




Rushey Mead Primary School Swimming Policy

**Reference: Safe Swimming Practice in Schools
and School Swimming Guidance (Appendix 1)**

Policy Date:	28 th November, 2022	Version: 1.2	
Policy Review Date:	November 2025	Headteacher Nitash Odedra	Signed 
Ratified by Governing Body:			
Chair of Governors Sue Welford		Signed 	

Hiring the pool

The leisure centre will provide the following:

- Welcome letter containing prices
- Arrangements for Hire form
- School Swimming Guidance document
(Copies of the Normal Operating Procedures (NOP) & Emergency Action Plans (EAP))
- A generic schools swimming risk assessment which will assist all schools in formulating their own specific risk assessments for school swimming
- Reassurance that all lifeguards in the centres are fully qualified to NPLQ Level 2 standard and maintain regular CPD. The leisure centre will hold all copies of certificates and training records for lifeguards and will produce them if ever the need should arise

The school's swimming coordinator will need to complete and return the following:

- Arrangements for Hire form
- Swimming Induction and Swim Booking Sheet.

Only on satisfactory receipt of the above will the School Swimming Co-ordinator from the leisure centre be able to email confirmation of the booking.

The agreement to hire should be reviewed at regular intervals – whenever dates and times are confirmed these should be recorded in a signed agreement between the two parties – a simple form, but the hirers should also be given an up to date copy of the relevant NOP and EAP for the facility and any special conditions of hire which might apply to their session.

Letters should be sent home to parents and giving them 6 weeks' notice to pay any fees. Consent forms must be received before the children can go swimming.

Inductions and Swim Test

All members of staff involved with swimming must have had a pool induction and a swim test, preferably a wet and dry test. No one can be forced to undertake the 'wet' element of the Swim Test, particularly if they refuse on cultural or medical grounds, or for other significant reasons. The Swim Test is to provide assurance that all staff working poolside have a basic level of swimming ability and are capable of taking care of themselves, should they fall or be deployed into the pool.

The Swim Test must be refreshed annually at Cossington Sports Centre and should be in two parts:
a) refresher on the schools NOP and EAP which must be tested;
b) the recognised 'wet' test undertaken in the pool and poolside. A current record of training issued by the pool must be maintained by the school's Swimming Coordinator.

All candidates will be given a tour of the facility to include:

- Reception areas and where to sign in and out of the building.
- Changing rooms and arrangements for their pupils including advice on the storage of pupil belongings once changed for swimming.
- Fire exits and assembly points outdoors.
- Location of first aid room and informed who the Centre's designated first aiders are.

Once changed and on poolside, candidates will be shown:

- The location of the poolside alarms and rescue equipment.
- Where the swimming aids are kept and the type of swimming equipment that is available.
- How the pool will be set out when they bring their pupils swimming.

- Where pupils who are not swimming are required to wait for their turn. (School Teachers need to supervise these pupils.)

Candidates must show competency in:

Carrying out a non- contact rescue and a contact rescue.

Normal operating procedure (NOP) and Emergency action plan (EAP):

The staff will be trained on the EOP and NOP when they have their induction every academic year. The school's Swimming Coordinator should also have copies of this and the pool's risk assessment.

Risk Assessments

There must be written risk assessments for each class, as the pupils and the staff participating will all have unique features that make particular demands upon safety, e.g. challenging behaviour, medical needs, SEN, nervous swimmer, etc.

There must be a suitable and sufficient written risk assessment for the swim session (each group) clearly indicating significant hazards, risks and control measures in place. This document should consider and include:

- The journey arrangements
- The changing facilities and arrangements
- The pool, the lesson activities, pool toys / float aids used
- Staffing roles and responsibilities, qualifications, Swim Test
- First Aid provision
- Swimming ratios
- Clothing
- For each swim session, identify pupils and staff participating with specific needs or support requirements
- Outline of facility and the dual arrangements the school has with the facility / pool operator, the provision of safety equipment

Class Packs

Once this has been approved on Evolve, the EVC will give a member of staff a class pack containing the risk assessments, itinerary, medical and contact lists and sessional register.

School roles & responsibilities for swimming pool and activities

School Name & Address	Rushey Mead Primary School Gipsy Lane, Leicester, LE4 6RB
School Swimming Manager	Ben Rogers
Lifeguard	Provided by LCC
First Aiders	John Southall – TA3 Ian Allen – TA3
Swimming Instructors	John Southall and Ian Allen
Pool and Activities Monitoring	Nitash Odedra / Sarah Watts – SLT Ben Rogers– Swimming Co-ordinator

Overall City Council Responsibility

Leicester City Council has responsibility for ensuring safety in swimming in schools and other facilities where it is the employer. As part of this responsibility, the City Council provides the safety policy, guidance and procedures for swimming and ensures that its employees receive any necessary training to carry out their dedicated tasks.

School Responsibilities and Roles

The governing body must ensure that this LCC publication “Safe Swimming Practice in Schools and Other Settings” is complied with. This should be done by ensuring a nominated member of staff is delegated the responsibility of School Swimming Manager / Coordinator and applies the swimming safety policy and procedures in the school.

Schools Swimming Manager/Coordinator

The school undertakes swimming as an activity and therefore needs to be a designated member of staff to oversee the activity. This role must have an understanding of the following:

- The legal responsibility, development, implementation and review of the risk assessment.
- The legal responsibility, development, implementation and review of staff induction and initial and ongoing training.
- The legal responsibility, development, implementation and review of Serious Incident Management systems.
- An understanding of and the implementation of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Provision of Use of Work Equipment Regulations 1998, the Control of Substances Hazardous to Health Regulations 2002 (schools with their own pools), the Manual Handling Operation Regulations 1992.
- Persons designated with responsibility for the management of the operation of the pool should be qualified to manage staff involved in operating the pool and should be authorised to control the use of the pool.
- This role also covers the allocation of key roles for each swim session

Lifeguard

We hire a Lifeguard from Leicester City Council, who is qualified with the National Pool Lifeguard Qualification (NPLQ) Level 2. Standards are set by the Institute of Qualified Lifeguards (IQL) which requires on-going training and a renewal exam to prove competency every two years. We do not need a copy of this, it is sufficient to have in the written Hire Agreement that all lifeguards provided are qualified to NPLQ Level 2 and maintain their CPD in line with the qualification requirement.

The lifeguard is in control of the pool whilst it is in use and, therefore, is the lead at all times in terms of responding to an incident or emergency. However, in the event of the lifeguard not being able to respond immediately in a potentially life threatening situation, the schools staff **AFTER RAISING THE ALARM** - can be expected to respond to assist a pool user in difficulty until the lifeguard is in a position to assist.

Swimming Instructors

Two staff members have undergone their ASA level 2 swimming teacher qualification and will be responsible for teaching school swimming. They have been allocated PPA time to ensure lessons can be fully planned and resourced. The class will be split into two groups based on their swimming ability. The group not swimming will be sat with the class teacher watching the lesson and completing worksheets. The instructors will be qualified to the standards set by the ASA, governing body for swimming. 1 swim teacher may teach from in the pool whilst the other one is poolside. If the member of staff is absent a replacement will be arranged with the pool.

First Aider

A first aider must be present on pool side. A first aid kit, blankets/space/thermo blankets and a defibrillator must be available. These arrangements must be regularly checked, monitored and recorded.

Schools are responsible for ensuring that the school staff accompanying the swimming session are aware of any specific medical needs for those pupils attending and any medication on pool side.

In the event of an accident occurring which requires first aid, this must be recorded on the accident form of the pool being used and reported using Leicester City Council's online incident reporting system, the school should request a copy for their own records.

Accidents and dangerous occurrences must be reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) and to the Local Authority in the first instance using Leicester City Council's online incident reporting system.

Schools should report all accidents, incidents or near misses to their Governing body.

Supervision of changing rooms

There will be a designated changing room supervisor making sure children are getting changed quickly, quietly and sensibly. These will be recorded on the sessional register.

Pool Plant, Pool water & pool facility operation and management.

Schools are not required to satisfy themselves as to the qualifications of those managing public swimming pools in the United Kingdom where they swim but if there is any concern with regard to safety (including the clarity and quality of the pool water) this should be reported to the Duty Manager at the pool immediately.

If there is regular glare on the pool surface and the bottom of the pool cannot be clearly seen it is unsafe to continue swimming.

Lighting failure

- The action taken will depend largely on the extent of natural light levels at the time.
- If the lighting level is deemed to be inadequate arrangements will be made to evacuate the pool. Whether this is permanent or not depends on the nature of the lighting failure and whether it is a short or long term problem.
- Should evacuation of the pool be required, pupils should be asked to wait on the poolside away from the pool edges until centre staff can give further information concerning the situation.
- Hand torches will be made available and a controlled method of changing established where lighting levels in the changing area could be particularly low.

Drills

An emergency scenario/pool evacuation drill must be carried out every year with the outcomes recorded and any further action such as staff training undertaken and recorded.

Fire evacuation

- When the fire alarm sounds, school staff should assist the centre staff to line pupils up in a calm and reassuring manner at the nearest fire exit and take any registers with them.
- They should follow any instructions to evacuate from centre staff.
- Emergency foil blankets will be made available.
- All staff and pupils should assemble at the Fire Assembly Point where a role call will be made.
- No attempt should be made to re-enter the building.
- On advice of the emergency services centre staff will firstly enter the building followed by members of the public.

Emission of toxic gases

- Lifeguards should be made immediately aware of any unusual sign or symptoms made by pupils who give cause for concern i.e. coughing, stinging eyes etc.
- If a gas leak or chlorine gas is suspected direction must be taken from a senior officer and pupils directed to the fire exit door by which the evacuation should take place.

RECORDS

Records of incidents and accidents that occur in the swimming pool or pool area should also be maintained and should be available for inspection. An annual review of these will assist with the review of the hazards / risks associated with the school swimming activity.

Records should be kept of all equipment checks by the pool, it is sufficient to have indicated in the Hire Agreement that these checks are undertaken and the leisure centre can provide evidence if required as part of an inspection.

Pool toys and float aids should be individually identifiable and regularly inspected, it is sufficient to have indicated in the Hire Agreement that these checks are undertaken and the leisure centre can provide evidence if required as part of an inspection. School staff however, has a duty of care to undertake visual checks at the beginning of each swim session and report any defective / damaged equipment immediately to the Duty Manager of the pool and request an alternative.

Pool activities, sessional registers and supervision should be regularly monitored and reviewed to monitor health and safety performance, to check that the pool and swimming activity risk assessment is suitable and sufficient and inspection / monitoring records kept.

A Swimming Sessional Register

This is a record to be kept by the school to support their portfolio of swimming evidence. We do not have to provide the leisure centre with a copy of this however the leisure centre can request to see this at any time. A swimming sessional register must be drawn up to establish roles and responsibilities including the swim session lead, lifeguards, first aiders, teachers, 1:1 supervisor, if applicable, and changing room supervision. Consideration should be given to ensure that there is appropriate and suitably trained, inducted etc. staffing provision for back up support.

SLT Monitoring

A member of the SLT or the schools swimming co-ordinator must oversee one lesson every half term and complete a pool monitoring checklist.

Swimming Ratios

12:1 Non-swimmers/ Beginners - Young children, normally of primary school age who are either completely new to swimming or can only swim across the pool with the use of a floatation aid. It would be advisory to have assistance in the water with the beginner groups and in some cases the leisure centre's co-ordinator may insist on this.

There should be a **maximum of 12 pupils** in one swimming group. Additional support in water does not permit ratios to be increased. Please be aware that a disregard of the set ratios is a breach in health & safety and should an incident ever arise all involved will be held accountable.

1:1 support with any SEN children, risk assessed and decided whether the staff member should be in the pool.

Clothing

Staff working in the pool area should change into suitable footwear to be able to move easily around the poolside. They should wear clothes suitable to the humidity and temperatures of the pool and appropriate to the possibility of having to go into the pool to rescue a child.

All children must wear appropriate swimwear. For girls this would be a swimming costume, not a bikini, and boys either swimming trunks or fitted swimming shorts that are above the knee and do not inhibit movement. Jewellery should be removed unless consent has been provided concerning the wearing of jewellery for cultural and religious reasons. The school will then need to verbally notify the pool staff that this has been achieved.

When pupils need to cover their arms, torso and legs for cultural/religious reasons they should wear either a swimsuit that is especially made for such purposes or a swimming costume supplemented by tight fitting full body clothing such as lycra leggings and a long-sleeved leotard or tight-fitting long-sleeved top. Lycra is advised as it does not absorb water the same as other materials which can then become heavy and difficult to swim in. It is also less likely to become transparent when wet.

Viruses, open wounds and infections

- Pupils who have suffered from diarrhoea within the 48 hours are advised not to swim for a period of two weeks after the last loose bowel movement.
- Pupils with chicken pox should avoid swimming for 7 days after the rash has appeared.
- Pupils with open wounds are not permitted to swim.
- Pupils with eye or ear infections should seek advice from their doctor with regards to swimming.
- Pupils with grommets fitted in their ears may swim with fitted ear bands or ear plugs and must avoid jumping in and swimming underwater.

Warts and Verrucae

- Verruca socks **must** be worn. Normal cotton socks are not permitted as they are porous. The foot must be covered with a waterproof sock, (a verruca sock,) to avoid the spreading of infection.

POOL RULES

The pool rules should be explained to all pupils before their first swimming lesson. Pupils should be reminded at the start of each term, ideally when the emergency procedures are tested and checked

with pupils. As a minimum pool rules will include:

- Never go onto the poolside until a member of staff is present
- No glass or breakable items allowed in the pool area
- No food and drinks (including chewing gum) allowed in the pool area
- No jewellery or other adornments to be worn in the pool
- No running on the pool side
- No acrobatics, diving or jumping into the pool except under instruction
- Enter and exit the water by the steps only

- No entry until instructed to do so by a supervising adult
- No holding other under the water or deliberately splashing them
- No pushing or ducking other swimmers
- No shouting or whistling
- No outdoor shoes permitted on the poolside in indoor pools
- Swim caps to be worn if requested and hair tied back/up
- To leave the pool on one long blast of the whistle
- All instructions from staff to be obeyed promptly

For pool hygiene to be maintained, pupils should be encouraged to use the toilet, showers and foot baths before entering the swimming pool to reduce the amount of dirt and bacteria that would otherwise end up in the pool.

In order to reduce the danger of infection, teachers must make the Swimming Manager/Coordinator or Pool Plant Operator aware of any faeces, vomit or blood contamination in or around the pool area.

