

# The Grand Theatre Blackpool

## **RISK ASSESSMENT**

Guidance, for the protection of children, young people, vulnerable adults and visitors with special needs.

**V1.9**  
**May 08**

*Blackpool Grand Theatre (Arts and Entertainment) Ltd  
Registered Charity No. 1022754  
Blackpool Grand Theatre Trust Ltd  
Registered Charity No. 506601*

**If you have any queries regarding this document please in the first instance contact  
Ian Lamond on 01253 751077  
iall@blackpoolgrand.co.uk**

# The Grand Theatre Blackpool

## Terms Used In This Document

**Resident Manager** - The Grand Theatre

**Resident Manager's Employees** - Grand Theatre Staff (Paid or Volunteer)

**Visiting Manager** - The Visiting Production Company

**Loco Parentis** - The leader or Competent Person

(*Loco Parentis* – Refers to the person legally responsible for a child in the absence of the child's parent(s) or regular career)

**Loco Parentis Assistants** - Teachers / Guardians or Helpers

**Client Group** - Clients being: children, young people, vulnerable adults and people with special needs

## 1. Our Aim

The **Resident Manager** recognises that the protection of the **Client Group** is paramount. Therefore a team incorporating representatives from *Group Sales, Front of House, Health and Safety, Personnel, Grand Theatre Drama Academy, Friends of the Grand Organisation* and the *Manager* have put in place such policies and procedures.

## 2. Our Objective

To produce and set out a plan for the **Client Group's** needs. This will cover the **Client Group** and its interaction with both the **Resident Manager** and the **Visiting Manager**. Most eventualities will already have set policies and procedure for the **Resident Manager, Visiting Manager, Loco Parentis, Loco Parentis Assistants** and **Client Group**, however this is an ongoing publication and will need to be continually updated.

## 3. The Building

The Grand Theatre was built in the Victorian period and opened on the *23rd July 1894*. The theatre comprises of four levels: **Stalls** - Ground Level (With level access for wheel chairs), **The Dress Circle** – First Floor (20 steps to climb, there is a chair lift available to this level), **Upper Circle** – Second Floor (40 steps to climb) and finally the **Gallery** – Third Floor (70 steps to climb, seating is cushioned benches with no backrest). Registered Assist Dogs may be taken into the stalls area. We have 4 wheelchair spaces in the outer mid-stalls area

### 3a. Exploratory Visits

The theatre is available for viewing and making assessments subject to a mutual notice period. If you would like to arrange a tour of the theatre in respect of a **Risk Assessment** please contact Group Sales on 01253 743232

## 4. Our Mission Statement

*'Our mission is to continue our historic success in conserving the integrity of the irreplaceable Grade II\* Listed Victorian theatre, welcoming theatregoers by presenting a discerning programme of popular, thought-provoking and progressive theatre for Blackpool and the North West.'*

**In addition to our main Mission Statement we also recognise the need:**

*'To have a mutual respect between the **Client Group** and the **Resident Manager, Visiting Manager, Loco Parentis** and **Loco Parentis Assistants** involved, in modelling good behaviour and providing a safe environment.'*

## 5. Our Protection Policy Statement

*'No single organisation, including the **Resident Manager**, can guarantee the protection of any individual. However, the **Resident Manager** makes this written commitment to the protection and well being of any individual. The **Resident Manager** and all **Resident Manager Employees** will make sure that appropriate policies, practice and procedures are in place to both meet the requirements of the law and to deliver best practice.'*

*'The **Resident Manager** will further endeavour to protect any individual from any bullying or abuse by its own staff.'*

## **6. Risk Assessment**

**6a.** The **Resident Manager** has produced this **Risk Assessment** for the use of others.

**6b.** Please note this **Risk Assessment** is continually updated and is available in hard copy at any time. For an up to date copy contact Group Sales on 01253 743232 (see version number and date on the front cover).

