



Normal Operating Procedures

version 1.3

Table of Contents

1.	Introduction	6
1.1	Major Caveat	6
1.2	Minor Caveat	6
2.	Pool Objectives and Scope	7
3.	Essential Reading.....	7
4.	Details of the Pool	8
5.	Swimming Pool Rules	9
5.1	General Pool Rules.....	9
5.2	Pool Behaviour Rules	10
5.3	RoSPA User’s Safety Code.....	10
6.	Safety Policy Statement	11
7.	Risks and Hazards	11
7.1	The Role of Risk Assessment	11
7.2	General Swimming Hazards	11
7.3	Specific Local Hazards	12
8.	Recording of Information	12
9.	Reporting Pool Accidents and Other Incidents	12
10.	Staff Communication and Session Handover.....	13
11.	Responsibilities of All Staff.....	14
12.	First Aid Supplies and Provision.....	14
13.	Ingleton & District Amateur Swim Club Membership	15
13.1	Full Membership	15
13.2	Temporary Membership - REMOVED	15
14.	Public Address System	15
15.	Controlling Bathing Loads	15
16.	Child Admission Policy	17
17.	Disability Policy	18
18.	Epilepsy Policy.....	18
19.	Asthma Policy	18
20.	Colostomy Bag Policy.....	18
21.	Exclusions from the Pool.....	19
22.	Pool Supervisor Responsibilities.....	19
21.1	Overall Responsibility	19
21.2	General Duties	19
21.3	Pool Safety Checks	20

23.	Pool Assistant Responsibilities	20
22.1	Overall Responsibility	20
22.2	General Duties	20
22.3	Additional General duties in the absence of the Pool Supervisor	21
22.4	Pool Safety Checks	21
24.	Lifeguard’s Duties and Responsibilities	21
23.1	General Duties of a Lifeguard.....	22
23.2	Poolside Rules for Lifeguard.....	22
23.3	Lifeguard Quality and Standards.....	23
23.4	Proactive Supervision of the Pool	23
23.5	Communication with the General Public.....	24
25.	Pollution in the Pool	24
26.	Alarm Systems and Emergency Equipment	24
27.	Hygiene.....	25
28.	Use of Photographic/Filming Equipment	25
29.	Swim Nappies	25
30.	Pool Closure	26
31.	Lost Property.....	26
32.	General Pool Activities.....	26
31.1	General Public Swim Sessions	26
31.2	Adult Only Member Swim Sessions (Club Session)	26
31.3	Children Swimming Lessons.....	27
31.4	Swimming Gala	27
31.5	Private Hire	27
31.6	Other Private Hire Activities	27
31.6.1	Canoeing	27
31.6.2	Sub Aqua	28
33.	Recruitment and Training of Staff/Volunteers	28
34.	Interview and Induction.....	30
33.1	Interview.....	30
33.2	Induction.....	30
35.	Systems of Work	30
36.	Operational Systems.....	32
37.	Detailed Work Instructions	32
36.1	Daily.....	32
36.2	Weekly.....	33
36.3	Monthly/Every 6 weeks	33

36.4	6 Monthly	33
36.5	Annually.....	34
36.6	Close Season	34
38.	Cleaning	34
39.	Disinfection.....	34
40.	Control of Substances Hazardous to Health (COSHH)	34
41.	Water Temperature.....	34
42.	Pool Water Testing.....	35
43.	Legionnaire Monitoring and Testing	35
44.	Water Quality Control	36

Review History

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2017-05-16	1.2	Nigel Thompson - updated and reissued
2018-05-27	1.3	Rachel Whaley – updated and reissued (Sections 15, 33, 34 and 35)

1. Introduction

The Health and Safety Commission has made the recommendations (*HSG179 – Managing health and safety in swimming pools*) that every pool operator should prepare a written operating procedure setting out the organisation and arrangements for ensuring user safety. This document will be a reference for all staff, both paid and volunteer.

Individual members of staff and volunteers have a responsibility to know and fully understand the contents of this document and all documents referred to within, in addition each member of staff and volunteer has a duty of care to customers, to other staff and volunteers and to themselves.

This document is essential reading for all staff and volunteers.

As this document is continually evolving then any request for change to this document, or any documentation should be passed to the Pool Supervisor or a member of the committee. All input is gladly received as we strive to produce correct and accurate documentation and process.

1.1 Major Caveat

As Ingleton Swimming Pool is an open air facility, it is only open for 3 months of the calendar year which is generally throughout the months of June, July and August. As a direct result of this, it operates within the constraints of a greatly reduced operating budget and available resource pool when compared to other swimming pool facilities around the UK. Whilst every effort is made by the Ingleton Swimming Pool Management Committee, staff and volunteers to meet, and where possible exceed, the regulation, policy and processes that are required to operate a swimming pool facility it is inevitable that there are certain areas and situations where it is financially impossible to provide everything to everybody. Ingleton Swimming Pool takes a pragmatic approach where this is necessary to ensure that this facility remains available for continued generations of local and visitors to enjoy while meeting all legal and regulatory requirements and providing a safe and enjoyable local facility.

1.2 Minor Caveat

The Swimming Pool Management Committee have produced, reviewed and agreed this document and the processes and procedures outlined within it. However, given that we are only open for 3 months of the calendar year and there is often no continuity of staff from one year to the next, we are aware that at a local operation day to day level there may be some slight deviations from the defined within this document. These deviations may only be temporary (for one season or less) or permanent (in which case this document will be updated) but providing any deviations have been discussed and agreed by the necessary Swimming Pool Committee and they do not degrade the service provided to the general public or increase the safety risk of the pool operations then Ingleton Swimming Pool Management Committee has no objection. We are continually striving to improve the level of service and operational efficiency of the swimming pool. The Ingleton Swimming Pool Management Committee are not always best placed to see where improvements can be found which is why we rely on the professionalism and dedication of our staff and volunteers to help us delivery and improve the services we provide.

2. Pool Objectives and Scope

It is the objective of the Ingleton Swimming Pool Management Committee to:

- Ensure that swimming pool activities are controlled to minimise risk and maintain a safe, clean, enjoyable, beneficial and friendly service
- Establish and maintain good relationships with other clubs, schools and other pool users
- Ensure that the swimming pool runs efficiently within defined financial restraints
- Maximise usage of the swimming pools facilities in order that they may reach optimum levels and increase revenue, without prejudicing the balance of the recreational programme and the needs of the community
- Maintain optimum levels of trained, motivated and flexible staff at all times when the swimming pool is open
- Develop swimming lessons for all ages and abilities

3. Essential Reading

The ***Pool Safety Operating Procedures (PSOP)*** for Ingleton Swimming Pool consists of the following documents:

- ***Normal Operating Procedures (NOP)***
- ***Emergency Action Plan (EAP)***

Other essential reading:

- ***Risk Assessment Plan (RAP)***
- ***Child and Vulnerable Adults Protection Policy (CAVPP)***

In the best interest of making the pool documentation applicable and readable to its intended audience we have separated all activities related to the Water Plant Management, the Plant Room and Cleaning and placed them in the following document. This document is only essential reading for staff and volunteers who operate the plant:

- ***Plant Operators Procedures (POP)***

This ***Normal Operating Procedures (NOP)*** details the normal routine day to day operations which keep the pool running and ensure that the water is of good quality for swimming. It shows in detail, the manner in which the pool is organised and operated to ensure the safety of staff and users. These details are for reference of pool staff, and also for members of the general public who hire the facility.

To ensure that the information in this document remains accurate to the way in which the facility is used, it is important to ensure that this document is regularly reviewed, and where necessary, revised. The details of this process are outlined in the ***Master Document Index (MDI)***.

It is the overall responsibility of the Ingleton Swimming Pool Management Committee to ensure the safe operation of the pool facility. In practice, on a day to day operational basis when the pool is open during the season then this responsibility falls on the Pool Supervisor, Pool Assistants and Lifeguards.