Safety Equipment

There should be a long pole at either side of the pool to reach and rescue anyone in difficulties without getting into the water – that is a pole at either end of the pool. Adequate buoyancy aids, first aid equipment and blankets should be immediately to hand. All signs should be compliant with the Safety Signs and Signals Regulations. A pool divider, usually a rope, should normally be positioned to separate deep from shallow water when non-swimmers are present.

Pool Equipment

Where specialist equipment is provided, the pool operator will need to consider the risks and hazards stemming from its use and make arrangements for safe systems of work within the NOP. The following are examples of equipment which may be used in a swimming.

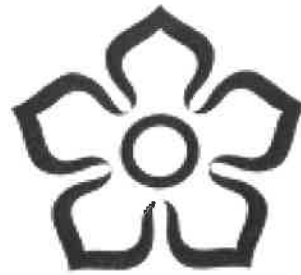
- Float aids
- Swim test equipment
- Floating play equipment
- Pool toys
- Inflatable structures
- Water slides and flumes
- Diving boards and platforms
- Water features

It is still the responsibility of the hirer of the pool to undertake visual checks prior to the commencement of sessions with their pupils and if not satisfied that the equipment is fit for use must raise this with the pool staff immediately, ensuring a replacement is provided that is not defective or damaged.

Pupils using float aids or pool toys, etc. in their pool session should have the items identified on their risk assessment – taking into consideration pupil size (height & weight) and ability to ensure that the float aid will be effective.

Discovery of a casualty in water

- The drowning alarm must be activated immediately.
- Entry to the water must be made in a safe manner with appropriate rescue put into action.
- Qualified (NPLQ) people will administer appropriate treatment under the direction of the most senior person present.



Leicester
City Council

SAFE SWIMMING PRACTICE IN SCHOOLS & OTHER SETTINGS

(This guidance relates to both swimming pools & hydrotherapy pools)

Revised August 2022

(Published Version)

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Please note that any reference throughout this document to LCC, refers to Leicester City Council

The following appendices can be used and adapted by any school other than those marked *

- A: *Model Risk Assessment Template (*separate document – specifically for schools with pools*)
- B: *Model Normal Operating Procedure (NOP) (*separate document – specifically for schools with pools*)
- C: *Model Emergency Action Plan (EAP) (*separate document – specifically for schools with pools*)
- D: Model Conditions for the Hire of School Pools
- E: Model Application for the Hire of School Pool and Checklist
- F: Model Pool Monitoring Checklist
- G: Model letter to parents regarding the use of swimming goggles (**all MUST use**)
- H: Model letter to parents regarding the wearing of jewellery for Cultural/Religious Reasons (**all MUST use**)
- I: Model Pool Induction Checklist
- J: Model Safe Swimming Practice in Schools Checklist
- K: Model General Swimming Pool Pre-Use Checklist
- L: Model Checklist for use of Pool (Public, Private, School Pool)
- M: Leicester City Council's School Swimming Induction/Swim Test Criteria
- N: Model Swimming Sessional Register (**all MUST use a Sessional Register; either this, adapted or similar**)
- O: Swimming / Pool Emergency Evacuation Drill
- P: Examples of Swim Test Questions
- Q: Covid 19 Safety Measures

SCHOOL RESPONSIBILITIES & ROLES FOR SWIMMING POOL & ACTIVITIES

The key to the successful management of your swimming pool / swimming activities is ensuring that all parties are aware of their responsibilities. After reading this document you can complete this page to identify all those staff who have a designated role / key responsibility. It is important that this document is maintained and reviewed to ensure that it remains current. This document should sit in the Swimming Policy or at the front of the swim folder. (Make this template your own.)

School Name & Address	
School Swimming Manager <i>(Does this position also allocate the key roles for each swim session - if not then you must identify which staff member is responsible for allocating roles for each swim session and each group undertaking swimming sessions. If this changes then update accordingly. Identify each group who undertakes swimming and name all those staff who would be involved and what their roles are. Additional consideration also needs to be given to who is responsible for undertaking individual pupil risk assessments.)</i>	<i>Name & Position in the school</i>
Pool Plant Operator(s) <i>(Always ensure you have at least one other person who understands the Pool Plant Operations and can ensure the safety of the pool when open in the event of absence/sickness. (If pool is hired, indicate which organisation as they are responsible for the pool plant.)</i>	1. <i>Name & Position in the school</i> 2. <i>Name & Position in the school</i> 3. <i>Name & Position in the school</i>
Lifeguard(s) <i>(If you have in-house staff; name them. if you hire in state the organisation you hire from. Ensure you have a record of their qualification. Always ensure that you have sufficient lifeguards to provide cover in the event of absence/sickness and for the length of time the pool is operational.) (If pool is hired, indicate which organisation as they are responsible for the pool plant.)</i>	1. <i>Name & Qualification</i> 2. <i>Name & Qualification</i> 3. <i>Name & Qualification</i>
Spotter(s) <i>(where you have risk assessed that it is appropriate to have Spotters this could be any number of staff and you may simply indicate to refer to weekly Sessional Register(s))</i>	<i>Names & Position in the school</i>
First Aiders <i>(You should identify someone to oversee the First Aid provision for swimming sessions/when the pool is in use. You may choose to indicate who the designated First Aiders are if they will be on-duty/call during swimming sessions. Schools hiring a pool, name the staff accompany groups to swimming or indicate refer to weekly Sessional register(s))</i>	
Swimming Teacher(s) / Swimming Instructor(s) <i>(If you have in-house staff; name them. if you hire in state the organisation you hire from. Ensure you have a record of their qualification.) (If pool is hired, indicate which organisation as they are responsible for the pool plant.)</i>	<i>Names & Qualifications</i> <i>Those hiring a Leicester City Council facility, going forward, will be using only LCC approved Swim teachers and so no requirement to hold evidence of names / qualification</i>
Swimming / Hydrotherapy & Pool Monitoring <i>(Decide who will be undertaking the different areas requiring monitoring from both the SLT and Governing body and clearly identify who is responsible for what i.e. qualification, training and CPD, pool plant operations and records, swim staff scheduling and rotas etc.)</i>	<i>Names & Position in/ relative to the school</i>
Additional Roles Specific to School	

1. INTRODUCTION

- 1.1 Swimming is an important life skill. In addition, it is a highly beneficial activity for acquiring increased movement, vocabulary, and skills, for health, for enjoyment and as a threshold skill, giving access to many other water-based recreational activities. It is one of the few activities that people can enjoy all their life either on their own or with friends and family of the same or different ages, whether just for fun or competitively. We owe it to our youngsters to give them the best chance to learn to swim, and as early as possible.
- 1.2 Nonetheless, it is one of the few recreational or teaching activities which also carries with it the evident hazards of death through drowning or injury by brain damage through near drowning. The teaching and learning of swimming and water safety therefore requires the utmost care on the part of all concerned.
- 1.3 The purpose of this document is to provide guidance on safe practice in school swimming, whether at a school pool, hydrotherapy pool, private pool or leisure centre.
- 1.4 Each school whose pupils take part in swimming has a responsibility to ensure that it takes action to safeguard staff and pupils. It should be aware of:
- the Risk Assessment for the pool and session
 - the Normal Operating Procedure (NOP) for the pool(s) being used
 - the Emergency Action Plan (EAP) for the pool(s) being used
 - conditions of hire (if relevant) including outlining the roles & responsibilities
 - pool rules
 - any special needs or medical conditions of those pupils attending the activity.
- 1.5 This document sets out the policies and procedures of Leicester City Council in relation to swimming / hydrotherapy pool safety. The Appendices contain model procedures and templates which must be made specific to each school and pool(s) used.

2. RESPONSIBILITIES

2.1 Overall City Council Responsibility

Leicester City Council has responsibility for ensuring safety in swimming in schools and other facilities where it is the employer. As part of this responsibility the City Council provides the safety policy, guidance and procedures for swimming and ensures that its employees receive any necessary training to carry out their dedicated tasks.

In Trust, Foundation, Voluntary Aided schools and Academies the governing body holds this responsibility.

2.2 School Responsibilities and Roles

The governing body must ensure that this LCC publication "Safe Swimming Practice in Schools and Other Settings" is complied with. This should be done by ensuring a nominated member of staff is delegated the responsibility of School Swimming Manager / Coordinator and applies the swimming safety policy and procedures in the school. This will include the proper operation of the school's own swimming facility (where appropriate) or use of a third-party pool, i.e. leisure centre. It also includes monitoring and recording, for the pool and swimming sessions used, of the following:

- Appropriate risk assessments including the general swim session risk assessment and also identification of any pupils with specific / special needs such as medical, English not the first language, behavioural, (anything which could increase the risk to the pupil whether this be medical or impaired/compromised communication) etc.
- Pool safety operation procedures (NOP & EAP).
- Qualifications and training of staff and maintaining records.
- Any instructions issued to staff such as briefings, memos, email communication.
- Monitoring and review of swimming activity / pool procedures and process.
- Conditions of hire or arrangements for use of the pool (if relevant).

2.2.1 Schools Swimming Manager/Coordinator

Where the school undertakes swimming as an activity or operates its own swimming pool/hydrotherapy pool, there needs to be a designated member of staff to oversee the activity/pool operations. This could be a Manager with overall responsibility who then delegates certain duties to a swim coordinator, or the role could be combined. Either way this role/post holder must have an understanding of the following:

- The legal responsibility, development, implementation, and review of risk assessments.
- The legal responsibility, development, implementation, and review of the Pool Safety Operating Procedures (NOP and EAP) for those schools with their own pools.
- The legal responsibility, development, implementation and review of staff induction, information as well as initial and ongoing training and the recording thereof.
- The legal responsibility, development, implementation, and review of Serious Incident Management systems.
- An understanding of and the implementation of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Provision of Use of Work Equipment Regulations 1998, the Control of Substances Hazardous to Health Regulations 2002 (as Amended) (schools with their own pools), the Manual Handling Operation Regulations 1992 (schools using people moving and handling equipment).
- Persons designated with responsibility for the management of the operation of the pool should be qualified to manage staff involved in operating the pool and should be authorised to control the use of the pool. They should also be familiar with the latest version of HSG 179 Managing Health & Safety in Swimming Pools
- CIMSPA/STAR/RLSS offer a range of operational and supervisory short courses and other management courses which can be tailored to the school needs.
- This role may also cover the allocation of key roles for each swim session. If this is not the case then the school must identify which staff member(s) is/are responsible for allocating roles for each swim session and each group undertaking swimming sessions – identifying each group undertaking swimming and name all those staff who would be involved and what their roles are.

Where the public use school pools for recreational swimming, operational management skills will be essential. It is also important that the school has on file a copy of the Hire pool risk assessment, NOP and EAP.

2.2.2 Pool Plant Operator (ONLY Applies to Schools with Pools)

Where the school operates its own swimming/hydrotherapy pool there needs to be a designated member of staff to oversee the pool plant operations. The role of the Pool Plant Operator is to manage and maintain the swimming/hydrotherapy pool to include the following:

- Health and Safety.
- Swimming pool hygiene - pollution and infection, disinfection and cleaning, chlorine chemistry.
- Balanced water – water testing (using clean water testing kit), diagnosis, chemical dosing and control.
- Circulation, filtration, heating, ventilation and energy management.
- Pool plant and equipment including hoists, slings and float aids.

Also refer to further detail covered in Section 5.

Schools must ensure that they have at least 2 members of staff trained and qualified to oversee and maintain the pool environment, water clarity, pool plant and general pool safety in the event of absence/sickness. Check that the Pool Plant Operators are familiar with the pools NOP and EAP.

2.2.3 Lifeguard

When the pool is operational there **MUST** be a lifeguard present at all times with a minimum qualification of the National Pool Lifeguard Qualification (NPLQ) – Level 2 Award. This qualification must be revalidated every 2 years as it is recognised that to maintain the qualification 20 hours of CPD must be undertaken (at least 10 refresher training sessions covering schedules D1 – D6) within the 2-year period, between revalidation.

- **In school pools**

The school must ensure that the lifeguard qualification and CPD is up to date and regular monitoring and checking must be undertaken, and records kept. In addition, checks on their understanding of the role and how long they have been on duty/will be on duty for and they are familiar with the NOP and EAP for the pool. The role of this monitoring should be defined within the Normal Operating Procedures / the swimming risk assessment.

- **In hired pools**

Where a school hires a Leicester City Council run pool, it is sufficient to have written in the Hire Agreement that all lifeguards provided are qualified to NPLQ Level 2 and maintain their CPD in line with the qualification requirement. This could be reflected in a non LCC pool hire agreement too, so that assurances are obtained.

The role of a lifeguard is to help the Pool Operator to meet their duty of care and comply with industry guidance and law and to intervene and prevent accidents. The lifeguard must ensure that at all times they can see all swimmers and **NEVER** turn their back on any one individual or group or position themselves so that swimmers are behind them.

The lifeguard should position themselves on the poolside, **MUST NEVER** be in the pool whilst in a designated role of a lifeguard and is to maintain a safe and healthy environment for swimmers through being:

- Professional and vigilant.
- Maintaining observation – remaining alert to observe swimmers within the pool environment as well as those who are poolside. The pool must be scanned every 10 seconds with a lifeguard no further than 20 seconds away from any swimmer who may get into difficulty.
- Providing good supervision – supervise swimmers and monitor activity within the pool.
- Early intervention – act immediately at the first signs of any action that could lead to a potential incident to prevent an incident or emergency developing.
- Accident prevention – educate pool users, prevent dangerous behaviour and ensure pool rules are followed.
- Rescue – act immediately and rescue any swimmer who may be in difficulty/require first aid.

The lifeguard is in control of the pool whilst it is in use and therefore is the lead at all times in terms of responding to an incident or emergency. However, in the event of the lifeguard not being able to respond immediately in a potentially life threatening situation the swim teacher / trained school swim support staff– **AFTER RAISING THE ALARM** - can be expected to respond to assist a pool user in difficulty until the lifeguard is in a position to assist.

No one on duty at the poolside for a long time can be expected to remain alert. RLSS UK recommends that the pool supervisor (lifeguard, spotter – person(s) with NPLQ) spend no longer than 60 minutes at the poolside and in exceptional circumstances, no longer than 90 minutes in the pool hall itself. These sessional times must be considered specific to each pool, in terms of pool temperature contributing to heat fatigue, sessional group sizes and whether the pool activities are organised programmes (i.e. taught) or free swim. There is an emphasis that there should be regular rotation between lifeguard positions which may assist the lifeguard to remain alert. **Compliance with all of these recommendations is mandated by LCC.**

When the pool is operational the roles of staff for each session must be clearly identified and documented prior to the session commencing (see Appendix N) (where a Leicester City Council leisure centre pool is being used, it is sufficient to indicate on the sessional register the lifeguard is LCC rather than try to establish their names at each session).

