



Operating Plan
Opening the Cathedral to Visitors
(with effect from 6 January 2021)

General Information

Alert Status	The Cathedral is in National Lockdown
General Principles of Opening	<p>The Cathedral is permitted to open for the following reasons:</p> <ul style="list-style-type: none"> Individual Prayer Services (see below) Funerals (up to 30 people - see below for more details) To broadcast acts of worship Weddings (up to 6 people and only in exceptional circumstances) <p>The Cathedral cannot open as a tourist attraction and therefore there will be no:</p> <ul style="list-style-type: none"> General wandering around the cathedral (Virgers to block off access to side aisles to reinforce this requirement) Access to the Treasury, Crypt, or side chapels Access to the Kings & Scribes exhibition Guided tours Tower tours Bell ringing <p>There should be no social mixing with friend or family unless they are part of the same household or support bubble. Therefore, there will be no groups during this period.</p> <p>There is a general requirement for the public to stay at home except under certain circumstances so general visitors are not expected.</p> <p>All visitors, staff and volunteers in the Cathedral must wear a face covering unless they have a valid exemption. Visitors must comply with the 2m social distancing guidance throughout their visit. There should be no mingling between households within the Cathedral.</p> <p>There will be no Guides, Welcomers or other volunteers on duty while the cathedral is open for private prayer. Normal Sidesmen attendance for services will apply.</p>

Dates	6 January 2021 until further notice.
Opening Times	The Cathedral will open for private prayer between 11.00 and 15.00 daily (Monday to Sunday) during the above period. Outside of these times the Cathedral will open 30 minutes before the start of scheduled services (for those attending the service only)
Risk Assessment	A specific COVID-19 Risk Assessment has been carried out for this activity and is attached at Annex A. The measures set out in this Instruction cover the H&S requirements identified in the Risk Assessment. Copies of this Risk Assessment will be provided to those working in support of this activity and copies held at the Reception Desk and Virger's Vestry for ease of reference.
Rule of Six	Under the guidance for this period only those in the same household or support bubble may meet socially indoors therefore the "Rule of Six" will not apply.
Visitor(s)	There will be no tourist visitors to the Cathedral during this period. The Cathedral is only open for those wishing to undertake private prayer. Anyone wishing to just have a general look around the Cathedral should have this explained to them. For simplicity members of the general public attending the Cathedral for whatever reason are referred to as visitors in this document.
Tour Groups	Tour groups are not permitted during this period.
Photography	To emphasise that the cathedral is only open for private prayer anyone asking if they can take pictures of the cathedral should be advised that this is not permitted.
Face Coverings	Face coverings are a requirement for entry to the Cathedral for everyone. Valid reasons for exemption include: <ul style="list-style-type: none"> a. Children under 11 b. Not being able to wear a face covering because of a physical or mental illness or impairment or disability c. If putting on a face covering will cause the person severe distress d. If you are travelling with or providing assistant to someone who relies on lip reading to communicate e. To avoid harm or injury or the risk of harm or injury to yourself or others f. To take medication g. If a police officer or other official requests your remove you face covering h. If asked to do so by staff for the purpose of age identification
Staff	Staff should also wear appropriate face coverings while in the Cathedral with permitted exceptions of: <ol style="list-style-type: none"> 1 – Not required behind Entrance Desk as screens are in place 2 – Face coverings do not need to be worn in staff only areas 3 – Where there is an existing requirement to wear PPE this takes priority although face coverings should still be worn if possible <p>Staff should ask any visitors they observe not wearing a face covering to put one on immediately. If necessary, a single use face covering can be provided.</p>

Volunteers	Guides, Welcomers & K&S Stewards are not expected to attend the Cathedral during this period. Sidesmen will attend for services as normal.
Contractors	Contractors working in areas where they are visible to the public should wear a face covering unless their requirements for PPE supersede this.