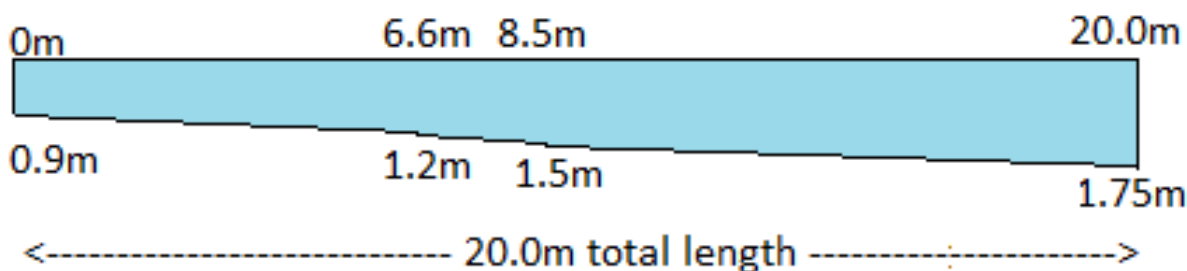
4. Details of the Pool

Ingleton Swimming Pool has no official address or postcode. We are located down the hill from Ingleton Youth Hostel (**LA6 3EG**) on Sammy Lane.

For more specific location details the following can be used:

- **Long/Lat N 54 09.320 W 002 28.109**
- **Grid Ref 69503 73381**

The pool is a traditional rectangular pool and the measurements are below:



Measurement	Size
Length	20.00 metres
Width	8.00 metres
Deepest depth	1.75 metres
Shallowest depth	0.90 metres
Surface Area	160 m ²
Cubic Capacity	44,000 gallons ³ 200,000m ³
Flow Rate	
Turnover Rate	4 hours

It comprises 4 standard lanes although the majority of the time it operates without lanes roped off. The pool itself is below deck level.

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

The maximum number of bathers admitted to the pool at any one time is 50.

The pool is heated to approximately 28.0°Celsius or 82.0° Fahrenheit.

A thermal pool cover is used overnight during the open season to help maintain the heat of the water. It is located at the shallow end of the pool when stored. From the shallow end, it is pulled in the direction of the deep end to cover the pools surface.

There is an Emergency Exit gate located at the top of the central steps of the spectator viewing/seating area. The key to the Emergency Exit gate is located in an Emergency Key Box with hammer on a chain which is located on the side of the Disabled Changing room. This is identified by a suitable sign.

The main access to the pool facility is via the Main Entrance gate located by the Pool Office/Pay Kiosk.

The swimming pool is used for the following activities:

- **General Public swim session**
- **Adult Only Members swim sessions (Club sessions)**
- **Children Swimming lessons**
- **Swimming Gala**
- **Private Hire bookings**

The Plant Room is kept permanently locked. Access to the Plant Room is restricted to pool staff, volunteers and tradesmen only. Access to members of the general public is strictly prohibited.

Spectators are restricted to the designated spectator areas.

Pool evacuation should be through the main entrance or the emergency gate. The meeting point following a pool evacuation is the in the picnic area which is above and to the left of the pool when looking from pool side.

The following are the chemical rates for the pool:

Measurement	Size
Flocpak	1 pack of Aqua Sparkle tablets (500g) per week
P.H. (controlled by co ² gas)	1 gas bottle (47kg) per month
Chlorine Granules	25kg of Chlorine Granules month

See Appendix 1 (not to scale) for a detailed floor plan of the pool layout and dimensions.

5. Swimming Pool Rules

5.1 General Pool Rules

Below are the Rules and Regulations governing the use of Ingleton Swimming Pool:

- It is a condition of entry that the public read and follow the RoSPA User's Safety Code detailed below
- All Emergency Exits must be kept clear at all times
- Ingleton Swimming Pool Management Committee take no responsibility for any loss of property whilst on the pool premises. (valuables such as wallets, purses, watches, jewellery etc. can be handed in at the office for safe keeping)
- For safety purposes, the maximum number of people allowed in the pool is 50. To prevent overcrowding, Swimming Pool staff reserve the right to limit the length of time in the pool
- The Ingleton Swimming Pool Management Committee and staff on duty reserve the right to refuse entry, and eject any person or persons from the pool at anytime if they feel they are not adhering to the pool rules
- The Ingleton Swimming Pool Management Committee reserve the right to exclude any person or persons from the pool for an unspecified time period if they are found to consistently fail to adhering to the pool rules. Their membership can also be revoked or suspended so they will not receive any membership entry concession if they are allowed back into the swimming pool
- Conventional swim wear must be worn
- Please shower before and after using the pool
- Good behaviour must be observed at all times

Our customers are not always right, but they are always our customers. Please treat our customers with this key point in mind.

5.2 Pool Behaviour Rules

The following rules apply during General Public Swim sessions where there is a lifeguard in attendance. These rules are outlined to assist all staff in their duties. This list is not exhaustive:

- Bathers must not enter the pool unless a lifeguard is on duty
- Lifeguards are in attendance to supervise swimmers, but parents remain responsible for their children's safety and behaviour within the pool enclosures
- Swimmers must inform the lifeguard if they suffer from any illness or disability which may affect their ability to swim
- Non or weak swimmers must remain in standing depth of water
- Bathers in armbands must remain in the shallow end of the pool
- Do not enter the pool when wearing a dressing or bandage
- Do not enter the swimming pool knowingly suffering from a condition of health which might endanger themselves or others. Specifically, swimmers must be free from the symptoms of diarrhoea for at least 14 days before entering the pool
- Do not bring glass containers into the dressing rooms, shower or pool areas
- Do not bring any alcoholic drink into the facility or enter the facility under the influence of drink or drugs
- Do not foul or pollute the water whilst in the swimming pool
- Do not use offensive language or engage in conduct of a disorderly or violent manner
- No diving into depths of under 1.5m and then only shallow racing dives
- No running dives into any depth
- No running anywhere within the pool facility
- No fighting, bullying, pushing, ducking or throwing other bathers in the pool
- No bombing
- No petting
- No eating or drinking in the water
- No smoking within the pool complex
- Dogs are allowed within the pool complex but they must remain on a lead and cannot enter the water
- All portable electrical appliances brought on to the poolside whilst the pool is in use should be battery operated

5.3 RoSPA User's Safety Code

Ingleton Swimming Pool Management Committee believe the points made in the Royal Society for the Prevention of Accidents (RoSPA) Safety Code for swimming pool users is important enough to detail:

- **Spot the dangers** - Swimming pools can be hazardous. Water presents a risk of drowning, and injuries can be caused from hitting hard surrounds.
- **Always within your ability** - Never swim after a heavy meal or alcohol. Take care if you have a medical problem such as epilepsy, asthma, diabetes or a heart condition.
- **Check new places** - Every pool is different, check the depth of the water and other hazards such as diving boards and water slides.
- **Take safety advice** - Avoid unruly behaviour, for instance, running, ducking, acrobatics, shouting/screaming. Always do as lifeguards say, remember that a moment of foolishness can cost a life.

- **Look out for yourself and other swimmers** - It is safer to swim with a companion. Keep an eye open for others, particularly young children and non-swimmers.
- **Learn how to help** - If you see somebody in difficulty, get help immediately. In an emergency, keep calm and do exactly as you are told.

Our lifeguards are there to provide both assistance in an emergency and as importantly prevent accidents from occurring beforehand. Users of the pool facility must obey their instructions; there will be a reason for it.

6. Safety Policy Statement

In accordance with the Health and Safety Policy guidelines (**HSG179 – Managing health and safety in swimming pools**) which set out the policy for protecting the health and safety of employees at work, Ingleton Swimming Pool Management Committee are committed to the health and safety of its staff, volunteers and customers and to carrying out its work in a safe and healthy manner, relying on the commitment and co-operation of its staff and volunteers. The overall responsibility for safety in the swimming pool rests with Ingleton Swimming Pool Management Committee. We act through our staff and volunteers who co-operate with Ingleton Swimming Pool Management Committee, in particular by taking care of their own safety and the safety of others who use the facilities.

7. Risks and Hazards

7.1 The Role of Risk Assessment

Risk Assessments are completed to identify hazards, assess risks and indicate as far as practicable the measures required to control these hazards and risks associated with the pool. The **Risk Assessment Plan (RAP)** is scheduled for reviewed yearly or following an accident or a change in the activity of the pool.

7.2 General Swimming Hazards

The following have been factors that in the past or in other swimming pools that have proven to increase the normal margin of risk involved with swimming.