2.2.4 Spotter

- **In school pools**

In schools with their own pools there is a role for spotters, it is to assist the lifeguard, acting as extra eyes and ears, therefore if the lifeguard is called upon to assist a pool user the spotter must remain on task. Remaining on task means to observe all pool users, ensuring their safety until the situation is either made safe or all users are removed from the pool. **Spotters must not be allocated more than one role when poolside.**

- **In hired pools**

Where a school is undertaking swimming as an activity in a hired pool they must decide whether they require a spotter for every swim session / each group. This decision will be based on a risk assessment of the session activity, for example, number of pupils in one session, how many pools being used, how many groups using the pool in different swim classes from the same school – all these factors may indicate that a spotter is required for each group or one spotter per pool being used. Where the session includes pupils with known challenging behaviours, medical conditions, communication difficulties (i.e. English not their first language, visual/hearing impairment), physical disabilities or nervous swimmers the school may decide that it would be appropriate to appoint a spotter per group – each session will be different. Where all pupils using the pool are having 1:1 in-pool support or it is a small group of pool users with a qualified swim teacher, a lifeguard may be deemed sufficient and the school may decide a spotter is not necessary. There are some cases where the swim teacher is in the pool with a small group (i.e. pupils of low confidence/ability) and in such situations it would be a requirement to have a spotter positioned for this group specifically.

Consideration must be given to 'what if' a pupil falls ill at the pool and needs supervising poolside until the session ends, 'what if' a pupil is injured and needs accompanying to the hospital direct from the pool etc....**Spotters must not be allocated more than one role when poolside**, therefore ensuring that schools send sufficient levels of support staff with this activity is very important. Best practice would be to provide a spotter per swimming group.

When the pool is operational the roles of staff for each session must be clearly identified and documented prior to the session commencing (see Appendix N). Regular monitoring of this role must be undertaken and recorded to include duty spotter training and relevant qualifications, checking they understand their role and how long they have been on duty/will be on duty for. The spotter must be familiar with the pools NOP and EAP (for schools with pools) and the schools swimming risk assessment / pupils specific risk assessment (for all schools).

2.3 School Teaching staff (accompanying the swimming activity)

Teachers have a duty of care that operates for any activity in which pupils are involved. **Teachers cannot transfer the duty of care to anyone else.** This applies to all activities within the school curriculum and to extra-curricular activities organised by the school during and outside school hours, whether on or off the school site, including swimming. In relation to swimming this means that:

- Pupils are appropriately supervised when changing.
- Pupils are under control at all times.
- A head count is taken before, during and after swimming sessions as a minimum.
- Normal and emergency procedures are enforced.
- Teachers have an overview of the teaching of their pupils and the conduct of the class.
- Teachers with a designated role i.e. Swim Sessional Lead, cannot delegate their role to a Teaching Assistant, they must ensure if cover is required that the member of staff is of the same level and has the same qualifications, as well as understanding the role, the activity risk assessment and pools NOP and EAP and has received (within the last year) an induction to the pool being used. This is the same for any role related to the pool or the swimming activities.

2.3 *cont.* School Teaching staff (accompanying the swimming activity)

All teachers should accompany their own class to swimming, whenever possible, because of the special knowledge they have of their pupils. Where this is not possible, those staff taking on the responsibility should ensure that they have been appropriately and adequately briefed regarding the pupils, their swimming ability, any challenging behaviours or specific needs (i.e. asthmatic).

When the pool is operational the roles of staff for each session must be clearly identified and documented prior to the session commencing (see Appendix N). Regular monitoring to check staff know what role they have (as per the Sessional Register) and their understanding of what the role entails, should be undertaken and recorded including checking that staff have received the appropriate training for their role.

The decision regarding how pupils are initially grouped for their swimming lessons or re-assessed thereafter, based on their water confidence, swimming ability and competence is the responsibility of the lead swim teacher (ASA Level 2) and NOT school or swim support staff. Where schools hire a facility outside the control of Leicester City Council, and they have a suitably qualified member of staff (i.e. ASA Level 2 Swim teaching) can this member of school staff make these decisions.

There are some cases where the swim teacher is in the pool with a small group (i.e. pupils of low confidence/ability) and in such situations it would be a requirement to have a spotter positioned for this group specifically.

- **In school pools**

All staff involved with the pool activities must be familiar with the pools NOP and EAP as well as the associated risk assessments (activity and pupil specific).

- **In hired pools**

All school staff supporting this activity should be familiar with the associated risk assessments which should include significant information from the pools NOP, EAP and risk assessment.

2.4 Adults Other Than Teachers (AOTT) (accompanying/supporting the swimming activity)

Adults other than teachers can be extremely helpful to support the delivery of swimming in schools and in the extended curriculum whether on or off site and they can:

- Support and work beside teachers.
- Supervise changing.
- Administer first aid.
- Look after any pupils who are unwell / not able to swim or not swimming.

Teachers cannot transfer their duty of care to AOTTs but where AOTTs have swimming teaching qualifications they can be involved in the teaching of swimming. AOTT's will be directed by authorised swimming staff. AOTT's must have been inducted to the pool and undertaken the Swim Test, being treated just the same as staff employed by the school to support this activity. AOTT's should be vetted by the Disclosure and Barring Service (previously CRB checks) to work with pupils.

- **In school pools**

All staff involved with the pool activities must be familiar with the pools NOP and EAP as well as the associated risk assessments (activity and pupil specific).

- **In hired pools**

All school staff supporting this activity should be familiar with the associated risk assessments which should include significant information from the pools NOP, EAP and risk assessment.

2.5 Specialist Swimming Teachers and Swimming Instructors

Specialist swimming teachers are teachers with Qualified Teacher Status who also hold a nationally recognised swimming teaching qualification. Ideally all swim lessons should be delivered by a qualified swimming teacher. For those hiring an LCC facility for their school swim sessions all swim teachers will be hired from LCC as part of the session booking and package and no school staff will deliver swim coaching/instruction.

It is strongly recommended that to provide the safest and most proficient way of teaching pupils to swim, Head Teachers, Swim Managers / Co-ordinators consider the benefit of either the hiring in of swim teachers with the recognised qualification or of putting key school staff involved with the swimming activity through training for the ASA Level 1 qualification followed by the ASA Level 2 qualification or equivalent (where schools are not hiring a Leicester City Council facility).

Although the swimming teacher / instructor may also hold a current safety award they must not be expected to have a dual role of both teaching and lifeguarding. Schools may decide to have the lead for each swim session as their own swim teacher/instructor, but early on it is important to establish who the class lead from the school is for each session and record this on the sessional register (see Appendix N).

Swimming teachers/instructors have responsibility for ensuring the safe conduct of the class in the water and on poolside, in line with good practice and their training, as well as deciding how pupils are to be grouped for their swimming lessons based on their (pupil) water confidence, swimming ability and competence, which includes:

- Planning, developing and monitoring the swimming programme.
- Preparing schemes of work appropriate to pupils' ages, abilities and interests.
- Co-operating with the class teacher to check numbers of pupils before, during and after each session.
- Identifying specific groups and individual needs for each swimming session.
- Being familiar with the Pool Safety Operating Procedures (PSOP).
- Being familiar with the emergency equipment provided.
- Ensuring adequate safety and first aid cover is available, specific to pupil needs.
- Being suitably clothed.

There are some cases where the swim teacher is in the pool with a small group (i.e. pupils of low confidence/ability) and in such situations it would be a requirement to have a spotter positioned for this group specifically.

• In school pools

The school must ensure that the Swimming Teacher/Instructor has the relevant qualifications That they are in date and records kept. In addition, checks on their understanding of the role and that they are familiar with the NOP, EAP and associated risk assessments for the pool. The role of this monitoring should be defined within the Normal Operating Procedures / the swimming risk assessment.

• In hired pools

Where a school hires a Leicester City Council run pool with swimming teachers/instructors, it is sufficient to have written in the Hire Agreement that all Swimming Teachers/Instructors provided with at least one being qualified to ASA Level 2 (or equivalent) and the rest with a minimum qualification of ASA Level 1 (or equivalent). This could be reflected in a non LCC pool hire agreement too, so that assurances are obtained.

School staff undertaking the role of in pool support are required to achieve the full Swim Test as detailed below.

2.6 Swim Test

There are two elements to the Leicester City Council Swim Test – i) the 'wet test' (originally the Swim Test) and ii) the 'dry test' (an extra element brought in to 'test' the knowledge and understanding of school staff supporting the swimming activity).

The Swim Test is to provide assurance that all staff working poolside have a basic level of swimming ability and are capable of taking care of themselves should they fall in or be deployed into the pool. By having the Swim Test (wet & dry elements) this does not indicate that individuals have a role in a rescue, but it is to reduce the burden on the appointed lifeguard when the pool is in use.

Any members of staff/volunteers entering the pool area / working poolside / supporting the swimming activity must hold a current Swim Test certificate (preferably both the wet & dry elements); this includes teaching staff, and where a school has its own pool - physiotherapists, administration staff, premises officers and cleaners (where appropriate as per the risk assessment).

No one can be forced to undertake the 'wet' element of the Swim Test particularly if they refuse on cultural or medical grounds or for other significant reasons, but where it is appropriate as identified in the risk assessment they should be encouraged to do so. **Staff who have not attained the 'wet' element of the Swim Test** should be **discouraged** from being poolside and the risk assessment should reflect this. For these staff the school may consider roles that are not pool side; restricting staff to such roles as changing rooms / supervision only (where changing takes place poolside such as at Cossington, these staff must still undertake and pass the 'dry' element and would remove themselves from being poolside once lessons have commenced. In addition, in these situations the school should ensure that they have staff allocated poolside during changing who CAN swim / have done the 'wet' element in addition to those staff who have not). Where the school permits members of staff / volunteers to enter the pool area / be pool side without a full Swim Test (the 'wet' and 'dry' element) the lifeguard **must** be informed. Either way, the situation and control measures **MUST** be documented on the schools swimming risk assessment and roles recognised on the sessional register.

The thought process behind the 'wet' element of the test being undertaken by all staff who are likely to be / are in poolside positions is that should they be called upon to be first responders / assist with an incident or emergency situation in the event of the lifeguard not being able to respond immediately in a potentially life threatening situation – **AFTER RAISING THE ALARM**, and school staff use the rescue rope or pole and then get pulled in themselves the lifeguard would then have 2 people to rescue rather than knowing that the school staff member can look after themselves, due to them having undertaken the 'wet' element of the Swim Test and the lifeguard can then focus on the person who initially required assistance.

Swim Test, Induction & Centre test – LCC Hired Pools

Inductions

Following a review of LCC's operational practices it has been decided that members of school staff who are familiar with the facility and the set up for school swimming do not need to have an induction on an annual basis. This will now be a requirement on a 3-year cycle of which then a refresher induction will be required.

Any members of staff that are new to the school, or new to supporting school swimming and are therefore not familiar with the facility and the school swimming set up and procedures will be required to book a full induction.

Note: Should any of the facility's processes change or should there be a year's break in swimming then all staff would be invited to attend a full induction ahead of the 3-year period previously stated.

Swim Test

Where any member of staff has been supporting in water for the past academic year, so long as they remain physically fit and are able to carry out this role, there is no requirement for them to re-take a swim test as long as they are regularly supporting swimming, for a period of 3 years.

A swim test requires a member of staff to demonstrate a basic competency in water. Any member of staff who has not previously supported in the water will need to book in for a swim test at the respective facility before attending swimming lessons.

The Swim Test must be preferably undertaken at the main pool used by the school and a current record of training must be maintained.

It is strongly recommended that the 'wet element' of the Swim Test is undertaken by an independent assessor and not by senior / school staff / school swim teachers. This is to ensure that there is no temptation to accredit colleagues who have not met the required standard.

Centre Test

All members of staff are required to familiarise themselves with the school swimming guidance and the centre NOP & EAP in order to complete the multiple-choice question paper. Centre tests are still required to be undertaken on an annual basis to demonstrate that all members of staff have read the health and safety documentation that supports school swimming and can recall key parts of the information.

Test papers will be sent to the school to hand out to members of staff. These question papers can be completed at school. The school lead must send the results on to the point of contact for the leisure centre ahead of the swimming sessions commencing.

Schools / Facility Managers / Facility School Swimming Co-ordinators should look at all candidates achieving at least 80% of the questions being answered correctly – ensuring that significant questions have been answered correctly such as what to do in emergency procedures. Where this is not the case the candidate will need to refresh on their knowledge and then be re-tested. Again, if they fail to achieve the required level to demonstrate their understanding of the pools normal and emergency procedures, consideration must be given to these staff NOT having access to the poolside but having restricted access only to areas such as the changing rooms only.

Note: LCC Hired Facilities - There is no requirement for members of school staff to lead a swim group from the side, as all swim groups will be taught by qualified council swimming teachers. It should be noted that whilst leisure centre staff will lead the swim session itself, schoolteachers still have a duty of care that operates for any activity in which pupils are involved and should remain visible and vigilant throughout the session.

2.6 DUAL ROLES AROUND THE POOL

Schools must ensure that staff in significant positions during a swimming/hydrotherapy session are not given dual roles. Significant positions being Lifeguard, Swim Teacher / Instructor, Spotter, In Pool Support – staff in these positions are expected to remain focused on their role and cannot be expected to have another role such as First Aider as this would require them to leave their main role thus compromising the safety of pool users (pupils, staff etc.). It is essential that schools ensure that they are providing sufficient staffing provision for this activity.

3 DUTY OF CARE

- 3.1 The delivery of a school swimming programme may involve a number of partners including school teachers, swimming teachers provided by the Local Authority (LA) and private swimming teachers specifically bought in by the school. Whilst issues related to delivery are transferable, duty of care must remain the responsibility of the designated school representative.

The Head Teacher has to ensure that any teacher responsible for the delivery of swimming and/or its associated disciplines is appropriately qualified to carry out the role effectively and safely. Where the school swimming programme is delivered by an external partner, the school Swimming Manager/Coordinator has a responsibility to ensure that the swimming teacher(s) is /are appropriately qualified in the aspects being taught and if found not to be the case, then further action is required to rectify this before proceeding with the swimming activity. The Swimming Manager/Coordinator must ensure that the programme is appropriate to the needs of the pupils and the school. An ongoing dialogue between both parties will help to ensure that this requirement is appropriately met.

