

WORKSOP COLLEGE SWIMMING POOL
NORMAL OPERATING PROCEDURE

NORMAL OPERATING PROCEDURES



FOR

WORKSOP COLLEGE SWIMMING POOL

20 March 2017

Normal Operating Procedure – updated March 2017

**WORKSOP COLLEGE SWIMMING POOL
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HEALTH and SAFETY OPERATING PROCEDURE	SECTION: 3.1
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TITLE: Swimming Pools (NOP)	

1. Changes from Last Issue

Not applicable

2. Objective and Scope

To ensure that all swimming pool activities are controlled to maintain a safe, enjoyable and beneficial service during both College use and during periods of external hire.

This procedure identifies the processes designed to control pool supervision, admission and club / private use. This procedure is used in conjunction with the other operational procedures to satisfy the relevant requirements of the HSE publication 'Managing Health and Safety in Swimming Pools' and the BSI / ISRM publication PAS65 'Management of Swimming Pools – General Management – Code of Practice'.

3. Reference Documents

3.1 External Documents

ISRM 'Do Not' Poster
ISRM 'Safe Diving' Poster
Managing Health and Safety in Swimming Pools
PAS 65 – Management of Swimming Pools – General Management – Code of Practice
PAS 39 – Management of Public Swimming Pools – Water Treatment systems etc
ISRM Pool Lifeguard Video Training Pack
ISRM Diving in Pools
ISRM Risk Assessment Manual for Leisure Centres
ASA / ISRM Swim Competency Award
ISRM Child Admission Policy
RLSS / ISRM / ASA Safe Supervision of teachers and Coaches of Swimming
ISRM Risk Assessment Guidance for child admission policies
ISRM Use of Play Equipment and water features in swimming pools

3.2 Internal Documents

Swimming Pool Rules
Swimming Pool Guidelines for Teaching Staff
Worksop College Risk Assessments
Woodard Schools (Nottinghamshire) Enterprises Ltd Swimming Pool Hire Agreements

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4. Procedure Detail

4.1 Details of Pools

4.1.1 Main Pool

The main pool is a traditional rectangular pool measuring 23 metres x 9.5 metres with depths ranging from 1.06 metres (3' 6") to 2.20 metres (8'3"). It comprises 4 standard lanes when lane ropes are used. The pool itself has a skim channel doubling as hand holds around all four sides of the pool.

The pool is used for programmed and un-programmed sessions by the College including swimming lessons, fitness swimming, casual swimming, mat sessions, canoeing and sub-aqua during both term time and vacation periods. The pool is also used by external hirers for specific programmed sessions including swimming lessons, Aquarobics and sub-aqua and canoeing.

Diving is restricted to the deep end and from the side of the pool from the 1.5 metre depth to the deep end.

4.1.2 Plans of the Building and Layout

Plans of the building showing key features are attached to this NOP as follows:

Appendix A – General Plan of the Pool (also showing emergency exit)

Appendix B – Plan of the Pool Showing Safety Equipment

Appendix C – General Plan Showing Pool Depths and Safety Signs

These plans should be studied to ensure adequate awareness of the entire building. All staff / external hirers engaged in pool supervision and / or swimming teaching or allied duties shall be completely familiar with all of the details in order that they can carry out their duties safely and efficiently.

4.2 Hazards

4.2.1 Risk Assessment

A documented assessment of the significant risks has been undertaken by the College in line with the College's health and safety management approach. The risk assessment can be found attached as **Appendix E**.

The risk assessment identifies a range of hazards arising from the use of the pool and the plant room.

The outcome of the risk assessment is communicated to employees via staff training. The context of this NOP is also communicated at staff training sessions.