- Prior health problems e.g. heart, asthma, epilepsy etc
- Young and inexperienced swimmers
- Customers under the influence of alcohol and/or drugs
- Customers who have consumed food prior to swimming
- Unauthorised access to pool outside open hours
- Weak – non swimmers straying out of their depth
- Water clarity
- Diving into insufficient depth of water
- Unruly behaviour and misuse of equipment
- Absence of inadequate response by lifeguards in an emergency
- Quiet bathing load times still require vigilance
- Excitable occasions such as parties and private bookings
- Boisterous swimmers and show offs
- Unaccompanied children or inadequate supervision of children
- Parents or carers teaching
- Customers using floats, inflatable's or other such items
- Elderly customers
- Customers with disabilities or special needs
- Unsupervised Adult Only Members sessions

Note: Refer to the Risk Assessment Plan (RAP) for more complete information.

7.3 Specific Local Hazards

The following have been identified as general pool hazards based on past experience and all staff must be aware of these issues.

- Slipping accidents on the poolside – running is not allowed
- Pool staff must be aware of the pool depth and make customers aware should they appear to be out of their depth
- Diving will only be permitted from the pool side in the deep end of the pool, the water must not be less than 1.5 metres deep.
- The Deep End is adjacent to the Male and Female changing rooms
- The change in depth at the sloping section of the pool
- The pool entry steps and the gaps between these and the side of the pool
- The changing rooms (Male, Female and Disabled) open directly into the pool area
- The narrow section between the Plant Room and the edge of the pool at the Deep End
- There is a small risk of entrapment, (hair or fingers trapped) in either pool inlets, outlets and other grilles.
- Direct access from the spectator seating to the water
- The thermal covers storage is directly adjacent to the Shallow End and accessible to the general public. It is a solid structure with sharp edges. All lines must be tucked away when the thermal covers are stored when the pool is open
- Water on the changing room floors can contribute to slips
- Soap and water in the shower areas can contribute to slips
- Only pool staff or volunteers must be allowed to cover the pool surface with the thermal covers as they are heavy.
- The general public are not allowed in the Plant Room at any time

Note: Refer to the Risk Assessment Plan (RAP) for more complete information.

8. Recording of Information

We try to employ a simple and straight forward approach to recording information. The following are the main forms of day to day reporting and recording of information:

- **Pool Office Diary** – for general staff communication such as handover notes
- **Membership Book** – records adult, junior and family membership details
- **Accident Book** – used for the recording of any accidents that occur
- **Disciplinary Book** – used for the recording of any disciplinary issues that occur
- **Lifeguard Training Book** – records details of Lifeguard training
- **Water Quality Log** – log of all water testing
- **Water Management Sheet** - Log of Legionnaires testing
- **Daily Cash Takings Form** – daily breakdown of income and expenses for the pool (taken from a till printout)
- **Staff Weekly Rota** – record of staff working for a particular week
- **Staff Weekly Timesheet** – record of staff hours for a particular week
- **Staff Travel Payment Log** – record of staff travel payments made
- **Adult Members Lifeguard Waiver Sign In Sheet** - completed by Adult members before an Adult Only swim session to acknowledge the absence of any lifeguard
- **Plant Operator Diary** – completed by the Plant Operators to record notes or handover information
- **Plant Room Log** – completed by the Plant Operators to log all plant procedures and chemicals record
- **Pool Cleaning Log** – completed by the Pool Caretaker to log all cleaning procedures undertaken
- **Close Season Checks Log** – completed by a member of the pool committee to log all out of season checks (insurance requirement)

9. Reporting Pool Accidents and Other Incidents

All accidents whether minor or major must be recorded in the **Accident Book** which is located in the Pool Office/Pay Kiosk.

For all accidents record the following:

- Complete the header section above the main Accident Report Form section
- Complete the Accident Report Form section
- Sign and date the Accident Report Form section

In the event of a major accident then a complete and accurate record must be made as soon as possible after the accident has happened. You may wish to record additional information on a separate sheet of paper to enhance the information recorded in the **Accident Book**. This additional information may include the following:

- A Complete statement from all person(s) involved
- A diagram with the position of the accident clearly marked
- If possible, include on the diagram staffing positions and names
- Statements from all staff involved
- Any other detail which may be relevant to the accident

For a major accident, the Health and Safety Executive (HSE) must be advised by the Pool Supervisor, or a suitable delegate, at their earliest convenience, and the official accident (RIDDOR) form completed.

In the case of a serious accident to a member of the public or staff or major incident involving the building or plant the Environmental Health Department of the Craven District Council should be notified.

Incidents of aggression to staff, including threats, abuse and dangerous occurrences must be reported to the Pool Supervisor or Pool Assistants and recorded in the **Disciplinary Book**.

Incidents involving the evacuation or closure of the centre will require the Pool Supervisor or Pool Assistants recorded this in the **Pool Office Diary**.

If there are no accidents or incidents during a pool session then this also needs to be recorded in the **Pool Office Diary**.

The **Accident Book** records must be kept for a minimum of 5 years from the date of the incident.

10. Staff Communication and Session Handover

The following outlines communication and session handover procedures.

- The use of the **Pool Office Diary** which is updated during and at the end of each session by the Pool Supervisor and/or Pool Assistants and Lifeguards with any information which they wish to convey to the next session(s) or Ingleton Swimming Pool Management Committee
- The Ingleton Swimming Pool Management Committee will generally convey information through the Pool Supervisor to pass on to pool staff and volunteers

11. Responsibilities of All Staff

The following responsibilities apply to all staff employed or volunteering at Ingleton swimming pool.

- Staff should arrive punctually for work and should be ready to start work at the time stated for the beginning of their shift
- Staff who are unable to attend work because of sickness must inform the Pool Supervisor or Pool Assistant at the earliest possible time, so that cover can be arranged. Failure to have a qualified lifeguard present at a General Public Swim session means that the session cannot go ahead
- Lifeguards are issued with a T-shirt. It is vital that all lifeguards wear this item of clothing when on duty so that members of the public can easily and clearly identify them
- All staff are constantly in the public eye, and the image of the pool is strongly influenced by the behaviour, appearance and interaction with members of the public. Ingleton Swimming Pool asks all its staff to interact with the public responsibly and welcome all users of the facilities promoting a positive image of the facility and Ingleton Swimming Pool by the provision of high quality customer service
- Any member of staff who is found to be under the influence of either alcohol or drugs whilst on duty will be sent home immediately and disciplinary action will be taken
- Cleaning standards are critical, and many customers will judge the pool by its cleanliness. There are always cleaning tasks to be done and although a daily cleaning rota is in operation, staff should constantly strive to maintain the highest standards achievable
- The success of the pool is directly dependent on all staff and volunteers working together as a team
- Lone working will be minimised as far as possible. Whilst working alone on the premises, with no customers present, staff should not enter the pool or handle chemicals (where possible)
- Wherever a heavy load is to be moved it should be carried out with the use of a trolley or by the use of additional staff
- It is imperative that staff regularly check all the facilities and immediately report any damage to the Pool Supervisor and record it in the **Accident Book**
- Customers will only be allowed access to the pool during General Public Swim sessions once the pool chemical test has been carried out and approved by the lifeguard at the start of each session

12. First Aid Supplies and Provision

The First Aid Kit is located in the Pool Office/Pay Kiosk along with the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)** forms.

- First aid supplies will be checked weekly by the Pool Supervisor and/or Pool Assistants. This will ensure that adequate supplies are available
- First aid supply requirements will be reported to the Ingleton Swimming Pool Management Committee
- The lifeguards are the first point of contact for any first aid provision as they are trained in basic first aid as part of their lifeguard training
- If more than basic first aid is required then either a Doctor or Emergency Services must be called or the casualty taken to see a Doctor or to Hospital
- Any accident requiring first aid must be logged in the **Accident Book**.

13. Ingleton & District Amateur Swim Club Membership

13.1 Full Membership

Details of each Adult, Junior and Family member must be recorded in the **Membership Book** which is located in the Pool Office/Pay Kiosk.

Membership details should be recorded in the **front** of the **Membership Book** and new members issued with their own specific membership card and unique membership number.