4 SUPERVISION OF CHANGING ROOMS

- 4.1 Pupils should be supervised whilst changing:

- If pupils are using a mixed sex changing area with cubicles then a member of staff of either gender may supervise.
- If using open plan single sex changing areas then only staff of the appropriate gender should enter the changing room unless in an emergency.
- If pupils under the age of eight are swimming, a mixed gender group may use an open plan single sex changing room, if schools do not have the staff (teachers and/or AOTTs) of the appropriate number or gender to supervise pupils in their own-sex changing room. In a leisure centre / facility used by members of the public this will need to be notified to, and approved by, the hired facility / pool operator.

- 4.2 Teachers sometimes have to operate a remote supervision procedure when gender balance is not appropriate. This can only happen where the pupils are responsible enough and mature enough to take on significant personal responsibility whilst changing. In order to protect themselves, two members of staff should operate together when controlling by voice through doorways or entering changing areas in an emergency. **All staff used to supervise changing rooms should have a current DBS check in place.**

4.3 In Leisure Centres / Public Facilities

- 4.3.1 Ideally pupils will change in separate 'school changing areas' as it is not desirable for members of the public to share changing provision with school pupils.

Pool operators should be asked, wherever possible, to make arrangements for separate areas or times to enable this to happen. Where this cannot be achieved appropriate supervision arrangements need to be agreed between the pool operator and the school. Best practice should be that school staff 'sweep' / check the changing areas before letting pupils in to change.

- 4.3.2 Where changing takes place in open plan public single sex changing rooms, adequate provision must be provided by the school to supervise the conduct of pupils and also swimmers on the poolside awaiting their session. Non-participating pupils should not accompany the group. **All staff used to supervise changing rooms should have a current DBS check in place.**

4.4 In School Pools

- 4.4.1 Pupils will be able to change without members of the public being present.

- 4.4.2 Arrangements for the supervision of pupils should be as for paragraph 4.1, 4.2 and 4.3.2 above.

5 POOL PLANT, POOL WATER & POOL FACILITY OPERATION & MANAGEMENT

5.1 For Schools with Pools

- 5.1.1 The Pool Plant Operator is responsible for setting up the safe systems of work – all activities for the operation and maintenance of plant and equipment for the pool and surrounding area (poolside etc.) - must be trained and aware of both pool plant safety and pool operational safety. Consideration should be given as to how the sample water is collected (considering poolside lone working), that any medical conditions the member of staff may have are risk assessed and there is a lone working procedure in place for when water samples are taken or any other poolside lone working operations undertaken.
- 5.1.2 There should be documented procedures for monitoring water quality, including the use of the test kits and equipment. The frequency of chemical testing should be determined by the risk assessment, but the Pool Water Treatment Advisory Group (PWTAG) recommended test intervals are:
- before the pool opens
 - every 2 hours while it is open /operational
 - after it closes.

Micro-biological testing should be undertaken monthly to monitor the presence of microorganisms and this is the responsibility of the school with a pool to organise. Tests should also be done:

- before a pool is used for the first time
- before it is put back into use, after having been shut down for repairs
- if there are difficulties with the treatment system
- if contamination is noted
- as part of any investigation into possible adverse effects on swimmers' health.

The documented procedures should detail actions that Pool Plant Operators should take if there are unexpected test results, especially if they show the pool water chemical composition is either below or exceeding safe limits.

5.2 Pool Plant Operators

- 5.2.1 Pool Plant Operators should be qualified by the ISRM Pool Carers Course, CIMSPA (Chartered Institute Management of Sport and Physical Activity) Pool Plant Operators course or STA Pool Plant Operations. A 3 day course covering what the Plant Operator needs to know to keep the pool water reasonably free from the risk of infection spreading, to keep the water clear so that pool users can be seen under the water and to operate the school pool plant safely and effectively. This award is valid for 3 or 5 years dependant on the qualification and revalidation is required. This is to ensure the pool operates in line with the PWTAG (Pool Water Treatment Advisory Group) Code of Practice.
- 5.2.2 It is important that Managers / Swim Coordinators, responsible for pool plant operators are aware of what is required of plant operators and can monitor their work. CIMSPA/STA/RLSS offer a range of operational and supervisory short courses and other management courses which can be tailored to the school needs.
- 5.2.3 Schools must ensure that they have at least 2 members of staff trained and qualified to oversee and maintain the pool environment, water clarity, pool plant and general pool safety in the event of absence/sickness. Check that the Pool Plant Operator(s) are familiar with their pool Risk Assessment, NOP and EAP.

Where the public use school pools for recreational swimming, operational management skills will be essential.

6 RECORDS

- 6.1 Records of all qualifications of those involved in the teaching of swimming must be maintained, kept up to date and available for inspection if required.

Where a Leicester City Council leisure centre pool is being used and providing lifeguards and swim teaching staff, it is sufficient to have indicated in the Hire Agreement that these staff are trained and qualified to the recognised national standard – NPLQ Level 2 (lifeguards) and ASA Level 2 / 1 (swim teachers). The person responsible for this is the designated person in charge of school swimming.

- 6.2 Records of incidents and accidents that occur in the pool or pool area should also be maintained and should be available for inspection. An annual review of these will assist with the review of the hazards / risks associated with the school swimming / hydrotherapy activity and the review of the risk assessments. LCC facilities will retain copies of incident records.

6.3 In school pools

Records should be kept of pool water tests taken in school pools. School pools should be tested manually at least three times a day. The pool test logbook must also be available for inspection if required. The person taking the test must sign the log sheet each time this task is carried out and must be trained to complete water testing correctly.

6.4 In school pools

Records should be kept of all equipment checks. Pre-use checks should be undertaken daily. Hoists and slings must be inspected at least every 6 months in line with LOLER regulations and more frequently if the risk assessment indicates due to the amount of use and nature of use the hoists and slings undergo.

In hired pools

Where a Leicester City Council leisure centre pool is being used, it is sufficient to have indicated in the Hire Agreement that these checks are undertaken, and the leisure centre can provide evidence if required as part of an inspection. This could be reflected in a facility not run by Leicester City Council pool hire agreement too, so that assurances are obtained.

- 6.5 All school staff involved with this activity have a duty of care to undertake visual checks (which can be recorded on the Sessional Register) at the beginning of each swim/hydrotherapy session and report any defective / damaged equipment immediately to the Duty/Pool Manager and request an alternative.

In school pools

Pool toys and float aids should be individually identifiable and regularly inspected. There should be daily visual checks prior to use ensuring that the items are fit for purpose there is no wear or tear and not perished or damaged. This should be logged as part of the daily pool check. A more in-depth check should be undertaken weekly to identify that each item has been checked, especially items classed and used as float aids.

In hired pools

Where a Leicester City Council leisure centre pool is being used and provides such equipment, it is sufficient to have indicated in the Hire Agreement that these checks are undertaken and the leisure centre can provide evidence if required as part of an inspection. This could be reflected in a non LCC pool hire agreement too, so that assurances are obtained.

- 6.6 Records of daily pool checks should be kept by the pool operator.
- 6.7 Pool activities, sessional registers and supervision should be regularly monitored and reviewed to monitor health and safety performance, to check that the pool and swimming activity risk assessment is suitable and sufficient and inspection / monitoring records kept.

7 RISK ASSESSMENT

7.1.1 There must be a written risk assessment for each pool (this is the responsibility of the Pool Operator / Facility Manager) and **each** swim session (i.e. class group/year group - this is the responsibility of the school), as the pupils and the staff participating will all have unique features that make particular demands upon safety e.g. challenging behaviour, medical needs, SEN, nervous swimmer etc. Each pool and each session must therefore be dealt with individually and individuals requiring specific support may require their own swim risk assessment rather than a generic one for their whole swimming group.

7.1.1 There must be a suitable and sufficient written risk assessment for the swim session (each group) clearly indicating significant hazards, risks and control measures in place. This document should consider and include (this list is not exhaustive):

- The journey arrangements including supervision ratios and first aid provision
- The changing facilities and arrangements including supervision ratios (male / female)
- The pool, the lesson activities, pool toys / float aids used
- Staffing roles and responsibilities, identify specific qualifications, information, instruction and training, Swim Test
- First Aid provision throughout the activity
- Swimming ratios
- Spotter – where the school would /would not use spotters
- Clothing – clarity on pupils and staff acceptable and appropriate dress
- For each swim session identify pupils and staff participating with specific needs or support requirements either in the main swimming risk assessment or as a separate document
- Outline of facility and the dual arrangements the school has with the facility / pool operator, the provision of safety equipment, Lifeguard(s), normal operating procedures and emergency arrangements including pool evacuation drills
- Free swim / splash sessions – be clear on the arrangements to manage this, including additional spotters, lifeguards.
- Monitoring, review and revision – how, who by, how often, reporting lines, action required

7.1.2 At the beginning of the academic year the school Swim Manager / Coordinator should visit the facility and review school documents to ensure that the swimming / hydrotherapy activities will be undertaken in a safe manner (see **APPENDIX J** for a guide, additional areas and items to be checked can be added). These will take into account:

- The age and ability of the pupils in each class.
- The activities that they will be undertaking.
- Anything untoward regarding the physical environment including hazards and defects.
- The qualifications of the people leading and supporting the session (facility and school staff).
- That staffing ratios will be adhered to and staff are aware of their designated roles whilst supervising pool/changing area activities.

Any specific risks are to be included in individual pupil education plans / risk assessments or contained within the teacher's lesson plans. The school must identify who has the designated responsibility for undertaking individual pupil risk assessments as well as those for each swim group.

The designated Swim Session Lead / school staff will be expected to undertake a **dynamic** risk assessment (visual check) each time they attend the pool as part of a swimming / hydrotherapy session, of the situation at that time and to take appropriate action to control any identified hazards / risks. A Sessional Register must be fully completed for each swim/hydrotherapy session and used to establish roles and responsibilities including the swim session lead, lifeguards, first aiders, swim teachers, 1:1 supervisors (in pool / pool side) if applicable, spotters and changing room supervision. Consideration should be given to ensure that there is provision for back up support. (**APPENDIX N**)

7.2 School Pools (Pool Operators)

7.2.1 Where a pool is on a school site, the host school (pool operator) has a responsibility to undertake a pool risk assessment, **it is a legal requirement, and they must:**

- Identity the hazards that might be present at the pool.
- Decide who might be harmed, how to assess the risks and take appropriate action. Record the findings to include significant hazards and how these are to be dealt with, that precautions are reasonable, and the remaining risk is as low as is reasonably practicable.

In addition, the school Pool Operator has a responsibility to have a written Pool Safety Operating Procedure (PSOP) which consists of the Normal Operating Plan (NOP) and the Emergency Action Plan (EAP) for the pool, changing facilities and associated plant and equipment (just as the leisure centres have). These documents must be made available to all appropriate staff and should form the basis of the 'dry' element of the Swim Test.

- The NOP should set out the way the pool operates on a daily basis, to include details of layout, equipment, manner of use, user group characteristics and any hazards or activity related risks.
- The EAP should give specific instructions on the action to be taken, by all staff, in the event of an emergency.
- Staff must not only be aware of the PSOP; the NOP and EAP, but must be inducted, instructed and trained to work in accordance with the provisions therein.
- Ensure that hirers and other users are aware of the relevant sections of the NOP and EAP and where necessary induction and training are given and regular checks made to ensure compliance.

7.2.3 Swimming Ratios

Pupil: teacher ratios must not exceed 20:1 and in some cases must be less than that (see the table below). These ratios are based upon safety requirements and not the criteria for teaching. Class ratios need to be risk assessed taking into consideration pupil ability, mobility, behaviour and medical/ health conditions and are also specific to the pool and environment.

1:1	Swimmers with known medical conditions/disabilities: Care must be taken to ensure that there are sufficient helpers in the water to provide a 1:1 ratio for those needing constant support . 1:1 support should be recognised in the swim risk assessment for example those pupils who suffer from epilepsy, asthma, heart condition, diabetes, physical handicap or severely disturbed children should all be under constant supervision whilst in the pool
6:1	Swimmers with disabilities (with an appropriate number of helpers): Each situation must be considered independently as people with disabilities do not form a homogeneous group. Care must be taken to ensure that there are sufficient helpers in the water to provide a 1:1 ratio for those needing constant support and a sufficient number of other helpers to provide the degree of support demanded by the range of disabilities within the group. <i>There are national organisations for specific disabilities from whom further guidance may be obtained.</i>
12:1	Adult and child classes: That is, up to twelve pairs (one adult and one child) to each teacher. For the purposes of this document the term child refers to a child, of less than 5 years of age. Non-swimmers and beginners: Young children, normally of primary school age or adults being introduced to swimming. If more than this number is being taught, other adults may be used to help the teacher/coach. Diving – beginners and improver divers: Divers of similar ability who are comfortable and confident in deep water.

20:1	<p>Improving swimmers: Swimmers of similar ability to each other who can swim at least 15 metres competently and unaided on their front and back and be able to either tread water or get to the side effectively if they were to venture out of their depth. It is recommended that the lesson be confined to an area of the pool where pupils are not out of their depth.</p> <p>Mixed ability groups: Pupils with a range of ability (from improver standard to competent swimmers) but where the least able and least confident are working well within their depth. Swimmers technique, stamina and deep water experience should be considered.</p> <p>Competent swimmers: Those swimmers who can swim at least 25 metres competently and unaided on front and back, and can tread water for two minutes</p> <p>Synchronised swimming: In water over 1.8 deep the ratio should be considered in relation to swimming competence and the activity taking place. The teacher or coach must be able to rescue from the deepest part of the pool floor or be accompanied by a suitably qualified pool lifeguard.</p> <p>Water polo: Training only.</p> <p>Aerobics in deep water: Pupils must be water confident and either wear appropriate buoyancy aid or be competent swimming in deep water.</p>
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A Swimming Sessional Register (**see Appendix N**) must be drawn up to establish roles and responsibilities including the swim session lead, lifeguards, first aiders, teachers, 1:1 supervisor if applicable, spotters and changing room supervision. Consideration should be given to ensure that there is appropriate and suitably trained, inducted etc. staffing provision for back up support.

7.3 Spa Pools

Spa pools are not recognised as swimming facilities. Spa pool users must be supervised at ALL times whilst in the water and the staff involved must be confident and have the competence to complete any water-based rescue that may become necessary. There must also be suitable first aid provision on hand to administer lifesaving to any person in trouble in the water (including drowning).