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4.2.2 Known Hazards

The following have been factors in past fatalities (or serious injuries) in swimming pools in the United Kingdom and should therefore be considered as possibilities at the pool:

- (a) Prior health problems e.g. heart trouble, asthma, epilepsy, etc;
- (b) Youth and inexperience (half of those who drown are aged under 15 years);
- (c) Alcohol, drugs or food before swimming;
- (d) Unauthorised access to pools intended to be out of use;
- (e) Weak or non-swimmers straying out of their depth;
- (f) Diving into insufficient depth of water (leading to concussion or injury to head, neck or spine);
- (g) Persons wandering back into the pool from the changing rooms at the end of a swimming session, when the pool is unguarded;
- (h) Unruly behaviour and misuse of equipment;
- (i) Unclear pool water, preventing casualties from being seen;
- (j) Absence of, or inadequate response, by staff or external hirers engaged in pool supervision and / or swimming teaching in an emergency;
- (k) The exit from the changing rooms leading directly to deep water areas.

4.2.3 Users at Risk

Once users are in the water it is very much more difficult to spot potential problems. Those who need to be carefully watched include:

- (a) Weak swimmers;
- (b) The boisterous and show off;
- (c) Hand rail and lane rope "crawlers";
- (d) Those wearing arm bands or other forms of buoyancy aid;
- (e) Unaccompanied children or those inadequately supervised by an adult;
- (f) Parent/carers 'teaching';

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- (g) Those using floats, inflatables and other such equipment;
- (h) Elderly customers;
- (i) Those with disabilities / special needs;
- (j) Those under the influence of drink and/or drugs.

4.2.4 Exclusions

Those staff or external hirers responsible for pool supervision and / or swimming teaching, are best placed to observe, before they enter the water area, users who may be considered to be at particular risk, such as:

- (a) Those under the influence of alcohol and/or drugs;
- (b) People in poor health;
- (c) The elderly;
- (d) Unaccompanied children under the age of 12;
- (e) Those who appear nervous or afraid.

Persons who appear to be intoxicated or not well enough to enter the water must be excluded. Appropriate consideration must be given to those users who may have a disability and may appear to pose a risk. Many persons in this category may be referred by a doctor for exercise and are invariably able to swim safely. If in any doubt the College Health Team should always be consulted.

Children who are under the age of 12, not accompanied by a responsible adult over the age of 16, should not be allowed admission, in accordance with the College's unaccompanied children policy.

4.3 Lifeguard Qualifications and Training

- 4.3.1 Where **programmed sessions** are taking place in the pool, staff and / or external hirers should be in possession of a current RLSS National Pool Lifeguard Qualification (NPLQ) or the current Rescue Test for Teachers and Coaches of Swimming Award (ASA / RLSS / ISTC / ISRM). The NPLQ qualification shall include both unit one and unit two modules. It should be noted that if the programmed session includes **any form of unprogrammed session** within the programmed session then the qualification requirements are as for unprogrammed sessions detailed below.
- 4.3.2 Where **unprogrammed sessions** are taking place all staff and / or external hirers shall be RLSS NPLQ qualified, with both unit one and two modules.
- 4.3.3 Staff and external hirers responsible for pool supervision shall participate in at least one two hour training session per month, including wet and dry training. This shall include monthly CPR training.
- 4.3.4 Individual records of attendance and performance shall be maintained.

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4.4 Dealing with Pool Users

4.4.1 Safety Education

Rules for pool use are displayed in the reception, the pool hall and changing room areas. These rules are incorporated into the conditions of hire for the swimming pool. Staff engaged in pool supervision and / or swimming teaching, and external hirers are trained in these rules as part of their induction.

4.4.2 Communication with Users

In dealings with users, especially where there is a potential discipline problem, the following should be considered:

- (a) Smile and appear approachable;
- (b) Use eye contact;
- (c) Be courteous but assertive;
- (d) Be seen to care;
- (e) Be specific and give reasons for any warning/instruction;
- (f) Do not display anger or use inappropriate language;
- (g) Do not intimidate users;
- (h) Use a whistle sparingly, or else it loses its effect. It is important to remember that the whistle will only attract attention and needs to be followed by a verbal or visual instruction. If using hand signals, ensure that they are made in such a way as to be quite obvious and not open to misinterpretation;
- (i) Remember that many barriers to communication exist. The user with whom you are trying to communicate may have a hearing or sight impediment or may not speak English as their first language.
- (j) There may be occasions where situations arise of a sensitive nature. These involve all instances of nudity in public areas, exposure, or behaviour that is deemed to be inappropriate by the lifeguard. In any such case, the Senior Deputy Head or Deputy Head (pastoral) must be informed immediately. Exact details of the incident will then be recorded and the appropriate authority informed. Staff must be aware that instances of inappropriate behaviour may turn out to have an acceptable reason; therefore confidentiality must strictly be enforced.