13.2 Temporary Membership - REMOVED

During the 2015 season the Ingleton Swimming Pool Management Committee introduced a new Temporary Membership.

This membership type was reviewed at the end of the 2016 season and following the abuse of this type of membership by a small number of individuals it was decided to revoke this type of membership from the start of the 2017 season.

14. Public Address System

The pool has a Public Address (PA) system located in the Pool Office/Pay Kiosk.

This should be used at all times to assist the lifeguards in their duties. This could include controlling bather load management, controlling the general order of the pool area etc

The instructions to operate the PA system are as follows:

- Power on the system at the wall plug
- Check there is a green light on top box of the PA system (which has 2 ariels). This is the Wireless Tuner)
- Power on the main amplifier via the on/off switch located at the right hand side of the unit
- Check there is a green light on the amplifier to indicate it has power
- Switch on the hand microphone via the on/off switch on the unit
- Speak into the microphone. Check volume levels are correct

15. Controlling Bathing Loads

Note: The maximum bather numbers (people in the swimming pool) must never be exceeded and numbers must be monitored by staff in the Pool Office/Pay Kiosk and poolside Lifeguard staff.

For safety purposes, the maximum number of people allowed for General Public sessions in the pool at any one time is 50 (fifty). The number of people allowed within the pool premises is not limited to 50.

On occasions where only one lifeguard is on duty then the maximum number of people in the pool can be reduced to 25 (twenty five).

Exceeding more than 50 people in the actual swimming pool at any one time is generally not an issue. Historical records show that this occurs only a few times per season. To prevent overcrowding, Swimming Pool staff reserve the right to limit the length of customer time in the pool.

On particularly busy days it is the decision of the person manning the Pool Office/Pay Kiosk to decide whether to start issuing coloured wristbands to customers when they open the pool for a particular swim session. Again, historical records show that it is only the afternoon General Public swim session (14:00 – 16:00) where any overcrowding has ever been experienced.

The pool has 5 colours of wristband - Red, Blue, Green, Yellow and White. This is a total of 100 wristbands which can be issued. This issuing of these to bathers as they pay for entry to the pools facilities is the control mechanism that allows the Lifeguard and Pool Office/Pay Kiosk staff the option to control the maximum number of bathers in the water at any time.

If the use of coloured wristbands is in operation, please ask bathers to return them to the Pool Office/Pay Kiosk when they leave. Once bathers have left and returned their coloured wristbands, these wristbands can be reused for new bathers who wish to enter the pool's premises.

Coloured wristbands are not issued to spectators, only to people who have paid to swim at the pool.

If there are more than 50 swimmers in the water at any one time during a swim session then the pool staff will ask those wearing a particular coloured wristband to leave the water for 15 minutes. If the removal of swimmers wearing a particular coloured wristband does not reduce the overcrowding sufficiently (to 50 or less) then the pool staff will ask those wearing another coloured wristband to leave the water for 15 minutes. By employing this approach of asking those swimmers wearing a particular coloured wristband to leave the water for a short while it is possible to reduce swim numbers in the water to 50 or less.

In practice, although there are 20 wristbands of each colour, at any one moment in time, in is extremely unlikely that all wearers of that particular coloured wristband will be in the water. For this reason, you may need to ask for more than one coloured wristband to leave the water at the same time to achieve the desired reduction in bather numbers.

After 15 minutes, you then ask another set of colour or colours of wristbands to leave the water and allow the wearers of the previously removed coloured wristbands to get back into the water of they wish.

The process above continues during the swim session while overcrowding is an issue.

When employing this approach to overcrowding keep a record of which colour or colours have been asked to leave the water and at what time this happened. Which colour or colours are next etc so that all colours are cycled through on a fair and even basis.

Use of the Public Address system located in the Pool Office/Pay Kiosk by the member of staff manning the office should be made to assist the poolside lifeguard in managing and coordinating any overcrowding activity.

When using the Public Address system to inform the general public in the situation, please explain what is happening and why we have to ask people to leave the water. Initially, the bathers will not understand what or why this is happening and by taking time to explain the situation then this will hopefully lead to fewer complaints and confused customers. Be courteous and professional when addressing the general public.

Adult Members Sessions bathers load are not monitored in this way as the total number rarely exceeds 10.

16. Child Admission Policy

Ingleton Open Air Swimming Pool aims to provide users with an enjoyable experience under the safest possible conditions. To help us ensure the health and safety of all the pool users, the following swimming pool Private Hire Admissions Policy is in operation.

The following admission policy applies to children:

- All children aged under 4 years (0 – 3 years old), regardless of swimming ability, must be supervised in the water on a 1:1 basis by an adult (16 years of age or over).
- All children aged under 8 years (4 - 7 years old), who are classified as “none” or “weak” swimmers, must be supervised in the water on a 1:1 basis by an adult (16 years of age or over).
- All children aged under 8 years (4 - 7 years old), who can swim unaided, must be supervised in the water by an adult (16 years of age or over). An adult may supervise up to three children between the ages of 4 and 7 years old who can swim unaided.
- We advise that children aged 8 years or over whom cannot swim competently be supervised in the water by an adult (16 years of age or over).
- Children over 8 years of age who can swim competently may be admitted unaccompanied.

Supervising adults must go into the water with the children they are with. This person must be in close contact with the child or children who are weak or non swimmers. If it is noticed that this is not occurring then the pool staff or lifeguard must inform the adult to keep the child or children under constant supervision.

It is the duty of the supervising adult for a child or children to remain in full eye contact of the child or children they are supervising throughout the whole of their visit to the swimming pool and to make alternative temporary arrangements should it be necessary to leave the child or children at any time during the visit.

Specific attention must be given to all children. This includes looking specifically for weak swimmers and non swimmers.

It is strongly recommended that all “non – swimmers” should wear approved swimming aids such as armbands.

It is strongly recommended that all “non-simmers” or “weak swimmers” are restricted to the designated shallow areas of the swimming pool.

All swimmers must inform the lifeguard if they suffer from any illness or disability which may affect their ability to swim.

All swimmers should always swim within their own abilities and are requested to inform the Lifeguard of any specialist assistance they may require.

School parties and organised bodies who have undertaken their own Risk Assessment regarding the supervision of children can apply their policy.

17. Disability Policy

The pool has limited disabled facilities due to physical and financial constraints.

We have a wheelchair ramp from the park area above the pool to the main entrance.

We have separate changing room and toilet facilities for disabled customers. We only have one disabled toilet and changing room which can only be used by customers of the same sex at any one time as a changing facility. If the facility is required by both sexes at the same time then make every effort to store the clothes of all customers concerned so that the changing facility is made available to both male and female.

There is no set swim session for swimmers with disabilities, but all out General Public and Adult Only sessions are disable friendly.

We do not have any specialist equipment such as a pool hoist and none of our staff are specifically trained by us (they may have been trained by other employers) to deal with specialised disability requirements.

If there is any doubt about whether the pool can meet the requirement of a disabled customer then discuss their requirements with them in detail and make a decision accordingly as to whether the pool is a suitable place for them to swim because of our constraints. If it is not suitable then do not permit admission to the facility.

18. Epilepsy Policy

Epileptics can swim and take part in normal activities providing that they have been seizure free for one year and on appropriate medication, or accompanied by an adult one to one helper. A 'buddy' system can be operated.

19. Asthma Policy

Asthma inhalers should not be shared nor administered by staff except in severe conditions. Asthma sufferers should be encouraged to partake in public swimming sessions.

20. Colostomy Bag Policy

It is important, particularly for those who are in the process of adjusting their lifestyles to take their new physical condition into account, that users are welcomed into our facility. Anyone who has undergone a colostomy or ileostomy should be treated as normal facility users. Staff need to be aware that ostomates need to be treated appropriately and sensitively. Access to our facility is a matter of education, sensitivity and awareness, not special conditions or rules.

21. Exclusions from the Pool

Staff who are on duty are best placed to observe, before they enter the water area, customers who may be considered to be at particular risk, such as:

- Those under the influence of alcohol and/or drugs
- People in poor health
- Unaccompanied children under the age of 8
- Those who appear nervous, afraid or unwell

If necessary, record any incidents in the **Disciplinary Book**.