7.4 Teacher Position

7.4.1 The swimming teacher in charge of the group should be teaching from the side of the pool where the whole group can be seen and from where feedback can be given on the performance of each pupil in the group.

7.4.2 There may be some circumstances in which it is appropriate for the teacher or a teaching assistant to be in the water supporting an individual pupil or pupils, but this would be the exception rather than the rule and only following a careful risk assessment of all the potential factors at play (depth of water, pupil ability, use of flotation aids, size of pool, number and age of pupils and life guarding arrangements). Where this is the case there should be a lifeguard and ideally a spotter (depending upon the size of the group in the pool and the activities being undertaken) on the poolside assisting the teacher by observing all of the pupils in the swimming group, such that supervision ratios are never compromised.

There are some cases where the swim teacher is in the pool with a small group (i.e. pupils of low confidence/ability) and in such situations it would be a requirement to have a spotter situated poolside, positioned for this group specifically.

7.4.3 The teacher or assistant in charge of a group must ensure that at all times they can see all the pupils and NEVER turn their back on a swimmer or position themselves so that pupils are behind them.

7.4.4 When teaching or instructing non-swimmers or weak swimmers in duck diving or underwater swimming the teacher of the group should be positioned on poolside at the point nearest to that activity, but so that they can also see the rest of the class.

- 7.4.5 If there is regular glare on the pool surface and the bottom of the pool cannot be clearly seen it is unsafe to continue swimming.

The above actions should form part of the pool Normal Operating Procedure (NOP) and recognised in the swimming risk assessment.

7.5 Clothing and Equipment

- 7.5.1 Detail regarding what is appropriate and not appropriate clothing for both pupils and staff to be wearing when attending swimming should be included in the risk assessment. For staff, consider positions both for poolside and in pool support. Staff working in the pool area should change into suitable footwear to be able to move easily around the poolside and not bring outdoor dirt onto the pool surround on their feet. They should wear clothes suitable to the humidity and temperatures of the pool and appropriate to the possibility of having to go into the pool to rescue a child.
- 7.5.2 Schools must ensure that the letter to parents includes information in detail about what clothing is appropriate and be mindful to consider different religious and cultural needs. Consideration should be given to the wearing of swim caps or alternatively ensuring that long hair is tied back. Including this detail in the letter can save a lot of time and frustration for staff and disappointment for pupils. Also include in the letter the schools policy on the wearing of jewellery and goggles for swimming. Ideally all jewellery should be removed to reduce the risk of harm to teacher, assistant and pupils, although there are occasions where exceptions are to be made for religious jewellery and the wearing of goggles should not be encouraged unless there is a strong medical reason. Schools must use the approved letters (letter and consent form **in full**) for goggles (**APPENDIX G**) and jewellery (**APPENDIX H**).
- 7.5.3 For outdoor pools a peaked hat and polarised sunglasses may be beneficial. If teaching for prolonged periods a suitable sunscreen should be worn bearing in mind the additional reflection of the sun's rays from the water.
- ## 7.6 Safety Equipment
- 7.6.1 All pools must be equipped with a means of raising an alarm and summoning support in the event of an accident or incident. Schools must have an efficient method of communication in order to summon additional help/support in the event of an emergency. Ideally this will be an emergency button which activates a siren or a telephone giving direct contact with the emergency services. Two-way radios can prove to be a useful method of communication for certain pool settings. Whatever the choice the pool should **ALWAYS** have two forms of communicating with reception in case one fails. The adopted communication / alarm systems should be regularly tested to ensure they are fit for purpose and this may coincide with strategically planned emergency evacuation drills from the pool and surrounding area.
- 7.6.2 There should be a long pole at either side of the pool to reach and rescue anyone in difficulties without getting into the water – that is a pole at either end of the pool.
- 7.6.3 Adequate buoyancy aids, first aid equipment and blankets should be immediately to hand.
- 7.6.4 Pool depths should be clearly marked on the walls of the pool and teachers should explain their significance to pupils, especially beginners. In school open-air pools this could be a painted depth line on the fence so that pupils can stand next to it to see where the water will come up to when they get in.
- 7.6.5 All signs should be compliant with the Safety Signs and Signals Regulations. Signs showing the depth of different areas of a pool should meet certain standards and the main points to consider are:
- Provide warning signs about depth
 - Mark steep slopes on the floor
 - Floating lines are sometimes used to mark the start of the slope
 - Allow diving only when water is deep enough

- 7.6.6 A pool divider, usually a rope, which is clearly visible from within the water, should normally be positioned to separate deep from shallow water when non-swimmers are present.
- 7.6.7 All pools must be locked off and isolated to prevent unauthorised access when not in use/manned. Failure to achieve this is a major cause of accidents. Conversely, when the pool is in operation it must be readily accessible in case of emergency.

7.7 First Aid Arrangements

- 7.7.1 All schools should make or check the arrangements for first aid. Best practice would be to have someone with the responsibility of overseeing the first aid provision for swimming activities and the pool environment. A First Aid Kit must be available at the pool. Blankets/space/thermo blankets should be available. It is recommended that a defibrillator is available. These arrangements must be regularly checked, monitored and recorded.

- **In school pools**

There should be a qualified first aider (First Aid at Work) available on call at all times that the pool is in use. This can be a member of school staff or, when hired out to an outside group, the group must be required to provide a first aider.

- **In hired pools**

It is the responsibility of the pool operator to ensure that there is a first aider on site and to ensure that the school provides their own first aider.

Schools are responsible for ensuring that they comply with Offsite Visits & Adventure Activities Health and Safety Management Standards Issue 4 (April 2021). The school staff accompanying the swimming session must be aware of any specific medical needs for those pupils attending (i.e. heart condition, asthma, epilepsy, etc.), including being able / permitted to administer (having received training) pupil specific medication should the need arise.

7.7. First Aid Arrangements

Pupils who are identified as possibly requiring specific medication should have this available poolside – clearly marked as to who the medication is prescribed for and pupil notes on how / when to administer and who can undertake this. This information must also be reflected in a pupil specific risk assessment and identified on the sessional register. Staff at the pool must also be informed including the Schools Swimming Coordinator, Lifeguard, and relevant Swim teacher.

- 7.7.1 In the event of an accident occurring which requires first aid, this must be recorded on the accident form of the pool being used and reported using Leicester City Council's online incident reporting system, the school should request a copy for their own records.
- 7.7.2 Accidents and dangerous occurrences must be reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and to the Local Authority in the first instance using Leicester City Council's online incident reporting system.
- 7.7.3 Schools should report all accidents, incidents or near misses to their Governing body.

7.8 Pool Hoists

The use of both mobile and fixed electrical/mechanical hoists can substantially reduce the need for manual handling. Pool operators will need to:

- Ensure that staff are fully trained in the use of the equipment.
- Ensure that if slings are used instead of a seat or stretcher then 'dog-clips' are used to prevent the sling floating free from the supporting arm while in the water.
- Ensure the capabilities of the individual are taken into consideration.

- Ensure that the equipment (hoist, slings, seat, stretcher) is inspected, and this is recorded, prior to use and tested periodically by a competent person to ensure that the hoist can continue to safely lift loads up to its marked safe working load in line with LOLER regulations.
- Ensure that staff are trained in what to look for as part of the pre use checks. A daily record of pre-use checks of hoists and slings used in the pool area should be kept.
- Ensure that there is a system in place for staff to report faulty/damaged equipment and a system to decommission such equipment until replaced/repaired.
- Equipment must be marked with a LOLER expiry date.
- Hoists and slings must be inspected by an independent organisation every 6 months in line with LOLER regulations and more frequently if the risk assessment indicates due to the amount of use and nature of use the hoists and slings undergo.

Schools using hoists in a hired facility must get assurance that statutory inspections are up to date, along with service and maintenance. In addition, schools must ensure that their staff accompanying the pupil requiring the hoist have appropriate training to use the hoist and should ensure that the sling to be used is appropriate to the pupil (size & type). Checks should be recorded on the sessional register (it may be necessary to add this to your register checklist).

7.9 Pool Equipment

Where specialist equipment is provided, the pool operator will need to consider the risks and hazards stemming from its use and make arrangements for safe systems of work within the NOP. Schools hiring the facility also need to recognise the use of pool equipment such as float aids / pool toys in their swimming risk assessment. The following are examples of equipment which may be used in a swimming / hydrotherapy activity:

- Float aids
- Swim test equipment
- Floating play equipment
- Pool toys
- Inflatable structures
- Water slides and flumes
- Diving boards and platforms
- Water features

There should be a formal procurement process for all these types of equipment to ensure they conform to appropriate standards (CE/BS kite marked) and are appropriate to and for the environment and pupils.

All float aids and pool toys should be individually identifiable and regularly inspected and this to be recorded. There should be daily visual checks prior to use ensuring that the items are fit for purpose that there is no wear or tear and not perished or damaged. This should be logged as part of the daily pool check. A more in-depth check should be undertaken weekly to identify that each item has been checked, especially items classed and used as float aids. Where this equipment is provided by the pool operator it is their responsibility to ensure that these inspections are complete and the hire agreement would reflect this to be the case.

However, it is still the responsibility of the hirer of the pool (schools) to undertake visual checks prior to the commencement of sessions with their pupils and if not satisfied that the equipment is fit for use must raise this with the pool staff immediately, ensuring a suitable replacement is provided that is not defective or damaged.

Pupils using float aids or pool toys, etc. in their pool session should have the items identified on their risk assessment – taking into consideration pupil size (height & weight) and ability to ensure that the float aid will be effective. The risk assessment must identify who is responsible for assessing the suitability of float aids to be used against the pupils in the group – this would generally be the ASA Level 2 Swim teachers and identify housekeeping arrangements for float aids and pool toys both in and out of the pool.




- 7.10** Lone working around the pool area should be avoided wherever reasonably practicable. Where this is not possible or practicable (generally this would be where pool plant operators water testing) the situation must be risk assessed and a safe system of work devised and put in place. This must consider all of the circumstances including swimming ability of the individual (they should/must have passed the swim test), the nature of the activity carried out and the distance from the edge of the pool. The potential for slipping, bumping the head and being unconscious when falling into the pool must also be considered. There should be a recognised means of keeping in touch with another member of staff and they must be aware of a lone worker in the pool area and monitor this situation. A continuous two-way communication might be appropriate.

Contractors and visitors must be accompanied at all times in the pool area by a member of staff who has a current Swim Test certificate. There can be an exception where contractors are carrying out works that are controlled by, for example, a construction phase health and safety plan.



Lone working (where appropriate) must be recognised on the pool risk assessment.

7.11 Managing Children with Generalised Tonic Clonic Seizures (GTCS) Joining in Swimming / Hydrotherapy Sessions




Author Notes

-  This guidance has been taken and put together after checking current advice from approximately 7 epilepsy organisations, 3 of which are referenced below.
-  The safety of the child and supervising staff during any seizure is paramount.
-  The information is for guidance only as each child requires an individual risk assessment and generalised first aid management of seizures should be followed.

CONSIDER:

-  Children with epilepsy should not be excluded from participation in swimming and/or hydrotherapy sessions.
-  Each child should have a **management plan** identifying their **risks** of having seizures when they are scheduled to take part in swimming/hydrotherapy activities.

The risk assessment may include:

- Any known current or recent history of infection, diarrhoea or vomiting
- Compliance and adherence in taking/receiving regular prescribed anti-epileptic medication
- History of prolonged generalised tonic clonic seizures:
- Trigger factors for their seizures including emotional triggers
- Does the child have an individual care plan in date with a supply of Buccolam /Diazepam/ Paraldehyde for prolonged seizures?
- What is the current frequency of their generalised tonic clonic seizures?
- Is there a pattern to what time of the day that these seizures usually occur?
-  Avoid swimming if the child has any illness within the last 24 hours
-  Avoid swimming if they have had a change in their seizure frequency in the last week, especially if they have had a generalised tonic clonic seizure within the last 24 hours
-  Avoid taking the child into the pool at a time known to coincide with generalised tonic clonic seizures

GUIDANCE:

- Ensure water is kept at an appropriate temperature.
- The child must have 1:1 supervision in the water.
- Avoid overcrowding in the pool.
- Support staff should be available at the side of the pool in addition to any lifeguard present.
- Make sure that all staff members are aware that the child is at risk of having a seizure.
- Staff should be trained in epilepsy awareness and first aid.
- If the child is on rescue medication this should be readily available with the child's carers at the pool side.
- Use appropriate assistance and/or equipment to enable the child to get into the pool.

- Use appropriate buoyancy aids, water wings and floats appropriate to the child's medical condition, development and swimming ability.

Managing a child having tonic clonic seizure in the water/pool

1. Assess the child's safety.
2. Note the time the seizure began.
3. Is the child at risk of drowning / of further injury?
4. Is the person in the pool with the child or other swimmers at risk of injury?
5. Try to avoid restraining the child.
6. Support the head to keep it above the surface of the water.
7. If possible, move the child to the shallow end of the pool.

Don't restrain their movements or put anything in their mouth.

Seizures lasting less than 5 minutes:

- When the seizure is over assist them when fully recovered or use appropriate assistance to remove the child from the pool, and place them sufficiently away from the side of the pool lying in the recovery position to sleep off or recover from the seizure, provide appropriate covering to maintain their dignity and prevent them from becoming cold.
- Stay with them.
- If you are concerned that they have swallowed or breathed in water, their breathing rate, general condition or injury then call an ambulance.

You should also call an ambulance if another seizure follows without the child regaining consciousness in between.

Seizures lasting more than 5 minutes:

- If the child has an individual care plan for the administration of rescue medication e.g., Buccolam then a trained member of the staff team could administer their prescribed medication while they are in the water. (The medication will usually take 5-10 minutes to work)
- Call an ambulance.
- If the seizure has not stopped after 15 minutes, it will be necessary to consider removing the child from the water for further management of a child developing status epilepticus and possible resuscitation procedures.
- There may be a need to perform Child Basic Life Support if they stop breathing, however this should be listed in a child's Individual Care Protocol for Buccolam / other rescue medications.

Note: there is a risk of injury to the child or staff if a convulsing child is being manoeuvred out of the water to the side of the pool either manually or using a lifting hoist device.

Ideally only remove the child from the water when the convulsions have stopped.