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4.4.3 Rules for Pool Use

- (a) No running on the pool side;
- (b) No fighting, bullying, pushing or ducking or throwing other bathers into the pool;
- (c) No face masks, flippers or snorkels to be used during casual sessions;
- (d) No eating or drinking on the pool side;
- (e) No outdoor shoes permitted on the poolside;
- (f) No prams and pushchairs permitted on the pool side;
- (g) No smoking;
- Designated Non-Swimmers Area**
- (h) Non-swimmers and weak swimmers must remain in the areas of the pool marked by a solid red line on the pool surround near the shallow end of the pool;
- Under 12's Admission Policy**
- (i) Children under the age of 12 must be accompanied in the water by an adult. One adult may accompany up to two children under the age of 12; Children under 4 shall be accompanied on a 1:1 basis;
- (j) Accompanying adults must not leave children under the age of 12 unattended or beyond eye contact;
- (k) No diving into depths of less than 1.5 metres and then only shallow racing dives into the pool;
- (l) No jumping onto floats/rafts or inflatables from the pool side;
- (m) No shouting;
- (n) No bombing;
- (o) No acrobatics;

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4.5 Staff / External Hirers Engaged in Pool Supervision and / or swimming teaching - Duties and Responsibilities

4.5.1 Key Tasks

The key tasks of staff / external hirers when working in the pool areas are:-

- (a) Maintain concentrated observation of the pool and pool users in order to anticipate problems e.g. rowdy behaviour, diving in to shallow water etc. and to identify any emergency quickly. Some swimmers in difficulty may shout and splash; others may give little indication of a problem, but simply sink below the water. Both types of behaviour may be found during normal activity: concentrated vigilance is needed to detect the genuine emergency;
- (b) Supervise diving or other pool equipment when such equipment is being used;
- (c) Carry out rescues and initiate other emergency action, as and when necessary;
- (d) Give immediate first aid, in the event of injury to a bather, or other emergency;
- (e) Communicate with swimmers and other staff on duty to fulfil the above tasks;
- (f) Encourage responsible behaviour by the swimmers - polite and firm reminders should be given to swimmers who are in breach of the rules;
- (g) Maintain pool staff positions as required in this procedure;
- (h) Maintain communication with colleagues at all times, where appropriate. Use speech, whistle or agreed hand signals to deliver clear directions;
- (i) Ensure all emergency first aid equipment and pool side emergency equipment is present and working correctly;
- (j) Maintain safe, clean and hygienic conditions on the pool sides;
- (k) Continuously inspect the areas and initiate action to ensure the required environment is maintained;

4.5.2 Swimmer Observation

A key element in pool supervision duties is swimmer observation. Staff and / or external hirers engaged in pool supervision must be aware of warning signs that a potentially dangerous situation is developing, in particular:

- (a) Worried expression on the face of a swimmer;
- (b) Cries for help;

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- (c) Crowd gathering;
- (d) Deliberate waving of an arm;
- (e) Sudden submerging;
- (f) Two or more swimmers in very close contact;
- (g) A swimmer in a motionless face down position;
- (h) Hair over the eyes or mouth.

By remaining constantly vigilant and continuously scanning the water, staff and / or external hirers engaged in pool supervision can detect a problem in its early stages and be ready to take the appropriate action.

