	Curve Theatre Health & Safety Management System	Doc Ref: RA VEX01 RA Number: Version: 10
	General Public Access Risk Assessment	Page 1/24 Number of appendices:

Name of assessor(s)	Olivia Parker-Timms	Date of assessment	7/4/26

Department	Visitor Experience	Work area	Publicly used and accessible areas of the building

Task/Event being assessed	This risk assessment considers the risks associated with general public access to Curve Theatre and the use of its public-facing spaces and facilities by visitors, staff, contractors and performers during normal operations, performances, events and public opening periods. It includes the management of public movement and occupancy within foyers, auditoria, circulation routes, staircases, entrances, exits and associated public areas, together with the interface between members of the public and operational, technical or restricted areas. The assessment also considers the arrangements in place to manage foreseeable risks associated with crowd movement, slips, trips and falls, emergency evacuation, fire safety, violence and anti-social behaviour, alcohol-related behaviour, hostile threat/major incidents, accessibility, first aid provision and the safe use of building infrastructure and facilities. This assessment should be read in conjunction with relevant operational procedures, event-specific risk assessments and emergency response arrangements where applicable.

			Potential Consequences (Severity)				
			Minor injuries or discomfort. No medical treatment or measurable physical effects	Injuries or illness requiring medical treatment. Temporary impairment	Injuries or illness requiring hospital admission	Injury or illness resulting in permanent impairment	Fatality
			Not significant	**Minor**	**Moderate**	**Major**	**Severe**
Likelihood	Expected to occur regularly under normal circumstances	**Almost certain**	Medium	High	Very High	Very High	Intolerable
	Expected to occur some time	**Likely**	Medium	High	High	Very High	Very High
	May occur at some time	**Possible**	Low	Medium	High	High	Very High
	Not likely to occur in normal circumstances	**Unlikely**	Low	Low	Medium	Medium	High
	Could happen, but probably never will	**Rare**	Very Low	Low	Low	Low	Medium

A Hazard is something that	What is the risk (probability &	Assessment	All the safety control measures set out	Assessment	Other Actions

has the potential to cause harm	severity) of the hazard causing harm or damage?	Without Controls	below should be in place. Any not in place, identify in additional requirements section of the RA	with Controls	Required

Hazard / Risk	Risk Evaluation without Control Measures	S	L	R	Current Control Measures to Reduce the Risk	S	L	R	Actions
Slips, trips, falls	Visitors, staff, contractors and performers (including elderly and mobility-impaired persons) may suffer bruising, sprains, strains or fractures, and potentially more serious injury, due to spillages, obstructions, poorly maintained surfaces, weather-related ingress or poor housekeeping.	Minor	Possible	Medium	• Duty Managers undertake inspections prior to opening to the public and ahead of each performance or managed event to identify hazards or issues. • Housekeeping standards are embedded through staff induction and reinforced through operational briefings. • A clear reporting process is in place to alert a Duty Manager or Stage Door Reception, enabling immediate response to spillages and hazards, including deployment of signage and barriers where required. • Walkways, circulation routes, fire exits and passageways are maintained clear at all times. • Entrance mats are installed at external entrance points to reduce water ingress and are monitored during adverse weather to ensure effectiveness and prevent trip	Minor	Unlikely	Low	

					hazards. • Staff report defects and maintenance issues promptly, which are logged via the Facilities Helpdesk and tracked to completion. • Public areas are adequately lit and cabling is managed to prevent trip hazards. • Additional monitoring is undertaken during wet weather and high footfall periods (e.g. pre-show, interval and egress).				
Use of staircases / changes in level	Visitors, staff, contractors and performers (including elderly, mobility-impaired and visually impaired persons) may suffer bruising, sprains, fractures or more serious injury through slips, trips or falls on stairs, particularly during periods of high footfall or in wet conditions.	Moderate	Possible	High	• Staircases are designed and maintained with adequate lighting, clearly defined step edges/nosings and continuous handrails. • Stairwells are kept clear of obstruction at all times through good housekeeping practices. • Entrance mats are positioned at external entry points to reduce the transfer of water onto internal floors. These are monitored during wet weather and maintained to ensure they remain effective and do not present a trip hazard. • Spillages are cleaned immediately and wet floor signage used where required. Additional attention is given during adverse weather conditions where water ingress may	Moderate	Unlikely	Medium	