Appropriate consideration must be given to those customers who may have a health problem or physical disability and may appear to pose a risk. Many persons in this category gain great benefit from taking part in sport and recreation and invariably may be able to swim safely. The lifeguard is best placed to make the final decision as to whether to exclude a person based on safety reasons.

22. Pool Supervisor Responsibilities

21.1 Overall Responsibility

Overall responsibility for the safety of the staff and the public during General Public Swim and Private Bookings operating hours.

Overall line manager responsibility over Lifeguards and Pool Assistants.

Managerial support to the Pool Supervisor is provided by Ingleton Swimming Pool Management Committee.

Manage the poolside and shop on a daily basis in accordance with the procedures and process outlined in the following documents and procedures:

- **Risk Assessment Plan (RAP)**
- **Normal Operation Procedures (NOP)**
- **Emergency Action Plan (EAP)**
- **Child and Vulnerable Adults Protection Policy (CAVPP)**
- Any other necessary documentation

21.2 General Duties

The following are to be carried out as part of the job role:

- Managing the Lifeguards – ensuring there are sufficient lifeguards booked on the **Staff Weekly Rota** for General Public Swim sessions and Private Bookings. Authorising any changes to the **Staff Weekly Rota**. Overseeing Lifeguards to ensure safety checks before Public session are carried out (see **Pool Safety Checks** section). Supporting Lifeguards in their supervision of the pool and in particular maintaining discipline.
- Completing **Staff Weekly Timesheet** for all staff and returning these to the appropriate person as identified by Ingleton Swimming Pool Management Committee.
- Review the **Disciplinary Book** and the **Pool Office Diary** for issues and report to the committee.
- Ensure all accidents during each session are logged in the **Accident Book**. If there are no accidents or incidents during a session then this must be logged in the **Pool Office Diary**.
- Complete handover notes at the end of each session in the **Pool Office Diary**.

- Day to day running of Pool shop and taking entry fees, membership fees, selling drinks and snacks from the shop (including making of hot drinks), hiring of costumes and towels. Responsible for handling all cash in shop and returning cash to the Ingleton Swimming Pool Management Committee for banking.
- Manage Adult, Junior and Family membership and update the **Membership Book** accordingly.
- Maintaining stock levels in shop and ordering new stock in timely fashion (currently liaising with Jayne Lis at Community Centre).
- Ensuring First Aid Kit is kept fully stocked with all items within their expiry date. Report First Aid Kit requirements to the Ingleton Swimming Pool Management Committee.
- Keeping the Pool shop/office tidy, including washing up and laundry (hire costumes and towels).

21.3 Pool Safety Checks

The following are to be carried out in conjunction with the lifeguards present at the start of each General Public session:

- Ensure the pool water is tested before each General Public Session and the results recorded in the **Water Quality Log**. Any issues, anomalies or concerns must be highlighted immediately to the Pool Supervisor, Pool Assistant or a member of the Ingleton Swimming Pool Management Committee.
- Ensure all appropriate life saving equipment is present at the start of each session. Any deviation must be reported and logged in the **Pool Office Diary**.
- Ensure all appropriate life saving equipment is fully working. Any deviation must be reported and logged in the **Pool Office Diary**.

23. Pool Assistant Responsibilities

22.1 Overall Responsibility

Responsibility for the safety of the staff and the public during General Public Swim operating hours.

In the absence of the Pool Supervisor, has line manager responsibility over Lifeguards.

In the absence of the Pool Supervisor, the Pool Assistant will have responsibility for carrying out the General Duties of the Pool Supervisor role which are in addition to those detailed below.

Managerial support to the Pool Assistants is provided by the Pool Supervisor in the first instance and also by Ingleton Swimming Pool Management Committee.

To support the Pool Supervisor in carrying out their duties to manage the poolside and shop on a daily basis in accordance with the procedures and process outlined in the following documents and procedures:

- **Risk Assessment Plan (RAP)**
- **Normal Operation Procedures (NOP)**
- **Emergency Action Plan (EAP)**
- **Child and Vulnerable Adults Protection Policy (CAVPP)**
- Any other necessary documentation

22.2 General Duties

The following are to be carried out as part of the job role:

- Managing the Lifeguards – overseeing Lifeguards to ensure safety checks before Public session are carried out (see **Pool Safety Checks** section). Supporting Lifeguards in their supervision of the pool and in particular maintaining discipline.
- Ensure all accidents during each session are logged in the **Accident Book**. If there are no accidents during a session then this must be logged in the **Pool Office Diary**.

- Complete handover notes at the end of each session in the **Pool Office Diary**.
- Day to day running of Pool shop and taking entry fees, membership fees, selling drinks and snacks from the shop (including making of hot drinks), hiring of costumes and towels. Responsible for handling all cash in shop and returning cash to the Ingleton Swimming Pool Management Committee for banking.
- Manage Adult, Junior and Family membership and update the **Membership Book** accordingly.
- Maintaining stock levels in shop and ordering new stock in timely fashion (currently liaising with Jayne Lis at Community Centre).
- Ensuring First Aid Kit is kept fully stocked with all items within their expiry date. Report First Aid Kit requirements to the Ingleton Swimming Pool Management Committee.
- Keeping the Pool shop/office tidy, including washing up and laundry (hire costumes and towels).

22.3 Additional General duties in the absence of the Pool Supervisor

The following are additional duties which you may be asked to undertake in the absence of the Pool Supervisor:

- Managing the Lifeguards – ensuring there are sufficient lifeguards booked on the **Staff Weekly Rota** for General Public Swim sessions and Private Bookings. Authorising any changes to the **Staff Weekly Rota**. Overseeing Lifeguards to ensure safety checks before Public session are carried out (see **Pool Safety Checks** section). Supporting Lifeguards in their supervision of the pool and in particular maintaining discipline.
- Completing **Staff Weekly Timesheet** for all staff and returning these to the appropriate person as identified by Ingleton Swimming Pool Management Committee.
- Review the **Disciplinary Book** and the **Pool Office Diary** for issues and report to the committee.

22.4 Pool Safety Checks

The following are to be carried out in conjunction with the lifeguards present at the start of each General Public session:

- Ensure the pool water is tested before each General Public Session and the results recorded in the **Water Quality Log**.
- Ensure all appropriate life saving equipment is present at the start of each session. Any deviation must be reported and logged in the **Pool Office Diary**.
- Ensure all appropriate life saving equipment is fully working. Any deviation must be reported and logged in the **Pool Office Diary**.

24. Lifeguard's Duties and Responsibilities

It is essential that each person required to work as a pool lifeguard at Ingleton Swimming Pool must hold the requisite valid Royal Life Saving Society UK qualification as outlined on their web page:

<http://www.rlss.org.uk/professional-qualifications/lifeguarding/national-pool-lifeguard-qualification/>

Appropriate qualifications must be presented to Ingleton Swimming Pool Management Committee before a Lifeguard can be employed by Ingleton Swimming Pool.

All lifeguard training will be monitored and recorded. This will serve as a legal record of a lifeguard's competence. A lifeguard must present his Attendance Sheet (fully signed by an appropriate Trainer) to the Pool Supervisor upon request to verify that their training is being attended and completed. This is recorded in the **Lifeguard Training Book**.

If lifeguards have not attended the requisite required training then they are not available for work

The lifeguard training programme is broken down in to modules; each Centre delivers the same modules each month. A attendance sheet is completed and signed off by the Trainer, on this sheet is the subjects that need to be covered, the trainer ticks off whether the member of staff is competent/non competent.

Lifeguards must be in position before customers are allowed in the pool.

Should the lifeguard have concerns regarding Health and Safety issues then they are to speak with the Pool Supervisor or Pool Assistant immediately or a member of the Ingleton Swimming Pool Management Committee.

The Pool Supervisor or Pool Assistant and lifeguard will take direct responsibility for the pool standards.