4.5.3 Poolside Rules for Staff / External Hirers Engaged in Pool Supervision Duties

Those engaged in pool supervision duties must:

- (a) Wear the uniform provided at all times they are on duty so that they are easily recognised by users;
- (b) Maintain an alert, upright posture and a vigilant demeanour during times of pool side supervision;
- (c) Never come on duty tired or under the influence of any substance that might impair the ability to supervise;
- (d) Not have any other employment, which may impinge on their ability to supervise. Any other employment shall be disclosed;
- (e) Never leave a pool, or an area of a pool, unattended. They must not, for example, leave the pool to get floats or armbands or deal with changing room issues etc. They should also ensure that their attention is not drawn from the pool side by the fitting of armbands etc;
- (f) Carry a whistle with them at all times;
- (g) Not take part in social conversations with colleagues or customers when on pool side duty;
- (h) Not bring or consume food or drink on the pool side;
- (i) Ensure that all users are cleared from the pool and removed to the changing rooms, and all doors exiting onto the poolside are locked shut if there is a need to leave the pool side for whatever reason;

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- (j) Be in position on the poolside before users are permitted to enter the water. In addition, staff must remain on the pool side at the end of a session until all users have left the area and the pool hall secured by the bolting of all doors exiting onto the poolside;
- (k) Those engaged in pool supervision duties should keep to the rotation times and relieve their colleagues promptly, as necessary;
- (l) Those engaged in pool supervision duties must be aware of unsupervised children under the age of 12. You may need to question those children, removing them from the water if necessary. The Senior Deputy Head or Deputy Head (pastoral) should be called when appropriate;
- (m) Lifeguarding positions are planned to ensure that all of the allocated zone can be scanned in 10 seconds and a casualty can be reached within approximately 20 seconds;

4.5.4 Pool Supervision Guidelines

(a) Key Points

- Look out for and prevent users running from the female changing rooms into the deep end of the pool;
- Ensure diving only takes place at the deep end and from the sides of the pool where indicated that diving is allowed. In water of 1.5m or deeper only shallow racing type dives permitted by competent/trained swimmers who have been authorised to do so
- Non-swimmers and swimmers wearing arm bands should be restricted to the shallow end of the pool as identified by the warning notices and the solid red line on the pool surround;
- During lane sessions users must swim lengths in the directions indicated and in the lane most appropriate to the speed/ability. Swimmers in inappropriate lanes should be asked to move to a lane that is more appropriate.
- Do not allow swimmers to hang onto lane ropes or to climb out using them.
- Children under 12 must be accompanied by an adult at all times;
- Be aware that the pool suffers from high levels of glare on the pool surface which prevents the bottom of the pool being clearly visible. At these times those responsible for pool supervision must move to an appropriate position from which all of the pool bottom can clearly be seen;

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4.6 Numbers of Pool Staff

4.6.1 Swimming Lessons

If the pool is being used **exclusively** for swimming lessons, they will be supervised by an ASA qualified teacher, who will also hold either a valid National Pool Lifeguard qualification or the Rescue Test for Teachers/Coaches of Swimming.

The class numbers will be in accordance with the RLSS/ASA/ISRM guidance publication 'Safe Supervision for Teachers and Coaches of Swimming', detailed in Table 1 below. Where these requirements are met, a Lifeguard is **not** required on poolside. The teacher must be trained in raising the alarm.

Where class numbers exceed the guidance below then trained assistants are permissible. Training must include: class observation, signs of distress, raising the alarm.

Specific class numbers and controls to be detailed in the risk assessment.

Class ability	Recommended ratio of teacher : pupils
Beginners and non-swimmers	1:12
Adult and child classes	1:12
Improvers (can swim 10 m) up to competent (can swim 25 m and tread water for 2 min)	1:20
Competitive swim training	1:30
In-water teaching	1:4
Swimmers with disabilities	1:8 (plus helpers)
Aqua aerobics	1:20 (deep water), 1:30(shallow water)

Table 1 - Ratios for Teachers: Pupils for swimming activities

Where unprogrammed play is allowed during a programmed session, e.g. a mat session at the end of the lesson then a NPLQ qualified member of staff will be required.

These arrangements will apply for both College lessons and for lessons undertaken during periods of external hire.

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4.6.2 Unprogrammed or hybrid sessions (defined as a programmed session taking part in an unprogrammed session)

If the pool is being used for unprogrammed and / or hybrid sessions NPLQ Lifeguards will be required. The minimum number of lifeguards for unprogrammed sessions is 1. This will allow up to 25 users in the pool. Where users are in excess of these then 2 lifeguards will be required, up to the maximum bather number of 50.