					increase slip risk. • Staff are trained to carry items safely on stairs and avoid unsafe practices. Open liquid containers are discouraged on staircases. • During peak periods (e.g. pre-show, interval, egress), staff are positioned to support safe movement and monitor behaviour. • Fire doors are kept closed or retained on approved hold-open devices, with door closers maintained to ensure safe operation. • A planned inspection regime is in place, including daily Duty Manager visual checks and periodic Facilities inspections, with defects reported via the Helpdesk and rectified promptly. • via the Helpdesk and rectified promptly.				
Use of lifts	Visitors, staff, contractors and performers (including mobility-impaired persons) may be harmed through overloading, entrapment, misuse of	Moderate	Unlikely	Medium	• Passenger lifts are subject to statutory inspection, examination and maintenance in accordance with LOLER and manufacturer requirements. • Maximum load limits are clearly displayed and lifts are fitted with safety systems to prevent operation	Moderate	Rare	Low	

	lifts or equipment failure, potentially resulting in distress, minor injury or, in rare cases, more serious harm.				when overloaded. Lift doors are fitted with sensors to prevent trapping. • Emergency alarm systems are installed within lifts to enable users to summon assistance in the event of entrapment. • Procedures are in place for staff response to lift faults and entrapment, including escalation to Duty Manager and maintenance contractor. • Lifts are not used in the event of fire evacuation. Access to restricted floors is controlled via key switch or access control system. • Staff monitor lift use during busy periods and intervene where misuse or overcrowding is identified. • Children are required to be supervised when using lifts. • Faults are reported immediately via the Facilities Helpdesk and lifts are removed from service where safety cannot be assured.				
Crowd movement and congestion	Visitors (including children, elderly and mobility-impaired persons) may suffer distress, separation,	Major	Possible	High	• The building layout provides defined circulation routes and adequate exit widths to support safe movement of patrons. • Visitor flow is actively managed by	Major	Unlikely	Medium	

	trips, falls or crushing due to high footfall, congestion or loss of control of crowd movement, particularly during pre-show, interval, post-show or event changeovers.				Duty Managers and Front of House teams. • Ushers are positioned at key locations, including stairways, entrances/exits and known pinch points during peak periods. • Exits, circulation routes and foyer areas are always maintained clear through housekeeping controls. • Venue and space capacity limits are defined and adhered to. • Queuing, entry and exit arrangements are adapted based on event profile, attendance levels and audience behaviour. • Staff monitor crowd density and flow in real time and intervene early where congestion or unsafe behaviour is identified. • Communication between teams supports coordinated management of movement across the building. • Additional controls and staffing are introduced for higher-risk or atypical events through event-specific planning.				
Foyer furniture and temporary items	Visitors, staff, contractors and performers may suffer slips, trips, head injuries or impact	Moderate	Possible	High	• Furniture layouts are designed and maintained to ensure clear and unobstructed circulation routes, exits and access points at all times. • Furniture selection considers stability	Moderate	Unlikely	Medium	

	injuries from poorly positioned, unstable or misused furniture and temporary installations, including encroachment into circulation routes or interaction with event-related equipment.				and suitability for public use. • Duty Managers and Front of House teams monitor foyer layout and reposition furniture where it encroaches into walkways or creates hazards. • Furniture is used only for its intended purpose and misuse (e.g. standing on chairs, sitting on tables) is challenged by staff. • Temporary installations and event-related items are risk assessed, appropriately positioned and secured where necessary to prevent movement or instability. • Get-in / get-out and technical areas within public spaces are clearly defined and segregated using barriers and signage to prevent unauthorised access. • Temporary hazards are clearly signed, and defective or damaged items are removed from use immediately. • Defects and maintenance issues are reported via the Facilities Helpdesk and tracked to completion. • Accident, Incident and Near hit reporting is in place and reviewed to identify trends relating to layout, furniture use or temporary				