## **7. Our Health & Safety Policy Statement**

*The Health and Safety at Work Act 1974 and other health and safety legislations applies to everybody at work and imposes a duty on Employers and Employees. Protection also extends to others such as members of the general public, contractors and visitors who may be affected by work activities.*

*Ultimately, under Health and Safety legislation, each and every individual carries a personal responsibility to take reasonable care for their own safety whilst visiting the venue and to avoid placing others at risk, to co-operate in the steps which the Venue must take to comply with the legislation and supporting regulations and to refrain from interfering with or misusing things necessarily provided in the interest of Health and Safety.*

**7a.** Our *Health and Safety Policy* is available as a separate document. If you require a copy please contact Group Sales on 01253 743232

## **8. Resident Manager's Equal Opportunities Policy**

*The Resident Manager is committed within the framework of existing legislation to eliminate discrimination in its own policies and practices and in those areas over which it has influence. The intention of this policy is to ensure that all **Resident Manager Employees**, both potential and actual, are treated equally and as individuals, regardless of colour, race, ethnic or national origin, religion, political belief, social or economic class, marital or parental origin, gender, sexual orientation, age or disability.*

*The Resident Manager will nominate a member of staff as Equal Opportunities Monitor, to ensure adherence to this policy in all areas of the theatre's operations. All job advertisements will include the Resident Manager's agreed Equal Opportunities Statement, which is:*

**'The Grand Theatre is striving to be an equal opportunities employer.'**

In order to attract the widest possible selection of candidates, any post will be advertised in a wide range of publications, which include local, community and specialist press for minority interests and disabled people.

All members of staff involved in recruitment panels must complete basic training in equal opportunities selection procedures.

Selection panels should, where possible, be balanced in composition in terms of gender, disability, age and ethnic background.

All new members of staff must take part in an induction programme, which will include an introduction to the Equal Opportunities Policy of the Grand Theatre Blackpool.

The Grand Theatre commits to make efforts in its programming policies to extend and increase audiences from diverse constituencies.

All publicity material should be regularly reviewed to ensure that it does not contain racist or sexist language or language which any reasonable person could readily recognise as being likely to cause offence to certain under-represented minority groups.

The Grand Theatre will be aware of and address itself to the importance of ensuring independent access to premises by disabled people, people with mobility difficulties, people with small children etc, and the physical and emotional barriers, which prevent these and other minority groups from involving themselves in the Grand's activities.

The principal criteria for selecting a person for a particular job shall be a person's ability and the requirements of the position in accordance with the job description and person specification.

**8a. In Addition** to our main **Equal Opportunities Policy** we also recognise:

*'All **Client Groups**, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to a safe environment and protection from abuse.'*

## 9. Planning the visit

**9a.** Drop off & collection points please refer to: **Items Outside Our Control.**

**9b. Client Group** entering and departing the theatre.

To assist with people entering and exiting the building in high numbers we may at times require you to enter or depart via MATCHAM COURT. Please check this on your arrival at the theatre with either our box office staff or the House Manager prior to entering the building with your **Client Group**.

**9c.** Collecting your tickets and issuing them to the **Client Group** If you need to collect your tickets from the theatre's box office please arrive in plenty of time as sometimes delays can occur

Please ensure the **Client Group** remains outside the foyer while you collect your tickets

Please DO NOT distribute tickets to individual members of your **Client Group** as this reduces the pace at which we can seat your group

Please ensure either the **Loco Parentis** or a **Loco Parentis Assistant** is at the front of the **Client Group** when you arrive at the area in which you are seated

**9d.** Head counts – Whatever the length and nature of the visit, the **Loco Parentis** and **Loco Parentis Assistants** should regularly conduct a head count, particularly **before entering and leaving** the venue. The **Loco Parentis** and **Loco Parentis Assistants** should carry a list of all **Group Clients** involved in the visit at all times.

## 10. Responsibilities and Ratios (for Client Groups)

**10a.** In respect of **Client Groups** our **Group Sales Purchasing Policy** is that for every 10 places booked one place is offered FREE of charge.

**10b.** May we draw your attention to the **Health and Safety of Pupils on Educational Visits** published by **The Department for Education & Skills (DfES)** whereby they recommend the appropriate ratios of **Loco Parentis** and **Loco Parentis Assistants** are adhered to:

**It is the Loco Parentis responsibility to provide:**

1 Adult per 6 **Client Group** in years 1-3 (approx age 5-7);

1 Adult per 10-15 **Client Group** in years 4-6 (approx age 7-11);

1 Adult per 15-20 **Client Group** in year 7 upwards (approx age 12-18)

**10c. Vulnerable adults and patrons with special needs** will require individual attention regarding assistants please contact Group Sales on 01253 743232.

**10d.** At all times the **Loco Parentis** and **Loco Parentis Assistants** are responsible for the safety and well being of their **Client Group** whilst visiting or in the theatre, however the **Resident Manager** and **all Resident Manager employees** will assist wherever possible but will require you to follow the guidelines in this publication.