Document the seizure:

- Note the time the seizure started
- Length of seizure (seizure stop)
- Type of seizure
- Record whether rescue medication was required
- How long the child took to fully recover
- Witnesses
- An ambulance called
- Parents/carers informed

In addition:

- Not all seizures involve loss of consciousness or convulsions.
- During an absence seizure the child may appear to be daydreaming and in focal seizures they may make repetitive movements and awareness may be changed.
- Keep the child's head above water and when they recover take them out of the water.
- They may not realise what has happened and may feel confused.

- Take the usual resuscitation measures if necessary and get medical help in case water has been inhaled.

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Version 2: Reviewed by Richard Cawthorn June 2021

References:






Epilepsy Action www.epilepsy.org.uk sport and leisure – swimming

Epilepsy Society www.epilepsysociety.org.uk sport and exercise – swimming

Epilepsy Research www.epilepsyresearchuk.org.uk Epilepsy: Safety in Sport - swimming

7.12 Monitoring, Review and Drills

There are key questions which members of the schools Senior Leadership Team should be asking themselves. These are:

- What information and evidence is available to provide an assurance that throughout the organisation arrangements to control health and safety risks:
 -  Have identified all hazards?
 -  That suitable and sufficient control measures are in place?
 -  That there is suitable and sufficient information, instruction and training for all relevant staff?
 -  That there is compliance with the law as a minimum? and
 -  That all operations are effective?
- As a school can we evidence all of the above.

As with any activity there must be a schedule of regular monitoring to ensure that procedures are adequate, that staff are able to clearly demonstrate that they know what they are doing and that they understand and are familiar with procedures and they are being followed. As a minimum monitoring must take place termly and more frequently if not satisfied with the findings. This must be recorded.

This can be established through observation, checking records and documentation and also questioning staff to establish what they know. Good practice would be to have regular audits / inspections undertaken by the governing body / member of the governing body (at least annually) as well as the Senior Leadership Team.

During monitoring and review of the activity, questions must be asked to establish staff understanding and awareness of the Normal Operating Procedures (NOP) and Emergency Action Plan (EAP), checking staffing ratios, roles and responsibilities. It is strongly recommended that staff undertaking monitoring and review of the swimming pool and the pool activities must have an understanding of safe working practice and pool operational procedures. CIMSPA/STA/RLSS offer a range of operational and supervisory short courses and other management courses which can be tailored to the school needs.

The Senior Leadership Team should have had relevant training to ensure they are in a position to be able to monitor the pool operations and activities. A designated member of the Governing body may have received relevant training providing them with some knowledge of the pool operations and activities, but in the event that this is not the case Governors can still undertake monitoring visits and complete a report. It simply means that they will be restricted and there will be limitations as to what they can monitor effectively. Lack of training or knowledge should not prevent the Governing body from participating in monitoring this activity. See **APPENDIX F** as a guide and make this checklist specific to your school and pool.

Pupils must receive a pool safety talk and induction on their first visit / new block of lessons / following a break. There is specific induction content covered by Leicester City Council facilities which can be found in the School Swimming Guidance (Guidance sent out with swim booking T's & C's. Schools are responsible for ensuring that **ALL** pupils receive the safety talk and induction, so if a pupil missed the first week, but attends on the second week or later, the school must arrange for them to receive the safety talk **BEFORE** they enter the pool.

An emergency scenario/pool evacuation drill must be carried out at least every term (for schools with pools) and at least once per group if regularly changed or termly if same group throughout the year (for schools hiring facilities), with the outcomes recorded and any further action such as staff training undertaken and recorded. Schools hiring the facility will have to instigate this through liaising with the Schools Swimming Coordinator at the facility. It is recommended that a full pool evacuation drill is undertaken no later than the 4th week of swimming for each group and documented on the sessional register. Some pools will document this for you and there is also a template at the back of this guidance (**APPENDIX O**).

The final word on the swimming risk assessment at this point:

- Always ensure that the risk assessment has the version number and drafted date, this will help keep track of revised documents. Always retain earlier versions however minor the changes.
- View the swimming risk assessment as the 'working manual' for this activity; more detail is better than less.
- All relevant staff should have access to a copy of the swimming risk assessment and any specific pupil / group risk assessments.
- Staff should sign stating that they have 'received *school name* swimming risk assessment (state version number and date), read and understood' the document. This could be done during the in-house staff briefing / training session, where the risk assessment could be the 'training tool' with a Q&A session at the end as well as a quiz to check retained knowledge.

8 POOL RULES

8.1 The pool rules should be explained to all pupils before / at their first swimming lesson. Pupils should be reminded at the start of each term, ideally when the emergency procedures are tested and checked with pupils. As a minimum, pool rules will include:

- Never go onto the poolside until a member of staff is present
- No glass or breakable items allowed in the pool area
- No food and drinks (including chewing gum) allowed in the pool area
- No jewellery or other adornments to be worn in the pool
- No running on the pool side
- No acrobatics, diving or jumping into the pool except under instruction
- Enter and exit the water by the steps only
- No entry until instructed to do so by a supervising adult
- No holding other pool users under the water or deliberately splashing them
- No pushing or ducking other swimmers
- No shouting or whistling
- No outdoor shoes permitted on the poolside in indoor pools
- Swim caps to be worn if requested and hair tied back/up
- To leave the pool on one long blast of the whistle
- All instructions from staff to be obeyed promptly

8.2 Pool rules vary from pool to pool and detailed Pool Safety Operating Procedures (NOP and EAP) are available in full upon request from each leisure centre which provides swimming provision. An abridged version specifically for schools has been developed by each Leicester City Council leisure centre and is sent out with the hire agreement / confirmation.

8.3 For pool hygiene to be maintained pupils should be encouraged to use the toilet, showers and foot baths before entering the swimming pool to reduce the amount of dirt and bacteria that would otherwise end up in the pool.

In order to reduce the danger of infection teachers must make the Swimming Manager/Coordinator or Pool Plant Operator aware of any faeces, vomit or blood contamination in or around the pool area.

9 CONDITIONS OF HIRE

- 9.1 Operators cannot delegate responsibility for what happens in their pools, therefore if a school pool is hired to an outside organisation the school will need to ensure that the outside organisation will use the pool in a safe manner.
- 9.2 Equally if a school hires a pool from someone else, that organisation will need to make sure that the school is supported in the safe use of the pool.
- 9.3 The mechanism for this is initially the agreement to hire and any conditions of hire imposed by the organisation. The conditions will be re-enforced in the NOP and EAP.
- 9.4 The agreement to hire should be reviewed at regular intervals (best practice would be annually, which ensures that the hirer has current appropriate insurances and qualified staff i.e. First Aiders, Lifeguard, Swim teachers) – whenever dates and times are confirmed these should be recorded in a signed agreement between the two parties – a simple form, but the hirers should also be given an up-to-date copy of the relevant NOP and EAP for the facility and any special conditions of hire which might apply to their session.
- 9.5 Conditions of hire should include:
- The name and address of the organisation hiring the pool.
 - The name and address of the pool being hired.
 - The name of the hirer's representative (the responsible person – first point of contact) and contact details.
 - The activity for which the pool is to be hired (to assess the level of risk and safety rules required session by session).
 - The numbers participating and their age and swimming ability (where a school hires a pool for a block involving more than one class with different abilities, ideally the form should be completed to show all this information as the equipment /area of the pool used may need to be different for different groups).
 - Specific agreement on the respective responsibilities of the hirer and the pool operator (for instance who will provide the lifeguarding and the level of lifeguarding provision to be made, child protection issues, staffing levels).
 - Details of who is to be responsible for what in the event of an emergency (normally it is the operator of the pool who is responsible for building related problems and the hirer for emergencies associated with the activities of the group).
 - Any safety advice to be given to swimmers and any specific rules that should be enforced.
 - A signature from the hirer that they have received and read copies of the NOP and EAP and agree to undertake and abide by the content of the documents.
 - Appropriate third-party liability insurance.
- 9.6 Schools which operate their own swimming pools should refer to Appendix D - example conditions of hire of a swimming pool together with Appendix E – an example application form for the hire of a school swimming pool.
- 9.7 Schools who enter into an agreement for the provision of swimming with Leicester City Council should refer to their school swimming booking confirmation and service level agreement for conditions of hire information

10 CHILD PROTECTION

- 10.1 The Local Authority and the school will have their own child protection procedures and so too should the pool. It is important that the pool procedures relate to those of the Local Authority. Each school and pool used by the school should establish a protocol identifying the relationship between their respective procedures. Ideally this should be within the conditions of hire.
- 10.2 Each pool should have a designated person with responsibility for child protection who should liaise with the designated teacher in the event of a concern about a child. The name of this person at the pool should be publicised to school and public users in order that concerns can be reported to them.
- 10.3 All persons working with pupils should have a current DBS check.
- 10.4 Care should be taken in changing rooms to ensure that the appropriate ratios and gender of staff are present to supervise pupils and that pupils are safeguarded from members of the public.
- 10.5 When supervising pupils changing or assisting them with their swimming, pool and school staff and AOTT should avoid physical contact with pupils unless it is:
- Essential to develop a swimming skill or technique.
 - To treat an injury.
 - To prevent an injury.
 - To meet the requirement of the activity (e.g., Lifesaving).
 - To lift or manually support a child with disabilities.

In these circumstances the adult should explain the reason for the physical contact to a child. Unless the situation is an emergency the adult should ask the child for permission. If pupils have disabilities, they and their carers need to be involved in deciding what assistance should be offered and the child should be treated with dignity and respect.

- 10.6 Where pupils sustain an injury and any first aid is administered, the parents/carers should be informed as soon as possible. Details should be recorded and retained by the school. Accidents and incidents which occur at a public pool should also be recorded by pool staff on their forms for their records.
- 10.7 In the event of a child needing to be taken to hospital for treatment, a representative from the school should always accompany the child. If this leaves the school group short of staff at the pool, then the school should be informed to seek additional staffing for the group and the session suspended until additional staff member(s) arrive or the group session is terminated on that day where additional staff members(s) cannot be secured. The parent/carer of the child should be informed as soon as possible.
- 10.8 Staff and AOTT may place themselves at risk by being alone with a child and should ensure that wherever possible there are other persons around and that they are in public view.

11 USING POOLS ON EDUCATIONAL VISITS

Use Offsite Visits & Adventure Activities Health and Safety Management Standard Issue 4 (April 2021) in conjunction with this document.

11.1 In UK Public Swimming Pools including Swimming Facilities on Educational Visits

- 11.1.1 In public swimming pools in the United Kingdom standards should be to the ISRM National Pool Plant Operators Course or Equivalent (see 5.2.1).
- 11.1.2 Schools are not required to satisfy themselves as to the qualifications of those managing public swimming pools in the United Kingdom where they swim but if there is any concern with regard to safety (including the clarity and quality of the pool water) this should be reported to the Duty Manager at the pool immediately and recorded on the sessional register.

11.1.3 Pools in private houses are not generally checked and are only suitable for domestic use by family and friends and **should not be used by schools and other settings**.

11.2 Alternative Swimming Facilities

11.2.1 Alternative swimming facilities include (this list is not exhaustive):

- Sea
- Waterways – lakes, rivers, canals, etc.
- Reservoirs
- Private Leisure Centres
- Domestic swimming pools
- Hotels, villas and spas
- Public pools outside of the UK
- Open Water Swimming
- Hotel (and other) Swimming Pools without Lifeguards

11.2.2 LCC only permits swimming in alternative swimming facilities where there is a qualified lifeguard on duty, supervising the pool, i.e., not engaged in any other task or duty. There must also be adequate qualified supervision and a robust procedure in place for dealing with any swimming emergency that could arise. It is an expectation that the standards set out in this document must not be compromised when using an alternative swimming facility. A risk assessment must be completed and signed off by the Head Teacher prior to this activity commencing.

12 NORMAL OPERATING PROCEDURE

12.1 Schools with their own pools will need to draw up or review their own risk assessment as a basis for writing down the Pool Safety Operating Procedures (PSOP) for their pool. This will include the Normal Operating Procedure (NOP) to maintain safety and an Emergency Action Plan (EAP), detailing exactly what everyone does if an emergency occurs.

12.2 Schools using other pools will need to be aware of the NOP in order to ensure that they do what is expected of them to keep themselves and others safe, and aware of the EAP to know what to do in an emergency. Schools using public pools must be given an induction to the pool safety operating procedures on their first visit. A copy of the public pools risk assessment must be made available to the hiring school, and this should be communicated to all relevant staff.

12.3 Staff will need to be trained to follow the safety rules included in these procedures and should practice emergency procedures at the start of each term / each new group with the pupils in their classes.

12.4 Training in the NOP and EAP should be recorded by the school, signed by the person giving the training and records kept for a **period of at least twenty-one years**.

12.5 For schools with pools – drawing up an NOP

- **Identify all staff with specific roles and responsibilities for swimming and the pool:** and ensure that they understand their role
- **draw a plan of the pool**, noting dimensions and depths; features and equipment; entries and the emergency exit routes; pool alarms; fire alarms and any other relevant information. Include the pool address, telephone number and name of the responsible person and describe how the pool is to be managed and used. Enter the maximum pool bather capacity
- **list the key hazards** to alert users to things they need to be aware of and hazards to be avoided. This is the basis for the NOP
- **record communications methods:** rules for safety; arrangements for passing on safety messages to any users; any policies or pool rules or access rules for controlling groups or individuals, and procedures for the enforcement of safety rules

- **rules of supervision:** ratios of staff to pupils; qualifications of staff; arrangements for life guarding; training arrangements and frequency; what helpers should be doing; how and what to observe in the pool and where to be positioned
- **systems of work and operational systems:** lines of supervision; regular checks on pool safety to be carried out; maximum times for lifeguard to be on the pool and any other control and safety systems in place
- **detailed work instructions:** for instance, for pool cleaning; pool plant operation; pool testing; chemical safety; setting up equipment; use of equipment
- **first aid supplies and training** including the equipment to be provided and its location; arrangements for checking contents and replenishing stock; first aiders; first aid training; disposal of sharps; dealing with blood and vomit spillage and the reporting and recording of incidents and accidents
- **details of alarm systems and other emergency equipment:** their location; operation; arrangements of testing; maintenance and action if sounded
- **conditions of hire:** a copy of a contract for hire showing the duties and responsibilities of each party and arrangements for safety during a hirer's use

A TEMPLATE TO ASSIST IN THE PREPARATION OF AN NOP IS ATTACHED AT APPENDIX B (APPLIES ONLY TO SCHOOLS WITH THEIR OWN POOL)

13. EMERGENCY ACTION PLANS

- 13.1 An Emergency Action Plan details what everyone should do in the event of a reasonably foreseeable emergency. This might include but is not limited to:
- overcrowding
 - disorderly behaviour
 - assault
 - lack of water clarity
 - fire
 - bomb threat/terrorist attack
 - structural failure
 - emission of toxic gases
 - serious injury to swimmer
 - discovery of a casualty in the pool
- 13.2 The procedure should explain how to clear the pool and/or evacuate the building/site, the roles of all the staff involved, how to call for help and what help to give to the people involved. Staff who have a role under the NOP should then have an allocated role under the EAP (i.e., lifeguard – lifeguard duties; TA1 - raise the alarm; TA2 – start to clear the pool; first aider – first aid back up to lifeguard; etc.)
- 13.3 All staff likely to be involved in this procedure and all outside user group leaders who may be affected need to be trained to ensure their effectiveness in an emergency. This explains the need for all user groups to be aware of the EAP in a leisure centre; this is an excellent reason for running evacuation drills when the public are using facilities. All training should be recorded.
- 13.4 Notices need to be displayed to advise pool users of the arrangements in the event of an emergency.
- 13.5 All school classes should run practice drills during the first lessons of each term in order that both staff and pupils recognise the alarm signal and know how to respond to it.
- 13.6 Exit doors and signs, firefighting equipment and alarm points need to be checked regularly to ensure that they are working and accessible.