					installations.				
Use of doors (manual and automatic)	Visitors, staff, contractors and performers may suffer cuts, bruises, impact injuries or finger trapping due to doors opening into them, closing unexpectedly, or misuse of manual, automatic or fire doors, particularly during periods of high footfall.	Minor	Possible	Medium	• Doors are designed, installed and maintained to operate safely, including the use of vision panels where appropriate. • Door closers, magnetic hold-open devices and automatic door systems are subject to planned inspection and maintenance by the Facilities team. • Automatic doors are fitted with sensors to prevent contact with users. • Staff are trained to use doors safely, including opening doors with caution where visibility is restricted. • During busy periods (e.g. pre-show, interval and egress), staff may be positioned at key doors to manage flow and reduce risk of impact. • Faults and defects are reported promptly via the Facilities Helpdesk and doors are removed from use where safety cannot be assured. • Fire doors are managed in accordance with fire safety requirements and are not obstructed.	Minor	Unlikely	Low	
Glass entrance doors / portals/	Visitors, staff, contractors and	Minor	Possible	Medium	• Glazing throughout the building is clearly identified using translucent	Minor	Unlikely	Low	

glazed screens / windows	performers may suffer cuts, bruises or head impact due to collision with glass doors, glazed screens or full-height glazing where the presence of glass is not clearly visible, particularly in varying lighting conditions.				vinyl or promotional vinyl at appropriate heights to ensure visibility. • Automatic glass doors are fitted with sensors to prevent contact with users and are clearly signed to indicate operation. • Entrance mats and floor finishes assist in visually identifying door positions and transitions. • Duty Managers and Facilities staff monitor glazing condition as part of routine inspections. • Any missing, damaged or removed vinyl demarcation is reported and reinstated before areas are returned to normal use. • Glazing works, cleaning or replacement activities include checks to ensure vinyls provide continued visibility.				

Falls from height	Visitors, staff, contractors and performers may suffer serious or fatal injury from falling from balconies, mezzanine edges or other changes in level, including as a result of leaning, climbing, loss of balance or unsafe behaviour, particularly during periods of high footfall.	Severe	Possible	Very High	• Balconies, mezzanines and all elevated public areas are fitted with permanent guarding and balustrades designed and maintained to prevent falls from height. • Access to non-public elevated areas is controlled through physical security measures including access controls and climb boards. • All staff monitor behaviour in elevated areas and intervene where unsafe actions are observed (e.g. leaning, climbing, standing on furniture). • Ushers are positioned at key locations during busy periods to support safe movement and discourage unsafe behaviour near edges. • Furniture is positioned to prevent it being used to gain height near guarding. • Planned inspection and maintenance regimes are in place to ensure guarding, fixings and barriers remain secure and effective. • Defects are reported via the Facilities Helpdesk and rectified promptly, with areas made safe if	Severe	Unlikely	High	

					required.				
Movement within auditorium / studio under performance conditions	Visitors may experience disorientation, fear, panic or falls due to reduced lighting levels, changes in level, complex seating layouts, or performance effects (e.g. lighting, sound, strobe), particularly when moving within seating rows or entering/exiting	Minor	Possible	Medium	• The Theatre and Studio spaces are designed with defined access routes, including steps fitted with appropriate lighting, visible nosings and handrails to support safe movement. • Customers are advised at the point of booking to notify the venue of any access requirements, which can including sensitivity to lighting, vertigo or mobility needs. • Ushers are equipped with torches and are available to assist customers entering, exiting or	Minor	Unlikely	Low	

	during a performance.				moving within the auditorium under low lighting conditions. • Late seating and re-entry are managed in accordance with show requirements to minimise movement during low lighting conditions. • Customers are permitted to exit and re-enter the auditorium where required, reducing the risk of distress or unsafe movement. • Ushers monitor seating access and discourage unsafe behaviour, including climbing over seating rows. • Show-specific warnings (e.g. strobe lighting, loud noise, haze effects) are displayed and communicated to customers in advance and at point of entry. • Screens outside the auditorium may enable customers to continue watching the performance if they choose to leave. • The environment is actively managed by Front of House teams during performances and key transition points (e.g. late seating, interval and egress).				
Impaired behaviour due to alcohol	Visitors, staff and contractors may be	Major	Possible	High	• Alcohol service is delivered by trained staff in accordance with	Major	Unlikely	Medium	