**10e.** We require the **Loco Parentis** and **Loco Parentis Assistants** to make themselves known to the **Resident Managers employees** on the floor they are seated (Stalls, Dress or Upper Circle and Gallery). In addition, the **Loco Parentis** and **Loco Parentis Assistants** must ensure they are spread amongst the **Client Group** for easy management and control.

**10f. Toilets / Sweet Shop / Ice Cream Stands & Bars – Loco Parentis** if your **Client Group** visit these areas please make arrangements so that your group members are safe and suitably supervised.

**11. Pupils / Students' own Responsibilities – Code of Behaviour** It is the **Loco Parentis** responsibility to ensure that they explain our code of behaviour. We ask that you highlight the following to the **Client Group**.

The Aims and Objectives of the visit

How to avoid specific dangers and why the **Client Group** should follow rules

Who is responsible for the **Client Group**

Why **Health and Safety** Policies and other Practices and Procedures are in place

What standard of behaviour is expected from the **Client Group**

Behaviour, language and restraint of the **Client Group**

What to do if one of the **Client Group** is approached by anyone outside the group

What to do if any member of the **Client Group** is separated from the group

Rendezvous and departure procedures

Explain consuming alcohol is not permitted in under 18's and smoking in under 16's. Non-compliance will result in expulsion from the premises

Taking unprescribed drugs on the premises will result in instant expulsion from the premises

Smoking is not permitted in any area of the theatre with the exception of the patio adjoining Matcham Bar.

## **12. Control, Safety and Identification (*Resident Manager's Employees*)**

**12a. *Resident Manager's Employees*** will wear visible identification at all times.

**12b.** The ***Resident Manager's Employees*** will only enter specifically allocated toilets during a designated children's performance These are located in the **Outside corridor leading to stalls entrance from foyer, Backstage toilets and dressing room toilets in the Studio.**

Please note these toilets will have signage to state ***Resident Manager's Employees*** also use them. Other toilets are available on all levels and areas - Please ask any member of staff if you are unsure.

In an emergency or when asked to do so by a ***Loco Parentis*** or ***Leader's Assistant*** they will enter other toilets.

**12c.** The ***Resident Manager's Employees*** will endeavour to avoid being left alone with a ***Client Group*** member at any time, unless they are in a position to relocate with the main ***Client Group*** or in an emergency.

**12d. *Loco Parentis, Loco Parentis Assistants*** and ***Client Groups*** should comply with any instruction given for the Health & Safety of their ***Client Group*** by a ***Resident Manager's Employee***.

**12e.** The ***Resident Manager*** may employ additional front of house support for educational and children's designated productions.

**12f.** The ***Resident Manager*** appoints volunteers to assist with the running of the theatre, they are treated and respected as ***Resident Manager's Employees*** and are bound and guided by our policies, practices and procedures.

## **13. Accidents and Injuries, Emergency Procedures - First Aid & Disclosure**

### **13a. Accidents / Injuries**

In an emergency the ***Resident Manager*** carries **5 HSE approved Large First Aid Kits.**

Our Front of House Managers are fully trained and qualified to the required level of first aid response (St. John Ambulance First Aid at Work certification).

The nearest Accident & Emergency Hospital is **The Victoria** and is located on Whinney Heys Road, Blackpool FY3 8NR.

Any incident involving Health & Safety (including non-consensual acts of physical violence on the premises) must be entered in the **HSE approved Accident Report Book**, whether the ***Client Group*** has received first aid or not. It is located at our Stage Door please speak to a uniformed ***Resident Manager's Employee*** for assistance.

### **13b. Evacuation**

The ***Resident Manager*** has an ***Evacuation Policy***, which will be directed verbally from the stage in accordance with our ***Health & Safety Policy*** by the Duty Manager. Please follow any instruction given to you by a ***Resident Manager's uniformed staff Employee***.

All ***Loco Parentis*** and ***Loco Parentis Assistants*** should ensure that they have full control of their ***Client Group*** and that they and the ***Client Group*** understand the importance of listening carefully to instructions given from the stage in the event of an evacuation.

The **Grand Theatre's Fire Assembly Point** is located at the **Hounds Hill Shopping Centre main entrance on Victoria Street.**

The ***Loco Parentis*** and ***Loco Parentis Assistants*** should escort the ***Client Group*** to this point and await further instruction by the ***Resident Manager's uniformed Employees***.

At this point ensure you complete a head count of your ***Client Group***.