Lifeguards are required to have a clear understanding and follow the procedures and process outlined in the following documents and procedures:

- **Risk Assessment Plan (RAP)**
- **Normal Operation Procedures (NOP)**
- **Emergency Action Plan (EAP)**
- **Child and Vulnerable Adults Protection Policy (CAVPP)**
- Any other necessary documentation

23.1 General Duties of a Lifeguard

The key tasks of the Lifeguards when working in the pool area are:

- Maintain a current recognised lifeguarding qualification
- In the event of a rescue, act immediately and rescue any swimmer who may be in difficulty or require first aid
- Check all poolside rescue equipment at the start of each session before the public are allowed in the pool
- Prevention – early intervention through supervising pool users and intervening as early as possible to prevent a dangerous activity or accident occurring
- To maintain concentrated observation of the pool and pool users in order to anticipate problems and identify any emergency quickly. Some swimmers in difficulty may shout and splash; others may give little indication of a problem, but will simply sink below the water. A child can drown in less than 20 seconds. Both types of behaviour may be found during normal activity; concentrated vigilance is needed to detect the genuine emergency
- Lifeguards must be proactive rather than reactive – lifeguards must anticipate problems before they arise not react to them once they have happened
- Keep a close watch over the pool users and anticipate problems
- Educate and inform pool users on rules and intervene when inappropriate behaviour is used
- Identify an emergency quickly and take the appropriate action as listed in the **Pool Safety Operating Procedures (PSOP – NOP and EAP)**
- Work as a team and communicate well with colleagues
- Carry out a water rescue where necessary
- Supervise different activities taking place
- Give immediate first aid to a casualty
- Be trained and competent in basic life support
- Carry out all necessary cleaning as per the site specific duties
- Undertake the setting up and taking down of equipment
- Attend meetings and training and action any requests made by the employer
- Operate specialist activities (if applicable)
- Continuously inspect the areas and initiate action to ensure the required environment is maintained
- Be mindful of Health and Safety at all times

23.2 Poolside Rules for Lifeguard

The key rules for the Lifeguards when working in the pool area are:

- Lifeguard must wear the correct uniform provided at all times
- Lifeguards must keep communication with the customers at poolside to a minimum unless passing on vital Information, they must not stand together, they must be alert
- They need to be aware of negative body language and always present a pleasant and helpful manner
- They must never come on duty tired or under the influence of any substances that might impair their ability to supervise
- Lifeguards must never leave the poolside unattended. They must also ensure that their attention is not drawn from the poolside
- Lifeguards must carry a whistle with them at all times when on poolside duties
- Lifeguards must be in position on the poolside before customers are permitted to enter the water
- Lifeguard must be aware of unsupervised children under the age of 8. Especially being left alone in the pool. You need to question those children, removing from the water if necessary

23.3 Lifeguard Quality and Standards

The following qualities are expected from all Lifeguards.

- Professional in appearance and a good example to others
- Physically and mentally fit for work
- Of good sight and hearing
- Seen to behave in a professional manner
- Caring and helpful
- Able, at all times, to achieve the lifeguarding assessment standard
- A team player who is able to obey and enforce rules
- Fit for duty and not under the influence of any debilitating substances
- Conversant in the site operating procedures
- Able to meet and understand the requirements of employment at all times

The following standards are expected from all Lifeguards.

- Fully understand your responsibilities as a lifeguard as people lives are in your hands. Your attitude and the way you behave will affect the public and you colleagues perception of you, and will impact on the way individuals respond and react to you as a lifeguard
- Show respect to your colleagues and all customers
- Strive for excellence by aiming to exceed customer's expectations whilst using the facility
- Remain alert to observe swimmers within the swimming pool environment
- Supervise swimmers and monitor activity within the swimming pool
- Act immediately at the first signs of any action that could lead to a potential incident to prevent an incident or emergency developing
- Educate pool users, prevent dangerous behaviour and ensure pool rules are followed at all times

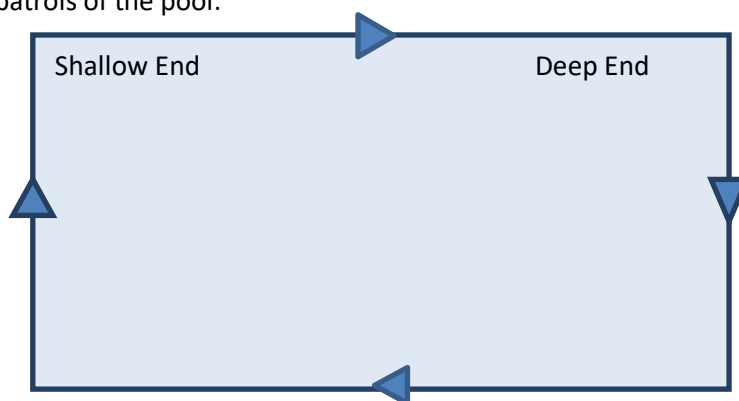
23.4 Proactive Supervision of the Pool

The following should be looked for and appropriate action taken in each event to prevent a situation from worsening. This list is not exhaustive:

- The number in the pool
- Worried expression on the face of a swimmer
- Cries for help
- Crowd gathering
- Deliberate waving of arms
- Sudden submerging
- Two or more swimmers in very close contact
- A swimmer in a vertical position in the water
- Hair over the eyes or mouth of a swimmer

- Areas of the pool known to become congested
- Erratic swimming by individual bathers
- Edging down the pool using a float or holding on the side

Example of Lifeguard patrols of the pool:



23.5 Communication with the General Public

In dealings with members of the general public, especially where there is a potential discipline problem, the following should be considered:

- Smile and appear approachable
- Use eye contact
- Be courteous but assertive
- Be seen to care
- Be specific and give reasons for any warning/instruction
- Do not display anger or use inappropriate language
- Do not intimidate a customer
- For lifeguards, 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
- Remember that many barriers to communication exist. The general public with whom you are trying to communicate may have a hearing or sight impediment or may not speak English as their first language

Good communication is essential, providing it is restricted to passing relevant information. The spoken word is ideal when specific instructions have to be given, and in the case of an emergency. The main disadvantage is background noise and a life guard must be prepared to repeat instructions.

25. Pollution in the Pool

If a solid stool is identified the specific area should be vacated. The pupils should be moved to another area of the pool or requested to vacate the water whilst the problem is being attended to. The faecal matter should be removed with a pool net. The net must be disinfected and its contents disposed of down the toilet. As long as the pool is, in respects, operating properly (disinfectant, residuals etc) no further action needed.

If the stool is runny the pool should be cleared of bathers immediately and all bathers should be recommended to shower. The site manager will then run the pool at the top of its disinfectant residual range.

Refer to the relevant section in the **Emergency Action Plan (EAP)** for more detailed information.

26. Alarm Systems and Emergency Equipment

The swimming pool does not have a fire alarm. Communication across the entire facility is easily achieved by voice or through use of a lifeguards whistle.

Emergency telephones calls should be made from the phone in the office or by mobile telephone. In the case of the latter, reception of all networks is not great at the swimming pool but is better on the area above the swimming pool.

Fire extinguishers are situated in the Plant Room and in the Pool Office. Staff and volunteers should familiarise themselves with their type, size and use.

27. Hygiene

All customers who wish enter the swimming pool are strongly encouraged to shower before (and after) swimming. Showering before entering the pool is the single biggest hygiene preventative action we can undertake on a session basis.

Signs are clearly displayed as customers leave the changing facilities asking them to shower first before entering the pool.

Persons with verrucas, open wounds or sores are required to cover the area prior to swimming

28. Use of Photographic/Filming Equipment

The use of all photographic or filming equipment, social media, tablets and mobile phones is prohibited on the premises of Ingleton Swimming Pool unless prior consent is agreed by the Ingleton Swimming Pool Management Committee.

Customers are welcome to use any device outside of the main entrance in an appropriate manner.

Signs are displayed around the pool area stating that the use of such devices is not permitted.

The use of photographic/filming equipment at sporting events at the swimming pool requires written parental and child consent prior to taking and using photographs.

Videoring as a coaching aid requires that parents/carers should be made aware that this is part of the coaching programme and their consent obtained, and such films should be stored safely.

Poolside staff must continually be alert to breaches in the policy regarding the use of photographic and filming equipment within the pool premises. They must immediately notify the person(s) breaking the policy and request they comply or cease. If they do not comply or cease then they must be asked to vacate the premises immediately. This must be recorded **Accident Book**.

29. Swim Nappies

Swim nappies should be used at all times

These are available for purchase in the Pool Office.

