats. There are 461 seats in the stalls at ground level, including three wheelchair spaces, and a further 76 seats in the balcony which is accessed by a staircase in the foyer.

The Wigmore Restaurant and **Function Room** (Bechstein Room) are on the lower ground floor level.

- **The Restaurant** measures 11.65m x 14.65m and has a central bar.
- **The Bechstein Room** measures 10m x 8.60m with a capacity of 80 seated or 120 standing. The Bechstein Room can be divided in two by an acoustic screen creating a large and a small section. The large section measures 6.10m x 8.60m with a capacity of 40 seated/ 70 standing and the small section 3.70m x 8.60m with a capacity of 30 seated/ 40 standing. This is currently serving as a route to the toilets from the Auditorium, and one half is being utilised as a cloakroom for patrons' belongings.

WIGMORE HALL - Staff

The Duty House Manager is present during opening hours and coordinates all operations with the Box Office staff, ushers and restaurant staff.

Box Office – all members of the Box Office team receive training in evacuation and emergency procedures.

Restaurant Staff – their number may vary depending on occupancy, advance bookings, extra functions etc. The restaurant is managed by a catering company independent of Wigmore Hall.

Ushers – all ushers are trained in fire awareness, evacuation procedures, and procedures in case of emergencies.

For all public events, as a minimum, there will be sufficient ushers (combined with the Duty House Manager) to cover all four (4) doors to the auditorium stalls and one (1) door to the balcony (if the balcony is in use). Depending on occupancy, the Duty House Manager *may* decide to increase or decrease the number of ushers available, but *never below the limit specified above*.

For special events produced by the Learning Department, the number of ushers may be adjusted to meet the minimum required to carry out an evacuation, alongside the Duty House Manager and all Learning Team members present for that event.

For public events taking place on the lower ground level (Bechstein Room), the number of members of staff (ushers [and/or] restaurant staff [and/or] duty house manager) can be adjusted accordingly to ensure an evacuation can be managed safely and efficiently if necessary.

First Aiders – There are several available first aiders on duty:

- All Duty House Managers
- All Supervisors (senior ushers)
- All project managers from the Learning department

Fire Marshals – There are several fire marshals on duty:

- All Duty House Managers
- All Supervisors
- The Box Officer Manager and all full-time Box Office Assistants.

FIRST AID PROVISION

First Aid can be provided by all on-site First Aiders. However, depending on the gravity of the situation and/or if requested, staff can call the paramedics/ambulance services.

There are several **First Aid Kits** in the building:

1. Ground Floor: Box Office and Box Office Administration Office (by the foyer lift)
2. Lower Ground Floor: Restaurant Kitchen
3. Backstage: First Floor: House Managers Office
4. Backstage: Second Floor: Production/Learning Office.
5. Backstage: Third Floor: Plant Rooms: Burns Kit and Eye Wash station

There is also a fully functional and maintained **defibrillator AED unit** (pads replaced March 2022, battery serviced periodically) in the Box Office. This unit can be used by anyone – when switched on, it will instruct the user on each step of the procedure. It is also connected via GPRS to the emergency services.

FIRE

There is always a small risk of fire. At Wigmore Hall we take steps to minimize the risk, starting with:

1. Good house-keeping and vigilant staff.
2. No smoking in the building.
3. No flammable substances used or stored apart from appropriately stored cooking materials.
4. All electrical circuits and appliances tested for safety and compliance.
5. Only approved contractors permitted to work on site.

If a fire were to break out, several factors minimise the risk of endangering life:

1. Fully automated and monitored fire alarm.
2. Secure and signposted escape routes free of trip hazards.
3. A well-established evacuation procedure with trained ushers present at all events.
4. Safe assembly point (Wimpole Street, pedestrian area).

See separate Fire Risk Assessment and Usher's training guide for more information.

BOMB THREAT

Although Wigmore Hall is regarded as being at a low risk of a bomb threat, we have procedures in place to keep the risk low and to minimise the danger if a threat were to be received:

1. Vigilant full-time staff.
2. Fully trained ushers at all events.
3. Specific assembly point for bomb threat evacuation (Cavendish Square).

TERROR THREAT

Although Wigmore Hall is regarded as being at a low risk of a terror attack, the current countrywide threat level is severe. We have procedures in place to keep the risk low at the Hall and to minimise the danger if a threat were to be received or should an incident occur:

- 1 Vigilant full-time staff.
- 2 Fully trained ushers at all events.
- 3 An evacuation and invacuation plan approved by a Counter Terrorism Security Advisor from the Met Police.
- 4 Spot-checks on bags and a limit to the size and number of bags allowed inside the auditorium.