Advise one of the ***Resident Manager's uniformed Employees*** present if you are missing any of your ***Client Group*** immediately.

### **13c. Disclosure (Using Official Information)**

*'A Disclosure is a document containing information held by the police and government departments. It can be used by employees and voluntary organisations to make safer recruitment decisions about*

people working with children, young people and vulnerable adults'

#### **13d. Disclosure (In relation to abuse)**

In the context of child protection the term describes an event in which a child, young person or vulnerable adult confides information about abuse or neglect. Please ask for a copy of our **Child Protection Policy**

### **14. Contact Details & Our Exclusion Policy**

#### **14a. Resident Managers Contacts**

Manager

Telephone 01253 290111

Lead responsibility for Policies, Practices and Procedures in place for **Loco Parentis, Loco Parentis Assistants, Client Group** and **Resident Managers Employees**

Licensee

Telephone 01253 290111

Health & Safety, Risk Assessment Policies, Practices and Procedures for the **Resident Manager**

#### **14b. Visiting Manager Workshops (Booking Direct)**

If you have organised a Workshop directly with the **Visiting Manager** we must remind you that your contract is with them and not the **Resident Manager**. You should ensure that the **Visiting Manager** is fully compliant with the guidelines stated by the **Health and Safety of Pupils on Educational Visits** published by **The Department for Education & Skills (DfES)** and fully understand the child protection laws in force. It is also the **Loco Parentis** responsibility to ensure the **Visiting Manager** complies with the protection of children, young people, vulnerable adults and people with special needs at all times.

#### **14c. Loco Parentis Contact Requirements**

A lead name, address and contact telephone number will be required for both the **Loco Parentis** and **their organisation**.

#### **14d. Exclusion from the Resident Managers Venue**

In the instance that a **Client Group** member may need to be excluded from the auditorium the **Resident Company** requires enough **Loco Parentis Assistants** so that an excluded individual has a **Loco Parentis Assistant** with them until such time as the conclusion of the production or until the individual can be safely escorted from the building and does not impinge on Health & Safety and on the rest of the **Client Group**.

**14e.** The **Resident Manager** will endeavour to discourage discrimination, violence, degrading behaviour, name-calling and aggravation of any kind.

**14f.** The **Resident Manager** reserves the right to refuse admission to the venue at any time

### **15. Rights and Confidentiality**

#### **15a. Resident Managers Data Protection Policy:**

*'The Grand Theatre, Blackpool is registered with the Data Protection Registrar and ask informed consent of your details for marketing purposes. Please be assured that all details captured are for our own use and not shared, rented or sold with any other parties or visiting companies other than for our marketing, market-research or fundraising purposes. You can opt out of our using your information for these purposes. If you wish to see any details held by The Grand Theatre please write to The Marketing Manager, Grand Theatre, 33 Church Street, Blackpool, FY1 1HT.'*

**15b.** Information and records of a personal nature regarding all involved within the theatre will not be shared with, or disclosed to any third party without the written consent of the subject. The **Resident Manager** is registered on the Data Protection Register Ref No: Z762981

**15c. Resident Manager's Employees** will never discuss names of **Client Group** members outside of the theatre. **Resident Manager's Employees** will also not disclose any information that is deemed personal, liable or detrimental to a **Client Group** member's safety, outside of the co-operative, unless it is required for a child protection case, and the relevant organisations need the information.

**15d.** The **Resident Manager** operates CCTV in the following areas for security reasons only: Main Foyer, Stage Door, Public Bars, Studio Foyer and Space.

**15e. Photography and filming of children, young people, vulnerable adults and people with special needs.**

A parent or (**Loco Parentis**) can consent to the use of images of the **Client Group** for whom they are responsible. The **Resident Manager** will require the parent or **Loco Parentis** to sign a declaration to confirm that this is acceptable and it will state what the images will be used for.

## 16. Partnerships (Companies) and Public Relations

**16a.** The **Resident Manager** openly publishes all its policies, practices and procedures and will make them available to any party at any time.

**16b.** The **Resident Manager** will at no time enter correspondence regarding **Client Groups** unless it is required for a child protection case, and the relevant organizations require the information.

**16c.** The **Resident Manager** will work within such guidelines as the **NSPCC**, **The Arts Council of ENGLAND** and **The Department for Education and Skills (DfES)**.

**16d.** When you book a workshop directly with the **Resident Manager** we ensure that all **Visiting Manager Employees** will have been checked by the Criminal Record Bureau (CRB) and are not on the DfES *List 99*.