- 13.7 All fire doors must be always operable without the aid of a key the pool is in use. These should be checked at the start of every day.

A TEMPLATE TO ASSIST IN THE PREPARATION OF AN EAP IS ATTACHED AT APPENDIX C (APPLIES ONLY TO SCHOOLS WITH THEIR OWN POOL)

14. Swimming Galas

Swimming events and competitions are a valuable way of bringing the school together to show off the progress of their pupils. The event organiser **must**, however, take reasonable steps to ensure that there is a suitable and sufficient risk assessment in place which reflects robust control measures and procedures to ensure that swim guidance procedures are not compromised. Although it would be impossible to ensure that all additional volunteers / parent helpers on the day of the event are swim tested, the organiser can ensure that staff who are familiar with the pools NOP and EAP- and have successfully completed the Swim Test are deployed pool side and strategically positioned in the event of an emergency situation arising with specific allocated roles and the additional 'drafted in for the event only' staff / volunteers etc. being deployed into other areas and roles away from poolside wherever possible. The school would still be responsible for providing additional staff in the role of spotters where pupils with medical / challenging behaviours are participating; in line with their normal swimming activity involving those pupils, providing first aiders, specially trained staff to administer specific medication or provided 1:1 support and changing room support all where appropriate.

It would do no harm, as part of the preparation, to provide all support staff, volunteers / parent helpers with a general information sheet which would cover the Health & Safety procedures for normal operation of the event and the emergency action plan giving different emergency examples / scenarios.

CONTACTS, REFERENCES & FURTHER INFORMATION

Schools Swimming Manager (Leicester City Council)

Contact: Jenny Hudspith
Email: Jennifer.Hudspith@leicester.gov.uk
Office Phone: 0116 454 4100
Mobile Phone: 07590 444 281

PE & School Sport Development Manager

Contact: Sarah Lansdowne
Email: sarah.leicestersspan@gmail.com
Office Phone: 0116 249 1029
Mobile Phone: 07790 347 271

All schools with their own pools should have a copy of HSG 179 "Managing Health and Safety in Swimming Pools" 4th Edition (2018), obtainable from the HSE; www.hse.gov.uk

All schools with their own pools should have a copy of "Code of Practice – The Management and Treatment of Swimming Pool Water" PWTAG (Pool Water Treatment Advisory Group) Revision July 2021 - www.pwtag.org

All schools should have a copy of "Safe Practice in Physical Education and School Sport and Physical Activity 2020" AfPE (Association for Physical Education), details further guidance on safety issues including swimming, telephone 01905 855 584 / www.afpe.org.uk

The Royal Life Saving Society UK (RLSS UK)
01789 773994 / www.rlss.org.uk

"School Swimming Guidance 2022" As part of the Facility Hire Agreement Pack produced by Leicester City Councils Aquatics Development Manager.

SWIMMING TEACHER QUALIFICATIONS

Qualifications and courses are available at an introductory level for teachers wishing to gain a swimming teachers' award. You can either contact Jenny Hudspith or Sarah Landsdowne to establish whether any courses are planned locally or contact the various professional bodies and talk to them.

FULL DETAILS AVAILABLE:

Swim England

Sport Park, 3 Oakwood drive, Loughborough, Leicestershire, LE11 3QF
01509 640700 / www.swimming.org

Swimming Teachers' Association (STA)

Birch Street, Walsall, West Midlands, WS2 8HZ
01992 645097 / www.sta.co.uk

APPENDIX A

Example Pool Risk Assessment Format (*separate document*)
(*Specifically for pool operators to write & implement*)

APPENDIX B

Example Normal Operating Procedure (NOP) (*separate document*)
(*Specifically for pool operators to write & implement*)

APPENDIX C

Example Emergency Action Plan (EAP) (*separate document*)
(*Specifically for pool operators to write & implement*)

Significant Findings of Risk Assessment

Site / Premises: Cossington street sports centre		Assessment Serial Number:			
Department: Sport Services		Assessment Carried Out By		Date Carried Out or Reviewed	Date for Next Review
Activity / Process: School Swimming		Name: Jamie Pryor		June 2021	Reviewed By (Name)
		Signature: J.Pryor		June 2022	
		Responsible Manager / Team Leader etc		May 2022	June 2023
		Name: Vicki Allridge			Jamie Pryor
		Signature: V Allridge			

Risk Rating.

The Risk Rating process is provided for guidance only. It is the risk assessors' evaluation of the risks that is important, and this may differ from the result indicated by the risk rating matrix. Even after taking the risk rating into consideration employers still have a duty to ensure that sufficient and adequate control measures are in place to ensure that any remaining risks are kept as low as is reasonably practicable.

What are the Hazards? (What can go wrong)	Who might be Harmed & How?	Existing Control Measures (What are you already doing to manage the hazards/risks?)	Risk Rating with controls in place			Additional Controls Required (Where the existing controls are insufficient to reduce the risk to an acceptable level) Use the scoring table below to assist in planning actions.	Action by Who?	Action by When?	Additional Action Completed (Initials)
Inadequate lifeguard supervision during swimming lessons.	Staff or public may be harmed if a qualified lifeguard is not on poolside supervising the pool. This may lead to swimmer getting in to difficulty, resulting in serious injury or drowning.	<ul style="list-style-type: none"> If there is no lifeguard on poolside, then the poolside will be secured to prevent unauthorised access by shutters being down / locked door. Pool NOP states the ratio of number of lifeguards that should be present on poolside for School Swimming Lessons. Pool NOP sets out correct lifeguard positions. The lessons can not start without a lifeguard on poolside. NOP issued to staff and operating systems monitored by management. 	Likelihood 2	Impact / Severity 4	Risk Rating Score 8		GM/AM	Ongoing	

Weak or non-swimmers in a group.	Public, non-swimmer risk of serious injury or drowning.	<ul style="list-style-type: none"> Lifeguards are always present on poolside to observe the swimming lessons. Class ratios are set to the appropriate maximum numbers in line with Swim England guidance, this is set out in School Swimming Guidance and NOP, at a ratio of 1 teacher: 12 pupils. School swimming lessons for weak or non-swimmers are delivered in appropriate water depth, away from deep water. Assessments carried out at the start of the term to establish competency of child and which group they should be placed and in what area of the pool. School teachers have completed a dry test before bringing their to school for swimming at the centre. Buoyancy aids are available to support weak or non-swimmers to support their learning Registers are taken at the start of lesson. Pupils are made aware of the pool alarm and actions on an emergency. Pool alarm drills are completed within the term. 	2	4	8		GM/AM	Ongoing	
Deep water.	Public that are weak or non-swimmer may have a serious injury or drowning if they go out of their depth.	<ul style="list-style-type: none"> Lifeguard present for all school swimming lessons. Pupils are assessed and placed in groups to cater for their ability. Lessons are within the teacher pupil ratios set out in School Swimming NOP. Swim teacher supervision throughout the lesson. Buoyancy aids are provided to support pupils learning. 	2	4	8		GM/AM	Ongoing	

		<ul style="list-style-type: none"> School swimming lessons take place in appropriate water depth where non or weak swimmers. 	2	4	8		GM/AM	Ongoing	
Overcrowding in classes.	Public could be injured as overcrowding in classes may cause collisions as there is not enough space to swim.	<ul style="list-style-type: none"> Classes have a set ratio and delivered in appropriate pool space as set out in School Swimming NOP. School swimming booking process ensure that maximum numbers are appropriate to the number of swim teacher provided, 36 pupils: 3 swim teachers. 							
Non-English-speaking pupils.	Staff & public could be injured if pupils do not understand the instructions of teachers or lifeguards. This could lead to serious injury or drowning.	<ul style="list-style-type: none"> The swim teacher or other pupils in the group can be used to demonstrate the activity to assist the person who does not understand the instruction. Delivery & assessment styles can be amended to be non-verbal for example through demonstration of hand signals. Swim teacher qualified to level 1 or level 2 that provides training and support in demonstration of skills. 	2	4	8		GM/AM	Ongoing	
Cluttered poolside – trips and falls.	Staff and public could trip and fall over equipment left out on poolside causing injury.	<ul style="list-style-type: none"> Equipment is stored in the poolside store that is kept tidy and only accessed by centre staff. All floats should be neatly stacked to prevent the pile falling over and someone tripping over. Pupils should leave their belongings in a secured changing room or lockers. Pupils should leave their belongings Staff training covers good housekeeping. 	3	2	6		GM/AM	Ongoing	

Incorrect diving	Public may be injured diving into shallow water or diving incorrectly.	<ul style="list-style-type: none"> Only level 2 qualified swim teacher can teach diving and in a depth of 1.5m or more in line with NOP. Teacher and lifeguard to be vigilant and control pupil behaviour. Clearly displayed no diving signs are situated on poolside in correct areas. Blocks are not used as part of school swimming lessons. 	2	3	6		GM/AM	Ongoing	
Poor water quality	Public, a lack of water clarity could lead to not seeing a casualty on the bottom of the pool Users may also contract an infection if water quality does not meet requirements.	<ul style="list-style-type: none"> Signage encourages customers to shower before entering the pool. Staff encourage pupils to shower before entering the pool. Pupils are encouraged to wear suitable tight-fitting swim wear. Emergency procedures in place giving clear instructions to take if the pool water becomes contaminated by faeces, vomit, or blood. Water test are taken frequently throughout the day to monitor water quality. Monthly external microbiological testing is completed of swimming pool. The swim teacher and lifeguards will call for the leisure centre supervisor if there are concerns over pool water quality. 	2	4	8		GM/AM	Ongoing	

Changing rooms	School children may be injured through slipping when changing, become lost or exposed to general public changing.	<ul style="list-style-type: none"> It is the responsibility of the school to ensure that they have both male & female staff so that both changing rooms can be supervised Changing room arrangements are detailed within school site inductions. Teachers should ensure that the children shower before entering the poolside. Teachers should ensure that clothes & bags are either locked in the club room or taken onto the poolside & placed away from the walkways. Members of the public use separate changing rooms or separate cubicles during school swimming. 	3	2	6			
Missing child.	School children that are not supervised may become lost. This could result in abduction, serious injury or drowning.	<ul style="list-style-type: none"> School teachers enforce their own staff to pupil ratio and are responsible for placing pupils paired up in a buddy system. School teachers sign pupils in & out of the building. Head counts are taken on a regular basis by the school teachers during their trip. If a pupil is missing the centre will implement the procedure for a lost child detailed in school swimming NOP/EAP. 	3	2	6			

Scoring Table

LEVEL OF RISK		OVERALL RATING	HOW THE RISK SHOULD BE TACKLED/MANAGED				
Likelihood (A)	HIGH RISK	15-25	Immediate Management Action				
	MEDIUM RISK	9-12	Plan for Change				
	LOW RISK	1-8	Continue to Manage				
Likelihood (A)	5 Almost Certain	5	10	15	20	25	
	4 Probable /Likely	4	8	12	16	20	
	3 Possible	3	6	9	12	15	
	2 Unlikely	2	4	6	8	10	
	1 Very Unlikely / Rare	1	2	3	4	5	
		1 Insignificant / Negligible	2 Minor	3 Moderate	4 Major	5 Critical / Catastrophic	Impact (B)

Risk Score

To calculate the Risk Score in the Risk Assessment Register above, simply multiply the Impact by the Likelihood to identify the level of risk as per the table above.

Risk Scoring Guide

Consider the potential harm or injury that could result from the identified hazard if an accident or incident were to occur, based on the table below.

Impact Criteria (B)	IMPACT	SCORE	HEALTH & SAFETY EFFECT
	Critical/ Catastrophic	5	Multiple deaths of employees, service users, members of the public, etc.
	Major	4	Death of an employee, service user, member of the public, etc.
	Moderate	3	Serious injury (acute, chronic of life-changing) to employee, service user or member of the public requiring medical intervention.
	Minor	2	Minor injury such as a bump or bruise that may require First Aid treatment and the person returns to work.
	Insignificant / Negligible	1	A day to day issue/problem but negligible harm would result.

Now consider the likelihood of that harm or injury being realised based on the expected frequencies in the table below.

Likelihood Criteria (A)	LIKELIHOOD	SCORE	EXPECTED FREQUENCY
	Almost Certain	5	Reasonable to expect that the event WILL undoubtedly happen/recur, possibly frequently and is probable in the current year
	Probable / Likely	4	Event is MORE THAN LIKELY to occur, will probably happen/recur, but is not a persisting issue. Will possibly happen in the current year and be likely in the longer term
	Possible	3	LITTLE LIKELIHOOD of event occurring. Not likely in the current year, but reasonably likely in the medium/long term.
	Unlikely	2	Event NOT EXPECTED . Do not expect it to happen/recur. Extremely unlikely to happen in the current year, but possible in the longer term.
	Very Unlikely /Rare	1	EXCEPTIONAL event. This will probably never happen/recur. A barely feasible event.