consumption	exposed to slips, impaired judgement, aggression, disorder or unsafe behaviour linked to intoxication, which may result in injury to themselves or others, particularly during higher-risk or high-volume events.				licensing principles. • Service may be refused to individuals who appear intoxicated or where continued service would present a risk. • Front of House and SIA Door Supervisor Security officers actively monitor behaviour and identify early signs of intoxication or disorder. • Clear escalation procedures are in place, with concerns reported to the Duty Manager and escalated to Security or Police where required. • Event-specific risk assessments consider audience profile and alcohol-related risk, with additional controls implemented where required. • Spillages and associated slip risks are managed through established housekeeping procedures. • Staff receive training in conflict management and de-escalation techniques.				

Violence, aggression and anti-social behaviour	Visitors, staff, contractors and performers may be exposed to verbal abuse, threatening behaviour, aggression or physical assault arising from interactions between individuals, including disputes, refusal of service or entry, or wider anti-social behaviour within or around the premises.	Major	Possible	High	• The premises are well lit internally and externally to support safe operation and deter anti-social behaviour. • CCTV systems are in place across key areas of the building and are actively monitored where appropriate. • Front of House or Security staff are present during public openings and events to monitor behaviour and intervene where required. • Staff receive training in conflict management and de-escalation techniques. • Clear escalation procedures are in place, with incidents reported to the Duty Manager and escalated to Security or Police where necessary. • Security staff are provided for Studio and Theatre night-time get-outs. • Access to restricted areas is controlled through physical and electronic security measures. Visitor and contractor access is managed through Stage Door procedures. • Close working relationships are maintained with local police and City Watch radio followed to	Major	Unlikely	Medium	

					enable response and information sharing. • All incidents are recorded, reviewed and used to inform operational planning and control measures.				
Unauthorised access to restricted or hazardous areas	Public, visitors, contractors and performers may suffer electric shock, burns, slips, trips, falls, crush or impact injuries through contact with hazardous equipment, technical systems, moving equipment or service infrastructure if they gain unauthorised access to back of house, technical, plant or service areas.	Major	Possible	High	• Back of house, technical, plant and service areas are secured through locked doors, access control systems or physical segregation where appropriate. • CCTV systems and electronic fob access controls are in place to monitor and restrict access. • Staff, contractors and performing companies are issued with identification and relevant access permissions appropriate to their role. • Visitor and contractor attendance is managed and recorded through Stage Door Reception procedures. • Contractors and visiting companies are inducted into work areas and	Major	Unlikely	Medium	

					informed of site rules where required. • Restricted and hazardous areas are clearly identified through signage. • Access to hazardous areas is supervised where appropriate, particularly during public activity or event changeovers. • Defects relating to access control systems, locks or doors are reported promptly and rectified through the Facilities Helpdesk process.				
Inadequate first aid provision or delayed emergency response	Visitors, staff, contractors and performers may suffer delayed treatment or increased medical risk where first aid provision, equipment or emergency response is unavailable or ineffective.	Major	Unlikely	Medium	• Trained first aid representatives are available across multiple departments during operational hours and are contactable by radio. • First aid boxes are provided throughout the building, including public, operational and performance areas. • Defibrillators (AEDs) and bleed control kits are available on site and accessible to responding staff. • Sharps containers, biological waste bags and appropriate disposal arrangements are in place where required. • Monthly inspections of first aid equipment are completed, with stock replenished as necessary.	Major	Rare	Low	

					• Records of trained first aiders, qualifications and renewal dates are maintained and monitored. • Accident, incident and near hit reporting procedures are in place, with investigations undertaken where appropriate to identify trends or additional control measures. • Duty Managers coordinate emergency response arrangements and summon emergency services where required. • First aid provision is reviewed in relation to operational activity, event profile and audience needs.				
Emergency evacuation and escape from the building	Visitors, staff, contractors and performers may suffer injury or fatality due to slips, trips, falls, crushing, smoke exposure, panic or delayed escape during an emergency evacuation of the premises.	Severe	Possible	Very High	• Escape routes, exits and circulation spaces are designed and maintained to support safe evacuation from the premises. • Final exits and escape routes are clearly identified through illuminated signage and emergency lighting systems. • Fire alarm systems, emergency lighting, manual call points and associated emergency systems are installed throughout the building and subject to planned testing and maintenance. • Weekly testing of emergency	Severe	Unlikely	High	