Where only 1 lifeguard is on duty they shall be located mid way along the poolside, so as to be in the best position to minimise the impact of glare on the pool and provide a good view of the access adjacent to deep water from the female changing rooms. They will observe the entire pool from this point.

When two members of staff are on duty one lifeguard will be positioned as above. The second lifeguard will be located at the deep end of the pool providing intensive supervision of the deep end of the pool combined with extensive supervision of the whole pool. This position may need to be reviewed in light of glare throughout the course of the day.

The maximum time on pool supervision should be 60 minutes with an absolute maximum of 75 minutes in exceptional circumstances. Where two lifeguards are on duty positions should be rotated between them after 30 minutes. A period of 20 minutes should be provided off poolside engaged in other duties.

4.6.3 Specialist activities (e.g. Canoe, Sub-aqua, etc.)

These activities only take place when there is exclusive use of the pool.

For canoeing activities there must be 1 qualified BCU Instructor. The group do not engage in activities other than canoeing ie unprogrammed play and therefore no NPLQ lifeguard is required. Those not participating in canoeing activities at any time remain out of the water. The Instructor is fully briefed and trained as to how to raise the alarm and the evacuation procedure.

For Sub-Aqua there must be 1 qualified BSAC / PADI Instructor. The group do not engage in activities other than sub-aqua ie unprogrammed play and therefore no NPLQ lifeguard is required. Those not participating in sub-aqua activities at any time remain out of the water. The Instructor is fully briefed and trained as to how to raise the alarm and the evacuation procedure.

The College, both for in-house and external hirers, will obtain a copy of the Instructors qualifications and will retain them on file at the College.

For external hirers the College will also obtain a copy of the hirer's risk assessments, evidence of CRB checks and current insurance certificates.

Lifeguards provided by external hirers supervising specialist activities will have appropriate additional training including how to raise the alarm and evacuation procedures.

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4.6.3 Lane / Fitness Swimming

Lane swimming sessions normally requires 1 NPLQ lifeguard on duty.

An exception to this is for lane swimming by members of the college staff during specific lunchtime periods. In this case this activity may be permitted to take place without any staff present in the following circumstances:

- a) there are a minimum of two swimmers (preferably three) who are deemed to be competent swimmers with no known medical conditions which may affect their ability to take part in vigorous exercise;
- b) the risks of swimming with no lifeguarding presence are made aware to the participants;
- c) swimmers receive basic training in raising the alarm and in the general emergency procedures pertaining to the pool;
- d) swimmers accept responsibility for themselves and their partner and leave the pool at the same time;
- e) a register of swimmers permitted to swim unsupervised is retained by the college.

It should be noted that these specific arrangements do not apply to any other groups, including external hirers.

4.6.4 Special Needs Users

Persons with a range of disabilities may use the pool. To facilitate safe and enjoyable use a risk assessment is conducted for group use to identify the number of helpers required for both participation and emergency evacuation. *The numbers of staff will be determined and inserted here as enquiries are received.*

For individual users any special requirements are determined by the Deputy Head/ Operations Manager and where permanent adjustments to working practice are required, discussed with the key personnel.

4.6.5 Aquarobics

If the teacher has a Rescue Test for Teachers / Coaches of Swimming qualification and the pool is being exclusively used for Aquarobics, then a lifeguard is not required. If class numbers exceed 20 in deep water or 30 in shallow water, a second rescue test or NPLQ qualified person is required.

4.6.7 Swimming Galas

One NPLQ qualified lifeguard or Rescue Test qualified person is required patrolling along the length of the pool. Additionally other staff (unqualified) shall supervise swimmers and / or spectators on the poolside.

For any external swimming galas when the booking is taken by the Lettings Officer/ Operations Manager he shall either satisfy himself that the hirer will provide supervision to the specified standard using an appropriate qualified (NPLQ) person or the College will insist on a NPLQ lifeguard / Rescue Test qualification being provided. This will be confirmed on the booking form. As in other circumstances the College will obtain a copy of the hirer's risk assessments, evidence of DBS checks and current insurance certificates. The Instructor is briefed as to how to raise the alarm and the evacuation procedure.