30. Pool Closure

The pool can be closed if extreme weather conditions are experienced. Pool staff will make this decision and will supervise the evacuation.

31. Lost Property

Ingleton Swimming Pool Management Committee take no responsibility for any loss of property whilst on the pool premises. Valuables such as wallets, purses, watches, jewellery etc. can be handed in at the Pool Office for safe keeping.

32. General Pool Activities

31.1 General Public Swim Sessions

Lifeguards are always present.

31.2 Adult Only Member Swim Sessions (Club Session)

These swim session are only for Adult Only Members and are generally staffed by volunteers.

They are run in the early mornings, lunchtime and evenings.

No Lifeguards are in attendance at Adult Only Member Sessions. Adult members must have a competent swimming capability and are aware that they are no Lifeguard present at these sessions. Refer to the ***Risk Assessment Plan (RAP)***.

The number of bathers at these sessions very rarely exceeds 7 or 8. These sessions are not fun session but are for adults who wish to engage in lane format swimming, although we very rarely setup lanes for these sessions.

Because of the nature of this type of session, adult members are more aware of what is happening around them and as a result of such few numbers and format of the swimming undertaken they are in the position to respond quickly if help or assistance is required should a swimmer get into any difficulty.

There must always be at least one other adult present on the pool premises if there is only one bather in the pool.

Life Saving Equipment is available at the pool side.

31.3 Children Swimming Lessons

Lifeguards are always present.

Qualified instructors are always present.

31.4 Swimming Gala

Lifeguards are always present. Usually more than one lifeguard is present.

31.5 Private Hire

Lifeguards are always present.

The pool does allow Private Hire which is normally for Children's parties, fun sessions or social events.

We supply the following documents with each Private Hire request:

- ***Private Hire Booking Procedure (PHBP)***
- ***Private Hire Admissions Policy (PHAP)***
- ***Private Hire Emergency Information (PHEI)***
- ***Private Hire Booking Form (PHBF)***

The ***Private Hire Booking Procedure*** includes a clause requiring the hirer to observe and operate within the parameters of the Pool Safety Operating Procedures, which includes this document (***Normal Operating Procedures (NOP)***) and the ***Emergency Action Plans (EAP)***. They are also asked to read the ***Risk Assessment Plan (RAP)*** and ***Child and Vulnerable Adults Protection Policy (CAVPP)*** documents.

31.6 Other Private Hire Activities

For all non standard Private Hire activities Ingleton Swimming Pool Management Committee must be given a copy of the following at the time of the booking:

- appropriate liability insurance covering the third party
- appropriate training qualifications covering the third party

31.6.1 Canoeing

Lifeguards are always present.

The following applies:

- All canoeing activity within the pool must observe and meet BCU guidelines
- An experience coach can teach up to 20 people at any one time
- A maximum number of 10 canoes are allowed in the pool at any one time
- A qualified BCU instructor must be on poolside during the whole of the session
- One of the coaches will inform the lifeguard on duty before they start their session who is the competent person in charge of the session
- All equipment must be checked by the lifeguard before they allow it to enter the pool. (Canoes must be clean and without damage that may cause harm to others)

- No swimmers are allowed in the pool
- Communication between the lifeguard and canoeists is very important at all times especially during an incident. Both parties must help each other

31.6.2 Sub Aqua

Lifeguards are always present.

Sub aqua is a specialised session where swimmers using breathing apparatus remain underwater in the pool.

The following applies:

- All sub aqua activities within the pool should observe PADI or BSAC guidelines.
- The equipment used is specialised and session must be delivered and managed by qualified sub aqua instructors. Session can be potentially hazardous and those involved require specialist training
- A qualified instructor must be on poolside during the whole of the session
- Ensure that the tanks are clean before allowing them in the pool
- Ensure that the club takes care of the oxygen tanks so that they do not damage the poolside and tiles
- The sub aqua club members are responsible for retrieving a casualty from the pool
- The casualty will be recovered on to poolside by the sub aqua club
- Once the casualty is on poolside then the lifeguard will take charge of the situation
- The lifeguard will assess the casualty's condition and take the appropriate action
- Communication between the lifeguard and sub aqua club is very important at all times especially during an incident. Both parties must help each other

33. Recruitment and Training of Staff/Volunteers

Ingleton Swimming Club recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children.

Pre-selection checks for staff and volunteers must include the following:

- All volunteers/staff should complete an application form. The application form will elicit information about an applicant's past and a self disclosure about any criminal record
- The Management Committee may ask applicants for consent to seek information from the Disclosure and Barring Service (<https://www.gov.uk/government/organisations/disclosure-and-barring-service>) or alternatively may ask applicants to provide evidence of any current DBS checks they have in their current role.
- Where an employee/volunteer has not worked for the pool previously the Management Committee reserve the right to request character references. Two confidential references (only the contact details for a reference is required). Ideally, including one relating to previous work with children would be very beneficial. References may be taken up and confirmed through either a telephone conversation or via written correspondence
- Where an employee/volunteer has not worked for the pool previously, evidence of identity (passport or driving licence with photo) may be required
- Lifeguards must produce a copy of their Lifeguard's and First Aid qualifications, which must include an official stamp and a record of the document(photocopy) be kept in the Ingleton Swimming Pool Office/Pay Kiosk

The Disclosure and Barring Service offer 3 different levels of checks, **Standard**, **Enhanced** and **Enhanced with list checks**. DBS checks applicants must be over 16 years of age and it can take up to 8 weeks to perform a check. Ingleton Pool Management Committee can only seek DBS checks using an umbrella organisation such as RLSS or

another body. Where staff already have a DBS check carried out for other employment in the same role (for example, as a lifeguard at another pool) the Management Committee may consider relying on that existing DBS check as evidence that clearance has been given.

34. Interview and Induction

All staff and volunteers must be treated the same.

33.1 Interview

There is currently no formal interview process for appointing staff. All staff and volunteers are required to complete an application form.

- A check should be made that the application form has been completed in full (including sections on criminal records self-disclosure)
- Their qualifications should be substantiated and documentation viewed
- Where applicants have not worked for the pool previously, the Management Committee reserve the right to seek character references. Two references (contact information only) need to be provided and may be taken up

33.2 Induction

All Pool Staff and volunteers should receive a formal or informal induction, during which:

- Their qualifications should be visually substantiated
- The job requirements and responsibilities are explained
- Means of escape and evacuation procedures
- All staff and volunteers will be asked to sign and date a form to show that they have read the Swimming Pools key documents. A record will be kept in Ingleton Swimming Pool Office/Pay Kiosk. The key documents are:
 - **Risk Assessment Plan (RAP)**
 - **Normal Operation Procedures (NOP)**
 - **Emergency Action Plan (EAP)**
 - **Child and Vulnerable Adults Protection Policy (CVAPP)**
 - **Plant Operators Procedures (POP - applicable to Plant Operators only)**

35. Systems of Work

The pool programme has sessions of an insufficient duration to require work rotation and/or significant staff breaks. However fluid intake is important and lifeguards and they should always have access to fluid when working in hot humid conditions.

Lifeguards working on the poolside are not asked to work for longer than a maximum period of 2½ hours. A lifeguard should not work on the poolside for longer than 2½ hours without relief from concentration. For the 2018 season the evening session has been reduced from 16:30 – 19:00 hours to 16:30 – 18:30 hours so all public General Swim sessions are 2 hours from start to finish.

No swimmers must be left unsupervised in the pool area or on the pool surround.

Lifeguards have control of the poolside area.

Pool Office/Pay Kiosk staff ensure that the Lifeguards are performing their duties and they are the point of escalation for any issues.

The next point of escalation is the Ingleton Swimming Pool Management Committee.

36. Operational Systems

The pool is generally opened by the Pool Plant Operators who attend the site before the pool is open to the public. They perform all initial necessary safety checks of the pool area and the water quality and removal of the pool covers. Only Pool Staff or volunteers are authorised to open the pool.

The pool is normally secured in an evening by the Pool Caretaker or a Pool Plant Operators. Only Pool Staff or volunteers are authorised to close the pool.

Only Pool Staff or volunteers are authorised to handle the pool covers.