					systems is undertaken, with defects reported and rectified promptly. • Duty Managers coordinate emergency response arrangements and staff are trained in evacuation procedures appropriate to their role. • Communication systems, including radios and public address systems, support coordinated evacuation management. • Good housekeeping standards are maintained to ensure escape routes, exits and circulation spaces remain unobstructed at all times. • Evacuation drills are undertaken periodically to test procedures and staff response. • Refuge points and assisted evacuation arrangements are in place to support persons requiring assistance during evacuation. • Event-specific arrangements are implemented where occupancy, audience profile or production activity presents additional evacuation considerations.				
Fire and smoke within the premises	Visitors, staff, contractors and performers may suffer burns, smoke	Severe	Possible	Very High	• A Fire Risk Assessment is in place and reviewed periodically, and following significant change, incident or alteration to the	Severe	Unlikely	High	

	inhalation, reduced visibility, serious injury or fatality in the event of fire within the premises.				premises or activities. • Fire detection and alarm systems are installed throughout the building and subject to planned testing, inspection and maintenance. • Emergency lighting, illuminated escape signage and manual call points are provided throughout the premises. • Passive fire protection measures, including fire-resisting construction and fire doors, are maintained to support containment of fire and smoke. • Good housekeeping standards are maintained, including waste management, safe storage practices and monitoring of furniture and materials to reduce fire loading. • Smoking is prohibited within the premises and controlled externally. • Electrical safety controls are in place, including fixed wire inspection, PAT arrangements and defect reporting procedures. • Fire extinguishers appropriate to the risk are provided throughout the building and maintained in accordance with statutory				

					requirements. • Duty Managers and staff are trained in fire safety, evacuation and emergency response procedures appropriate to their role. • Escape routes and exits are maintained unobstructed at all times. • Refuge points and assisted evacuation arrangements are in place for persons requiring support during evacuation. • Defects relating to fire safety systems or fire precautions are reported promptly and escalated where required.				
Hostile act, terrorism or major security incident	Visitors, staff, contractors and performers may suffer fatality, crush injuries, falls, smoke exposure or psychological trauma arising from a hostile act, suspected device, vehicle-related threat or other major security incident within or around the premises.	Severe	Unlikely	High	• Curve liaises with Counter Terrorism Policing advisers, emergency services and partner agencies to ensure arrangements reflect current guidance and threat information. • Protection of Premises readiness arrangements are incorporated into operational planning and procedures. • CCTV systems and staff observation support monitoring of the premises and surrounding public areas. • Suspicious behaviour, items or	Severe	Rare	Medium	

					activity are reported immediately to the Duty Manager in accordance with security procedures. • Evacuation, invacuation, lockdown and containment principles are incorporated into emergency planning arrangements. • Vehicle access to operational and public areas is controlled where reasonably practicable. • Staff receive awareness training and emergency response information appropriate to their role, including identifying suspicious activity and responding to hostile incidents. • Communication systems, including radios and public address systems, support coordinated incident management. • Event-specific risk assessments consider audience profile, attendance levels and wider security considerations where appropriate. • Security arrangements are reviewed periodically and following incidents, changes in threat level or significant operational changes.				

Additional Control Measures

What Additional Control Measures Are Required?	Who is Responsible for Implementing?	When Will the Additional Control Measures be Implemented by?	Completed Date

Review date April 2026	Reviewer Name (PRINT) Stewart Smith Reviewer Signature 

A formal review should be undertaken:

- As standard on an annual basis
- In the event of an accident/incident/near hit
- In the event of certain changes such as within team structure or building structure.

In the event of an accident/incident/near hit, or other changes please complete the section below:

Accident/Incident/Near Hit occurrence. Detail below	Detail what steps/additional control measures have been or need to be implemented as a result.	Have the control measures been implemented? If yes, date implemented on	Who implanted the control measures?	How were the control measures implemented?