Entrance Arrangements

External Queuing	Experience has shown that there has been no need for external queueing thus far. It is not anticipated that this situation will change.
Hand sanitiser	On arrival inside the Cathedral all Visitor(s) will be asked to sanitise their hands using the sanitiser provided.
Internal Queueing	It will be possible for a maximum of 5 Visitor(s) to queue inside the Cathedral maintaining a distance of 2m between groups.
Internal Capacity Calculation and Operating Capacity	<p>Based on the area currently accessible to visitors (Nave only (excluding side aisles chapels, etc)) and taking into account the typical size of visitor parties as well as experience since the Cathedral reopened after lockdown the effective capacity for the Cathedral is currently 60 Visitors*</p> <p><i>*based on minimum of 600m². One individual maintaining a 2m radius of social distancing requires approx. 12.50m² giving a notional capacity of 160 distinct "bubbles". Some allowance can be made for the fact that there will be household units visiting so a cautious allowance could be made of say 1.25</i></p>
Monitoring Visitor(s) level in the Cathedral	<p>The highest daily figure in the period of private prayer after the ending of lockdown in June was 208 for a 5-hour period with an average daily attendance of 94. There is likely to be considerably less passing visitors in the period of this lockdown so the capacity is not expected to be exceeded.</p> <p>Should it be required the following arrangements would be put in place:</p> <ul style="list-style-type: none"> Duty Manager called if Entrance Desk or Virgers feel the capacity is being approached A physical head count of numbers currently in the Cathedral is carried out Virger tracks numbers In and Out of the Cathedral (can use an app to assist e.g. Tally Counter app on Apple store which allows a limit to be set and tracks in and out) Virger liaises with Entrance Desk to operate a "one out, one in" system until such time as visitor numbers drop consistently below capacity. This can be done by communicating through radio
Ropes & stanchions	Normal arrangements for rope & will be required at the Entrance Desk.

The Welcome

<p>Entrance Desk Welcome</p>	<p>There will normally be two members of staff at the Entrance Desk who will welcome each visitor(s) in turn and take the following steps:</p> <ul style="list-style-type: none"> a) Welcome the Visitor(s) to the Cathedral and explain that the Cathedral is open for Prayer & Reflection b) Visitor(s) will be made aware of the Prayer Stations available in the Nave (including where appropriate the Prayer Station intended specifically for families) c) Visitor(s) will also be able to visit the Nave of the Cathedral for their own private reflection. d) Check if any Visitor(s) are showing any COVID-19 symptoms (if the answer is Yes they will be asked to leave the Cathedral immediately via the Exit Door) e) Invite the Visitor(s) to make their way round into the Nave and ask that they respect the social distancing requirement and any directional signs <p>*On duty Virgers will be able to assist and provide comfort cover for this member of staff as required</p>
<p>Supporting Test & Trace</p>	<p>Wherever possible contact details (name and contact number for lead person in each household unit) should be collected from all those visiting the Cathedral.</p> <p>The primary method of capture will be through the use of the Government Covid-19 app for which QR codes will be on display at the entrance to the Cathedral and at the Entrance Desk (there will also be distinct QR codes for other locations on the Cathedral estate).</p> <p>For those who do not have the App then a paper based alternative will be available. The Entrance Desk should ask the lead attendee their name and contact number. There is NO need to capture more than one set of contact details for each household but the appropriate number in the party should be recorded in the appropriate column on the sheet. If any attendee declines to provide their details, then they WILL be permitted to visit the Cathedral and the appropriate box(es) should be annotated "DECLINED".</p>
<p>Completed Test & Trace</p>	<p>The completed sheets should be handed to Virgers and treated as confidential data (similar to a completed First Aid Report) and passed to the Head of Operations. These will be held for 21 days and will only be used in the unlikely event that the government Test & Trace scheme identifies a potential link to a confirmed Covid-19 case.</p> <p>The information will not be used for any other purpose and capturing data for this purpose does not contravene GDPR regulations.</p>
<p>Ticketing System</p>	<p>The Entrance Desk team will use the ticketing system to capture any donations as normal.</p>

Entrance Desk Safety Precautions	<p>A screen is in place for the Entrance Desk to help protect Entrance Desk staff. Visitor(s) will be encouraged to stand 1m away from the Entrance Desk itself which should provide a 2m distance as an additional precaution. Hand sanitiser will be provided for staff on the desk and no more than THREE people will be permitted in the Entrance Desk area at any time.</p> <p>Cash should be discouraged but if any Visitor(s) was unable to make a contactless payment then Entrance Desk staff should use gloves and/or hand sanitiser after handling any cash. Entrance Desk member of staff to wipe down Desk at start and end of the day and frequently during the day.</p>
Welcome Screen	<p>In addition to normal messaging on this screen additional messaging should include</p> <ul style="list-style-type: none"> a) That we have risk assessed and applied COVID-19 measures as part of opening the Cathedral today b) Remind Visitor(s) of the COVID 19 symptoms and to keep their distance c) Encourage Visitor(s) to make donations using contactless credit card