The following also apply:

- The swimming pool covers must be placed on the pool every night and removed in the morning
- Emergency exits must be checked at the start of each session to ensure they are free to operate properly in an emergency
- The swimming pool is subject to a daily cleaning regime
- Regular water quality checks are performed
- All staff must wear the appropriate Personal Protective Equipment provided as appropriate

37. Detailed Work Instructions

Regular maintenance is an ongoing process and is carried out when required.

36.1 Daily

The following are completed on daily basis during the open season:

- Carry out a visual check of all pool equipment and record defects in the **Pool Office Diary**
- Remove debris floating on the surface of the swimming pool
- Ensure that filters, pumps, etc are operating satisfactorily. Record in the **Plant Room Log (PRL)**
- Ensure the pool water surround is thoroughly cleansed, by a combination of hosing, mopping and scrubbing.. Record in the **Pool Cleaning Log (PCL)**
- Ensure changing facilities and toilets are cleaned. Record in the **Pool Cleaning Log (PCL)**
- Check the skimmers are clear and operational. Record in the **Pool Cleaning Log (PCL)**
- Check chemical containers and top up as necessary. Stock is to be closely monitored and re-ordered as necessary. Record in the **Plant Room Log (PRL)** and **Plant Operator Diary**.
- The scum accumulating on the pool walls at the water surface should be cleaned off as appropriate
- All damaged equipment should be recorded in the **Pool Office Diary**
- Water Quality checks (at least 4 times per day). Record in the **Water Quality Log (WQL)**
- The **Accident Book** checked by the Pool Supervisor for any issues
- The **Disciplinary Book** checked by the Pool Supervisor for any issues
- The **Pool Office Diary** checked by the Pool Supervisor for any issues
- Ensure the **Staff Weekly Rota** is fully completed for all required sessions
- Purge of the poolside showers to prevent the possibility of Legionnaires

36.2 Weekly

The following are completed on weekly basis during the open season:

- Backwash filter plant or renew filter material according to type of filtration plant fitted and ensure that the equipment is functioning efficiently. This procedure requires that the Pool Plant Operator carrying out the top up constantly monitors the levels and does not leave the pool until the procedure is complete. Loose 2.5 cm of water and the pool should be topped up with fresh water.
- The pool should be topped up with fresh water (approximately 10% per week). Record in the **Plant Room Log (PRL)**
- Clean the shower heads and shower drains in the changing facilities. Record in the **Pool Cleaning Log (PCL)**
- Vacuum the pool. Record in the **Pool Cleaning Log (PCL)**
- Sweep the pool surround. Record in the **Pool Cleaning Log (PCL)**
- Sample and test pool water for the following and record in the **Water Quality Log (WQL)**:
 - calcium hardness
 - total alkalinity
 - total dissolved solids
- The **Accident Book** checked by the Ingleton Swimming Pool Management Committee for any issues
- The **Disciplinary Book** checked by the Ingleton Swimming Pool Management Committee for any issues
- Ensure the **Staff Weekly Timesheet** is fully completed and submitted
- The following Legionnaire checks are carried out and recorded in the **Water Management Sheet**
 - Monitoring of sentinel outlets
 - Calorifier flows and return temperatures
 - Supply temperatures to TMV's

All of the above can be undertaken more frequently as required.

36.3 Monthly/Every 6 weeks

The following are completed on monthly/6 week basis during the open season:

- Ensure a microbiological water sample is taken by a competent contractor for testing. Record in the **Plant Room Log (PRL)**
- Carry out a water balance test of the source water used to top up the swimming pool using the Langelier test regime. Record in the **Water Quality Log (WQL)**
- Re-calibrate automatic monitoring equipment. Record in the **Plant Room Log (PRL)**
- Shower head clean and disinfect for Legionnaires. Record in the **Water Management Sheet**

All of the above can be undertaken more frequently as required.

36.4 6 Monthly

The following are completed on a 6 monthly basis:

- CWST incoming temperature for Legionnaires. Record in the **Water Management Sheet**

36.5 Annually

The following are completed on an annual basis:

- The following Legionnaire checks are carried out by a third party
 - Calorifier blowdown
 - CWST inspection
 - Legionella sampling

36.6 Close Season

The following are completed on daily basis during the closed season:

- Check of the pool according to the ***Close Season Checks Log (CSCL)*** and record

38. Cleaning

The pool is subject to a daily cleaning regime during the open season.

Refer to the ***Pool Cleaning Log (PCL)*** for more detailed information and cleaning activities.

39. Disinfection

Refer to ***Plant Operator Procedures (POP)*** document for more detailed information.

40. Control of Substances Hazardous to Health (COSHH)

Under the Control of Substances Hazardous to Health (COSHH) Regulations a COSHH assessment must be completed for all hazardous substances used in the pool/pool area. This will also include micro organisms that may be produced and have the potential to cause harm (i.e. Pseudomonas, Legionella, cryptosporidium).

COSHH assessments will be completed by qualified Pool Plant Operators. Information on the outcome of the COSHH assessment must be shared with all relevant staff. All completed COSHH assessments is located in the Pool Office/Pay Kiosk, together with the pool plant room.

Acid bases chemicals are kept in the Plant Room.

Alkali bases chemicals are kept in the Washing Machine room.

41. Water Temperature

The pool should be over 82° Fahrenheit or 28° Celsius.

42. Pool Water Testing

Outside of the School Holidays the pool water will normally be tested at the following times:

- 07:30
- 10:00 (Saturday & Sunday)
- 16:30

During the School Holidays the pool water will normally be tested at the following times:

- 07:30
- 10:00 (Saturday & Sunday)
- 14:00
- 16:30

Additional daily test will be undertaken as required.

The following table contains values are applicable to an outdoor pool where pollution from birds and outdoor shoes at poolside increase the risk of contamination. We have to operative with acceptable higher ranges to counteract this increased risk.

	Ideal	Acceptable	Not Acceptable	Pool Closure
Free Chlorine DPD 1	1.00-2.50	0.75-3.50 mg/l	<0.75 or >3.50	
Total Chlorine DPD 3	1.00-3.00	0.75-3.75 mg/l	<0.75 or >3.75	
Combined Chlorine	0.00-0.80	0.00-1.00	>1.00	
PH	7.3-7.4	7.1-7.5	<7.10 or >7.50	≤6.80 or ≥7.80
TDS	1000 above source water to 3000 max			
Alkalinity	80 mg/l – 200 mg/l			
Calcium Hardness	150 mg/l – 350 mg/l			

Note: TDS, Alkalinity and Calcium Hardness are tested weekly.

Microbiological Testing - A water sample is taken from the pool prior to the start of the season and mid way through the season (after approximately 6 weeks) for microbiological testing off site by a professional company. The results are reported back to the Pool Plant Operators, and any problems are addressed.

43. Legionnaire Monitoring and Testing

Legionnaires' disease is a potentially fatal form of pneumonia caused by the legionella bacteria. There are actually several pneumonia-like diseases caused by different types of legionella bacteria, known as legionellosis. Some of these are less serious than Legionnaires' disease, eg Pontiac fever, with flulike symptoms.

Anyone can be infected by legionella bacteria but older people (over 45), smokers, heavy drinkers, those suffering from chronic breathing problems or kidney disease, and those with impaired immune systems (eg HIV positive) are more likely to develop life threatening symptoms.

Legionella bacteria occur naturally in our environment (rivers, lakes etc) where they are not a problem for people. However, they also live in water systems associated with buildings and the workplace, eg hot or cold storage tanks,

cooling towers, fire-fighting equipment, spa baths. In these situations if the bacteria get into water sprays or mists people can breathe them in.

Exposing the lungs to the bacteria could then lead to Legionnaires' disease.

The bacteria can survive at low temperatures, although will not multiply. However, at 20 to 45°C they thrive and readily multiply. Above 60°C they are killed off.

The swimming pool undertakes a comprehensive set of tests and activities to mitigate the risk of Legionnaires disease. These activities and checks are outlined above in this document in the **System of Works** section and within the Legionnaire folder which is located in the Pool Office/Pay Kiosk.

Manual records are recorded in the **Water Management Sheet** and with Third Party companies who undertake checks and tests on behalf of the pool.

44. Water Quality Control

Refer to **Plant Operator Procedures (POP)** document for more detailed information.

Layout of Ingleton Swimming Pool