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3.6.11 Mat Sessions

Where the pool is used either partially or exclusively for mat/float/ fun sessions, the following principles apply:

- Maximum two to a mat
- Keep away from the pool side
- No standing on the mat
- No jumping on or off the pool side
- Watch for weak swimmers out of their depth. Keep weak swimmers in a roped off area at the shallow end.
- Watch for users getting underneath the mat
- Minimum three lifeguards on the poolside with the third member of staff supervising from the shallow end

4.7 Pool Staff Planning

4.7.1 Pool cover will be planned two weeks in advance by the Operations Manager /Deputy Head to ensure that appropriate cover is provided for the types of sessions and / or bookings taking place.

4.8 Admission Control

4.8.1 When empty, the pool hall shall be secured to prevent public access, by bolting both doors to the changing rooms and securely closing the door from the pool side into the foyer.

4.8.2 Additionally the main door to the pool building will be kept locked at all times that the pool is not in use.

4.8.3 The access codes for the key pad controlling the entrance to the pool hall will only be known by the appropriate members of staff.

4.8.4 The maximum numbers in the pool is 50 bathers. Staff / external hirers shall consider stopping further admissions if admissions approach maximum bather numbers, ensuring that capacity is not exceeded.

4.8.5 Staff / external hirers shall ensure that customers using the pool are not in a condition which would adversely affect the safety or enjoyment of other customers (e.g. obviously intoxicated or unhygienic). If this is the case, the Deputy Head/ Operations Manager shall be informed and a decision made whether to allow admission.

4.8.6 Unaccompanied Under 12's will not be permitted to use the pool.

4.8.7 Swimming and Epilepsy

- (a) If advised (or a user with the condition is known to staff), the staff / external hirers should be advised.
- (b) If the customer's condition is totally controlled by epileptic medication, no special precautions are necessary.

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- (c) Otherwise persons with the condition should be accompanied by a responsible adult, who unless they are competent in rescue techniques, should restrict swimming to 1.5 metres depth or less.
- (d) Those responsible for pool supervision shall be made aware by the Deputy Head/ Operations Manager of persons and arrangements.

N.B. Our aim is to assist people to participate and enjoy the facilities and not to place unnecessary restrictions.

4.9 Club Use/Private Hire

- 4.9.1 The requirements and rules identified for unprogrammed and programmed sessions also apply to private organisations using the pool.
- 4.9.2 The Lettings Officer shall ensure that private organisations are aware of these requirements and rules when confirming the booking. The organisation shall be issued a copy of this Procedure and given instructions relating to emergency action.
- 4.9.3 The Lettings Officer shall ensure that all qualified Lifeguards provided by private organisations are inducted in the necessary operating procedures and emergency action plan. This training and their qualifications shall be recorded in the Training Records and a copy retained on file.
- 4.9.4 The Lettings Officer shall monitor club / private hire use to ensure the requirements and rules are being adhered to. The qualified NPLQ Lifeguard / Rescue Test supervising external hire sessions must sign in on each visit.
- 4.9.5 Copies of external hirers risk assessments, qualifications, insurances and DBS checks shall be obtained by the Lettings Officer/ Operations Manager and retained by the College.

4.10 Pool Cleaning

- 4.10.1 The pool cleaning and hygiene programme is organised and managed by Worksop College Household Department.
- 4.10.2 Details of cleaning requirements and standards to be maintained are included in the pool cleaning programme (Appendix F – to be attached by College).

4.11 Safety Equipment

- 4.11.1 Safety equipment (including the pool telephone) is to be checked daily prior to pool opening by staff / external hirers responsible for pool supervision. Problems / shortfalls are reported to Operations Manager. Records of checks and problems raised are to be kept.

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4.11.2 At the start of each session staff / external hirers responsible for pool supervision shall ensure the safety equipment is in place.

4.12 Pool Rescues

4.12.1 All rescues (entry and non-entry) are recorded on an accident form and forwarded to the Deputy Head/ Operations Manager.

4.12.2 Further investigation of individual pool rescues and trend analysis of any recurring incidents shall be organised.