Visitor Access

Visitor Access	Only the main Nave will be open to Visitors.
Nave	<p>The Nave will continue to be presented without chairs.</p> <p>The Prayer Stations will remain in the Nave of the Cathedral. Each station will comprise:</p> <ul style="list-style-type: none"> a) Large screen monitor displaying prayers for reflection and other messages b) Candle stand <p>Attention to be drawn to the availability of contactless donation points</p> <p>One of the Prayer Stations will be configured specifically from family groups (i.e. parents/guardians and their children) and any such group will be directed to that station.</p>
Canon in Residence	The normal arrangements for the Canon in Residence being available should they be required by a member of the public will apply.
Chairs	Chairs will not be provided as a matter of course at any of the Prayer Stations but they will be available for anyone who may require them (to reduce the need for cleaning down surfaces).
Toilets	<p>The toilets in the Cathedral will NOT be available for use by those attending the Cathedral.</p> <p>They will be available for use by staff and the Virgers will arrange an appropriate cleaning regime for this period of opening the Cathedral.</p>

Wipe Down arrangements	Virgers will ensure that all touchpoints are wiped down with an appropriate cleaner before the Cathedral is opened to the public and again at the end of the day. The Virgers will also undertake (and be seen to undertake) frequent (hourly) wipe down of touch points during the period of opening including door handles and Entrance Desk.
First Aid Arrangements	Virgers will provide First Aid as normal for Visitor(s) to the Cathedral. Should any First Aid treatment be required then Virgers should use all appropriate PPE (i.e. gloves, facemask and visor). At present provided social distancing is maintained there is no requirement for other staff to wear PPE when assisting with a First Aid response.

Acts of Worship in the Cathedral

General Principles	<p>Acts of public worship will be held in the Cathedral under the specific guidance for such acts as issued by the Government.</p> <p>The Cathedral will ensure that all Covid-19 related guidance is applied at all times to such acts of worship.</p> <p>The size of the Cathedral is such that the decision has been taken to maintain the 2m rule throughout for services and only in exceptional circumstances will it apply the 1m+ enhanced approach.</p>
Pattern of Regular Services	<p>Zoom Morning Prayer every day</p> <p>Streamed daily Choral Evensong (Monday to Saturday at 17.30; Sunday at 15.30)</p> <p>Sung Eucharist Wednesday 12.00 and Sunday 10.00; for Feast Days as per Rota</p>
Funerals	<p>Funerals can be attended by a maximum of 30 people and it is advised that only close friends and family attend. Anyone working is not included in this figure.</p> <p>Social distancing should be maintained between people who do not live together or share a support bubble.</p>
Interment of Ashes	<p>These are permitted with a limit of 15 attending.</p>
Weddings	<p>Ceremonies will only be permitted to take place in exceptional circumstances.</p> <p>Maximum number attending will be 6.</p>
Acts of Worship	<p>People may attend the Cathedral for services but there should not be any mingling between households</p> <p>Any live streaming of services should be carried out with regards to Data protection and Safeguarding risks e.g. no close up shots of individual choristers</p>

Exit Arrangements

Exit Door	Exit will be via South West Door (normal exit door) to ensure we have a general one-way flow of Visitor(s). There will be no entry to the Cathedral for staff or members of the public via this door.
Hand Sanitising on Exit	There will be hand sanitiser available at the exit from the Cathedral and Visitor(s) will be encouraged to make use of it as they depart the Cathedral.
Donation Point	A contactless donation point will be positioned by the exit from the Cathedral to encourage those Visitor(s) who may not have already done so to make a donation.
Exit Sign	Signage to be in place to say thank you for visiting

Refectory, Gift Shop & Book Stall

Gift Shop	The Gift Shop will be closed.
Refectory	The Refectory will be closed.
Book Stall	The Book Stall will be closed

Bruce Winton
Head of Operations
6 January 2021