**16e.** The **Resident Manager** will request from any **Visiting Manager** only **Standard Disclosures**, as **Loco Parentis** or **Loco Parentis Assistants** should also be present to supervise all events.

### 16f. Standard Disclosure

Standard Disclosure is the minimum level of Disclosure recommended for anyone with direct contact with children. This level of Disclosure is considered appropriate only if it can be guaranteed that the individual will not have unsupervised access to children or vulnerable adults.

A Standard Disclosure check provides information on both criminal records (spent and unspent convictions) and the List 99 and Protection of Children Act lists (which provide names of individuals banned from working with children). The turn-around time should be two weeks but can take longer, depending on the bureau's workload at the time.

**16g.** Any items regarding **Rights and Confidentiality** and **Partnerships (Companies) and Public Relations** should in the first instance be directed to our Administrator who can be contacted on 01253 290111.

The Disclose service can be contacted at [www.disclosure.gov.uk](http://www.disclosure.gov.uk) and the CRB on 0870 90 90 811 or [www.crb.gov.uk](http://www.crb.gov.uk)

## 17. Development and Training

**17a.** All **Resident Manager's Employees** are continually made aware of Policies, Practices and Procedures regarding **Client Groups**.

**17b.** Continual reviews by the **Resident Manager** take place on all Policies, Practices and Procedures and will ensure all guidelines are being met.

**17c.** All new **Resident Manager's Employees** will be inducted and continually made aware of our commitment to these Policies, Practices and Procedures

**17d.** The **Resident Manager** will keep up to date with Policies, Practices and Procedures of Health & Safety and advise all **Resident Manager's Employees**

## 18. Reviewing our Polices, Practices and Procedures

The **Resident Manager** will regularly review policies, practices and procedures on guidance & protection of **Client Groups**. Our **Checkpoints** will be:

- Philosophy and principles
- Child protection policies, practices and procedures
- Conducting good policies, practices and procedures
- Training **Resident Manager's Employees**
- Partnerships and public relations
- The community

## 19. Definitions – Child, Young Person and Vulnerable Adult

**19a.** The definition of a *Child or Children* is anyone up to the age of 18 (extensions exist for children who are disabled and for those in local authority care settings).

**19b.** When we refer to a *Child or Children* we mean all ages, however a *Child or Children* in the upper age limit prefer to be known as *young people*, this is a term used in most higher educational and youth organisations.

**19c.** *Vulnerable Adults / Special Needs* are people who are or may be in need of community care and services because of mental disability or other disability, age or illness, and who are, or who may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

## **20. Items outside our Control**

Some aspects of your visit are out of the **Resident Managers** direct control. We may be able to assist however in certain circumstances so please feel free to contact Group Sales on 01253 743232

### **20a. Drop Off & Collection Points**

The **Resident Manager** will assist where possible. You may have heard that Blackpool Town Centre has undergone some modernisation and regeneration. This has had a knock on effect to our surrounding area. Blackpool Council have suggested to us an alternative disembark / collection zone on Coronation Street / Church Street be available. Your new approach could now be from the main promenade onto New Bonny Street, Albert Road, Coronation Street and finally Church Street. When on Church Street you will see 'access only' bollards in the middle of the road. During peak times the council will arrange for traffic wardens to be on hand to lower these. If we have few coaches arriving they are allowed to still disembark as normal on Church Street / Corporation Street, please call us first to be advised where you should disembark/collect. If you are arriving after 6.30pm they will automatically lower when approached. **PLEASE DRIVE WITH CARE AND APPROACH SLOWLY.** Please advise your driver prior to your departure.

### **20b. Weather**

If the weather is inclement then the **Resident Manager** has a covered outdoor area in MATCHAM COURT this can be used prior to going into the theatre, and allows access to all areas. Please could the **Loco Parentis** or **Leaders Assistant** advise a **Resident Manager Employee** that you are here so they can assist you and the **Client Group**.

Free copies of the *Health and Safety of Pupils on Educational Visits* published by *The Department for Education & Skills (DfES)* can be obtained by calling the *DfES Publications Centre* on 0845 6022260. *The Grand Theatre is supported by ONLINE – [www.blackpoolgrand.co.uk](http://www.blackpoolgrand.co.uk)*

Take a look at our website. In our *Education Login* section which contains all useful information about the theatre for download including: work packs; Risk Assessment; any Workshop details; and our Child Protection Policy.