We have two Emergency Grab Bags in the building. One FOH in the box office admin office next to the lift and one B/S in the House Managers office. These include the following:

- a. 1 megaphone;
- b. 1 fully equipped first aid kit;
- c. 2 boxes of Extra blue plasters;
- d. 1 gas horn;
- e. 1 torch (handheld);
- f. 1 torch & mini portable first aid kit (handheld);
- g. 1 box of Disposable gloves;
- h. 2 pairs of Heavy duty/firm grip gloves;
- i. 5 whistles;
- j. 30 light sticks (12 hours): 20 red, 10 green;
- k. 10 foil blankets;
- l. 2 red first aid wool blankets;
- m. "C" batteries for the megaphone;
- n. "AA" batteries for the torch;
- o. One multi task tool (hammer/axe/knife).

ANTISOCIAL BEHAVIOUR

There is a low risk of antisocial behaviour at Wigmore Hall. However, ushers are trained to deal with any instances during events by:

- 1 Seeking help as soon as possible.
- 2 Not addressing anyone misbehaving alone; seeking the support of other members of staff.
- 3 Not being confrontational.
- 4 Calling the police if necessary.

There is always more than one usher/member of staff in the foyer during events.

PERSONAL HEALTH & SAFETY

There is a very low risk of danger regarding personal Health & Safety, mainly due to the nature of Wigmore Hall's output. The public experience a safe venue free from hazards, generally due to good house-keeping and vigilant staff:

- 1 Easy, trip-hazard free access to all areas.
- 2 Good lighting.
- 3 Good house-keeping.
- 4 Appropriately maintained water supply.
- 5 Building Management System to heat/cool the Hall accordingly.
- 6 First Aid trained staff at all events.

SCHOOL GROUPS

School groups visiting the Hall must be accompanied by the appropriate number of responsible adults in accordance with the schools policy. They are responsible for the group at all times. Accompanying adults need to be aware that Wigmore Hall has toilets used by members of the public and monitor toilet breaks appropriately.

Wigmore Hall has a Safeguarding Policy which is available on request.

Addendum: COVID-19

Covid-19 is a disease that can affect the lungs and the airway. It is caused by the SARS-CoV-2 virus (Severe Acute Respiratory Syndrome Coronavirus 2).

Symptoms can be mild, moderate, severe, or fatal.

This is a Risk Assessment for dealing with the ongoing Covid-19 situation at Wigmore Hall. It aims to cover scenarios relating to public performances.

What are the hazards?

Spread of Covid-19 Coronavirus.

Who might be harmed?

- Internal and External Personnel
- Artists
- Audience Members
- Anyone else who physically encounters anyone or anything relating to Wigmore Hall.

Controls Required:

Hand Washing / Hand Sanitising

- There are hand washing facilities with anti-bacterial/viral soap and water, and hand sanitisers throughout the building.
- Staff are encouraged to protect their skin by applying emollients.

Cleaning

- Frequent cleaning, disinfecting of objects and surfaces in all areas, using appropriate cleaning products and methods.
- Cleaning of toilets, auditorium, rehearsal/dressing rooms, and all public areas between concerts.
- Ensuring sufficient gaps between concerts/rehearsals to allow for proper cleaning.
- All shared items to be cleaned before and after use.
- Removal of all fabric towels from the toilets and kitchenette.
- Strict cleanliness rules to be followed in kitchenette areas – all mugs, glasses, and cutlery to be washed after use.

Air Quality Considerations.

- A COVID-Safe function has been added to the Building Management System (BMS).
- The COVID-19 mode will always remain operational.

- Two hours before each concert, the auditorium and toilet vents will be set to maximum speed, intaking fresh air from outside before extracting. This will continue until two hours after each concert. This helps to remove any COVID-19 particles from the auditorium before audiences arrive, maximizing fresh air in the auditorium during performances and helps to disperse any articles in the auditorium once the event has started.
- Windows/doors will be open during hours of occupation throughout the building, to promote maximum ventilation.
- Action in accordance with guidance from REHVA (Federation of European Heating, Ventilation and Air Conditioning Associations).

Symptoms of Covid-19:

If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay-at-home guidance. Line managers will maintain regular contact with staff members during this time.

If advised that a member of staff has developed Covid-19 and were recently on the premises, the management team of the workplace will contact the Public Health Authority to discuss the case. The management team will identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.

Mental Health.

Mental health and well-being awareness will be promoted by Senior Staff to all members of staff during the Coronavirus pandemic, and support will be offered.

Every member of staff has been offered free access to a mental health first aid course.

Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in an ever-changing situation.

Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.