

Minimising risk - in-person events



When planning an in-person event, all the usual considerations for minimising risks apply, but this year there are additional risks to think about. We've outlined a few of these considerations below. As you'll know, guidance is evolving and the situation is fluid. Therefore it's imperative to regularly review government guidance and be prepared for changes to ensure risks are minimised.

For full details of up to date government restrictions and guidance see: <https://www.gov.uk/coronavirus>

Things to think about

VULNERABLE STAFF / VOLUNTEERS / VISITORS

- Current shielding measures are due to end 1st August for England, but do check [government guidelines](#) for what's in place at the time of the festival, and consider ways people can contribute remotely
- Advise people not to attend if they are exhibiting symptoms

MAINTAINING SOCIAL DISTANCING

- Consider the capacity of your site, and where the bottlenecks might be – perhaps implement a one-way system, or close off smaller spaces
- Use pre-booking to limit numbers and advise visitors not to attend if they are exhibiting symptoms
- Use signage to remind and alert people of distancing rules and the location of facilities. Eg. Have a sign to highlight how long the distance is / use floor markings or block off seats to ensure people maintain distance / set up directional arrows to hand washing facilities or to mark a one-way route
- Provide a floor plan / site map in advance or at the entrance, to help people understand the route ahead

ENHANCED HYGIENE MEASURES

- Have hand washing stations available for staff/volunteers/visitors at the entrance, have hand sanitiser available at strategic points eg exit to toilets, picnic areas
- Step up your cleaning routine, particularly for frequently touched surfaces such as door handles, lift buttons and card machines. You may even want to close your site part-way through your event for a deep clean

TEST & TRACE / DATA PROTECTION

Current guidelines for gatherings of people require contacts to be taken as part of the [Test & Trace initiative](#) to stop the spread of the virus. It's important to remember though that GDPR legislation requires us all to ensure people are aware what their data is being used for, and how it will be stored. They must give active consent for its use.

- If you are asking people to book for an event, be careful how you store their contact details, they must never be shared without consent, and should be deleted as soon as possible. If you email people, do so individually or use blind copy, never allow others to see everyone's details.
- For more information on data protection see the [Information Commissioner's Office Guide to Data Protection](#)
- For more information on Test & Trace, see the [Government guidance on maintaining records for the scheme](#)

Reassuring visitors

[Consumer insight research](#) shows that visitors are increasingly keen to get out and about but need some extra reassurance that it will be safe. Extra messaging will be added to the public event directory this year, including a new section on each event entry outlining 'COVID considerations'. Use this field to add in any extra measures you are taking that might be relevant to reassure visitors.

Here are a couple of short video clips from places already opening up as examples of precautionary measures you could think about and ways to reassure visitors. While these are for larger scale, public attractions, the ideas in them are useful pointers to prompt thinking for your event.

- [Brighton Pavilion reopening video clip](#)
- [Compton Verney reopening video clips](#) (one for the gardens, one for galleries)
- [National Trust House reopening video clip](#) + [Visitor page on their website](#)

Guidance & support

Here are some useful places to go for more guidance and support:

- [The Heritage Alliance COVID-19 Guidance hub](#)
- [Visit Britain Get Ready to Reopen hub](#) has a specific section on [Heritage Sites](#)
- For full details of government restrictions and guidance see: <https://www.gov.uk/coronavirus>
- The Health & Safety Executive have released a detailed [COVID-19 risk assessment template form](#) for employers that might be a useful prompt
- The National Trust are happy to share their own guidance documentation about opening up places for visitors, including working practices / enhanced hygiene measures / step by step guide to cleaning toilets. Drop the HODs team a line and we can send it on to you (sarah.holloway@heritageopendays.org.uk)