Leicester City Council

Active Leicester Cossington street

Normal Operating Procedure

DATE OF ISSUE: 30TH March 2022

DATE FOR REVIEW: 31ST March 2023

Copies of this document can be found in:

H DRIVE – DATA – SHARED DATA – ALL SPORT HEALTH & SAFETY PAPERWORK – CSSC – PSOP'S – NOP - 20

These procedures have been drawn up in conjunction with relevant approved codes of practice such as the: HSE safety in swimming pools document 1999, CIMSPA-Chartered Institute for the Management of sport and physical activity and the institute of sports and recreational management guidelines

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10.0	Sauna 10.1 Sauna operation 2.5 10.2 Sauna user guide
11.0	Gym 11.1 Operation 11.2 Automatic entrance 11.3 Music system 11.4 Air conditioning 11.5 Turnstile
12.0	Active Leicester management team

1.0 Introduction & Vision

1.0	<p>This procedure details how the Leisure Centre Attendant (LCA) provides effective day-to-day operation of the Leisure Centre, ensuring the health and safety of all personnel, and guaranteeing the highest standards of service.</p> <p>It is important to note that the LCA NOP is not an exhaustive list of tasks and responsibilities; the LCA will support the General Manager (GM), Assistant Manager (AM) and Leisure Centre Supervisors (LCS) in the delivery of their work and effective Leisure Centre operation, undertaking other miscellaneous tasks associated with the role as required.</p> <p>The LCA NOP should be read in conjunction with further documentation which may include but is not limited to:</p> <ul style="list-style-type: none"> • Emergency Action Plan (EAP) • Centre Rules • Terms & Conditions <p>All new starters will be given a thorough induction prior to working alone.</p>		
1.1	<p>To support the residents of Leicester to become more active, more often.</p> <p>To provide good value, affordable facilities that offer excellent service.</p> <p><u>Our Values</u></p> <p>Service: Putting customers first and listening to their needs, making every contact count and creating positive change.</p> <p>Inclusive: Offering affordable activities to enable residents to be active and providing services to meet the needs of communities.</p> <p>People: Creating a great place of work, where people are inspired to be the best that they can be. Celebrate success as a team.</p> <p>Results: A performance driven and ambitious service that is passionate about achieving targets and enabling reinvestment to the leisure services.</p> <p>The LCA works on the 'front line' and so conduct, appearance and attitude towards customers and other staff members must be exemplary. LCA should be aware that they set the standards for the service and should lead by example in presentation, customer service and professionalism. It is important that an LCA demonstrates the following behaviours in their work to set the standards for their shift:</p> <table border="1" data-bbox="225 1630 1430 1861"> <tr> <td data-bbox="225 1630 826 1861"> <p><u>Our Behaviours</u></p> <p>Confident (positive and committed)</p> <p>Fair (honest and equitable)</p> <p>Accountable (responsible and proactive)</p> <p>Clear (informed and outcome focused)</p> <p>Respectful (polite and courteous)</p> </td><td data-bbox="826 1630 1430 1861"> <p><u>We Will</u></p> <p>Make a great first impression</p> <p>Provide a positive experience</p> <p>Own the problem – go that extra mile</p> <p>Take pride in our service</p> <p>Passionate and knowledgeable</p> <p>Communicate effectively</p> </td></tr> </table>	<p><u>Our Behaviours</u></p> <p>Confident (positive and committed)</p> <p>Fair (honest and equitable)</p> <p>Accountable (responsible and proactive)</p> <p>Clear (informed and outcome focused)</p> <p>Respectful (polite and courteous)</p>	<p><u>We Will</u></p> <p>Make a great first impression</p> <p>Provide a positive experience</p> <p>Own the problem – go that extra mile</p> <p>Take pride in our service</p> <p>Passionate and knowledgeable</p> <p>Communicate effectively</p>
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2.0 Details of the Pool

2	
2.1	<p><u>Pool</u></p> <ul style="list-style-type: none"> • The main pool is 30 metres long 14.5 metres wide. The depth of the pool commences at 0.9 metres at the shallow end to 1.8 metres at the deep end. Unisex changing cubicles are located on the poolside. Showers are also situated on poolside along with a family room at the shallow end of the pool side and 2 disabled changing rooms situated at the shallow end of the pool. • Water depth signage is displayed around the poolside indicating “shallow end” & “deep end.” Depth is also displayed in meters. • Lockers are located at the shallow end of the pool at the entrance. These are offered free of charge and must be used by all swimmers. • Separate male and female toilets are located at the deep end of the pool along with a vanity area providing 5 hair dryers, mirrors, and a swimming costume spinner. • Spectator viewing balconies available on the first floor.
2.2	<p><u>Disabled access</u></p> <p>Wheelchair access to the building is via a ramp positioned on an automatic entrance. Access to the disabled changing rooms are at the shallow end of the pool based either side of the lockers. The disabled hoist is located at the shallow end of the pool.</p>
2.3	<p><u>Building plans and layout</u></p> <p>Plans of the building showing pool and dimensions and depth, and general plans of the building showing emergency exits and evacuation routes are attached within this document and found in the management office. This should be noted to ensure adequate awareness of the building. All team members should be completely familiar with all details in order that they can carry out their duties safely and efficiently.</p>
2.4	<p><u>Emergency pool equipment</u></p> <ul style="list-style-type: none"> • X4 Drown alarm points are located on poolside • X4 Reach in poles • X4 Throw bags • X4 Pool Torpedo Buoys

3.0 Safe Systems of Work

3

3.1

Poolside guidelines and standards

The poolside must always be supervised when swimmers and spectators are present. Poolside positions & responsibilities stated below),

In the event of the poolside being unoccupied, the main entrance on to poolside is to remain locked.

LCA’S must never leave the pool without the authorisation of the LCS for any situation outside the normal rotation of Lifeguards. This rule still applies at the end of your shift. If someone is late relieving you from duty you must remain on poolside and make the LCS aware of the situation via a two-way radio. Arrangements will be made to relive you as soon as possible ensuring the pool supervision is not compromised, you will then be paid to nearest quarter of an hour. Food, hot drinks, and glass is not allowed on poolside.

Mobile phones are strictly forbidden on poolside, failure to comply could result in disciplinary action

3.2

Bather load/Pool ratios

- The pool maximum bather load is 80.
- Specific activities and programmed sessions have maximum users.
- Swimming lessons have class ratios – see Swim Leicester NOP

SESSIONS	MAX BATHERS	NUMBER OF Leisure centre attendants	SESSION SET UP
Lane swimming	80	2 / 3 * (1) when less than 30 members of public	5 Lane ropes length ways
General swimming	80	2 / 3 * (1) when less than 30 members of public	
Lane & general swimming	80	1 / 2 (1) when less than 30 members of public	3 lane ropes length ways
Aqua Aerobics	30	1	Aqua equipment
Women & Girls Men & Boys	80	2 / 3 *(1 when less than 30 members of public)	3 lane ropes length ways
Private Hire/Swim Clubs	80	1 / 2	Dependant on club
Swim Leicester lessons	-	1	Standard set up - see Swim Leicester NOP
School Swim lessons	-	1	Lane ropes width of pool

* at the discretion and authorisation of the LCS

3.4	<p>Leisure centre attendant - Lifeguard positions</p> <ul style="list-style-type: none"> • Position A1 – Inspecting ticket receipts from customers entering the pool area and watching the bathers in the shallow end. • Position A2 – Deep end, sitting in highchair. • Additional Lifeguard will take Position A3 – middle to shallow end of pool standing and walking/rotating the poolside <p>Positions are to be rotated every 15 minutes to maintain concentration.</p> <p>Position 1 - Shallow End/ Poolside Entrance This position holds several duties.</p> <ul style="list-style-type: none"> • Checking and validating swim ticket receipts from bathers. • Showing and explaining to the customers the locker system. • Responsible for shared zoning –the shallow end and the rest of the pool. • Monitor bathers as they come into the pool and pinpoint Individuals at risk e.g. People under the influence of alcohol/drugs, the elderly, people who declare medical conditions etc. • Customer service aspect of this position is also important, team members should speak to customers in a friendly and helpful manner <p>Position 2 – Deep End Highchair This position is responsible for:</p> <ul style="list-style-type: none"> • Responsible for the supervision of the pool using a shared zoning, deep end and covering the whole pool. Paying attention to and enforcing the pool rules, such as no diving unless in water of more than 1.5 metres of water. • This Lifeguard should sit on the highchair scanning the whole of the pool in order to maintain observation and keep in regular contact with Centre Attendants in other positions alerting each other of any issues or observations. This is the only position where sitting is permitted on poolside. <p>Position 3 – Floating, Middle of Main Pool</p> <ul style="list-style-type: none"> • Extra Leisure centre attendant when pool is busy should position themselves in the middle of the pool next to the steps & drown alarm point (double fire exit doors) using shared zoning.
3.5	<p>Leisure Centre Attendant standards</p> <ul style="list-style-type: none"> • LCC Active Leicester uniform and suitable footwear is always to be worn, this includes name badge, LCC lanyard and whistle. A high professional standard of appearance is always expected. • Being smart and presentable is an important part of maintaining Active Leicester standards and giving the right impression to our customers. Uniform enables team members to be identified easily. • Team members should be approachable, helpful, and polite when dealing with customers and be prepared to help.

4.0 Operational procedures

4.0	
4.1	<p>Pool opening</p> <p>A LCS must always be on site when the centre is open. The LCS team are responsible for all team members who are on shift. The LCS team reports to the AM who will report to the GM.</p> <p>The LCS will open the building at 06.00am with a LCA and the cleaning team. After signing into the building and checking for messages from the team the day before the LCS will complete a pool water test to ensure that results are within satisfactory parameters. A building walk will then be completed to open the facility and check to ensure all fire exits are clear and working and the building is ready for customers.</p> <p>The LCA will remove the pool cover, check the poolside for cleanliness and defects, inspect the rescue equipment and insert the pool lane ropes. The drown alarms will be tested with assistance of the Leisure centre supervisor.</p> <p>At 06.30am the second LCA will arrive ready for the pool to open to the public. The LCS will issue tickets at reception. A daily operational sheet will be generated for the day indicating team members working that day, pool rotations, checks and cleaning duties for the shift.</p> <p>The LCS will complete a daily safe check, open EOSR and sales for the day.</p>
4.2	<p>Pool operation</p> <p>The changing rooms are individual cubicles situated on the poolside. Lockers are located at the shallow end of the pool. Customers show their tickets to the LCA's at the main entrance for validating, customers will then use the changing cubicles and take their belongings to the lockers.</p> <p>No valuables are to be taken from the customer for safekeeping, all valuables should be locked in the locker and key kept by customer for duration of activity.</p> <p>Customers are encouraged to shower before entering the swimming pool. Pre swim hygiene guidance is displayed on poolside</p> <p>Customers are permitted a minimum of 45 minutes to swim although customers can continue their swim if the pool is not busy. Note, swimmers must not exceed more than 1 hours 30 minutes in the swimming pool for health reasons.</p> <p>Children who attend Swim Leicester lessons are entitled to swim for free during public sessions – please see pool admission policy for details.</p>
4.3	<p>Permitted swim wear</p> <p>Guidance and images are displayed on poolside to support the following:</p> <ul style="list-style-type: none"> • Babies/younger children to wear swim nappies if not toilet trained. • Shorts/bikini/Tankini • Swimsuit • Skin-tight leggings • T-shirt if tight fitting (long or short sleeve) • Full body swimsuit (religious beliefs)

4.4	<p>Pool safety rules</p> <ul style="list-style-type: none"> • No running, jumping, bombing, petting, eating, smoking etc • Be aware of the possibility of entrapment danger arising from inlets, outlets, and grills • Armbands must not be given out to customers. • Floats/woggles and other pieces of poolside equipment may only be given out to all customers in specific sessions which are closely monitored such as, Swim 4 Fitness, Aqua Aerobics, Family splash & Swimming lessons. • Equipment is not to be given out as the equipment itself could be damaged, customers could become over reliant on the equipment or go out of their depth and also financially as the equipment will become too damaged for use and replacements will be required. • Flippers may only be used in Swimming lessons and private hire/swim clubs • Hand paddles can be used in swim 4 fitness sessions, private sessions, and swimming lessons.
4.5	<p>Programmed sessions</p> <ul style="list-style-type: none"> • Schools swimming - the provision of a lifeguard to supervise school lessons is required in addition to the schoolteachers and/or school swimming coordinator. Further guidance within the school swimming NOP • Swim Leicester - All instructors will have an ASA teaching qualification. A standard lane rope set up is in place during lessons – see Swim Leicester NOP for further guidance • Aquarobics sessions - Instructors will be qualified by the ASA/YMCA and 1 instructor and 2/3 lifeguard Ratio 1:60
4.6	<p>Active Leicester admission policy</p> <p>The purpose of this policy is to ensure the safety and well-being of all who use its facility.</p> <p>Swimming in public sessions</p> <ul style="list-style-type: none"> • All children under the age of 8 years shall be accompanied by a responsible person over the age of 16 years who will be required to supervise the child in the pool at all times. • The maximum number of children the responsible person may safely supervise are: • 1 Adult to one child up to the age of 4 years • 1 adult to two children 4 – 7 years where the children are non-swimmers wearing buoyancy aids. • The ratio of adult to children may be adjusted at the discretion of the management where the child(ren) are deemed competent swimmers. (ask for these details at reception) <p>A competent swimmer – must be able to jump from poolside into 1.5 metres of water, tread water for 1 minute, Swim 50 metres.</p> <p>Prior medical conditions</p> <ul style="list-style-type: none"> • Before using any of the facilities please inform the management or the staff supervising if you have any medical conditions that may put you at sudden or expected risk and may require staff to react and to give assistance. <p>Persons with open wounds or contagious skin conditions</p> <ul style="list-style-type: none"> • If it is likely that an infection might be passed onto another person, for their safety and wellbeing, the management will exercise the right to refuse admission or ask any person to leave who may have an open wound or a skin condition that may be contagious. • The management reserves the right to exclude/refuse/ban in the event of non-compliance of the policy to include unacceptable behaviour.

4.7	<p>Pool Cover Operation</p> <p>The pool is fitted with a pool cover. The cover should be placed over the pool water every evening and removed every morning. The main pool cover is operated by a handheld remote or using a switch on the main control panel. A rope is used to guide the cover on and off the pool. Training will be provided on how to use the cover by the management team.</p>
4.8	<p>Lane rope installation</p> <p>Lane ropes are to be placed into the pool for swim 4 fitness and Swim 4 all. Eyelets are fitted to the end of each rope and screwed into holes located at the deep end and shallow end of the pool. Training is provided on lane rope operation to ensure manual handling compliance.</p>
4.9	<p>Pool Humidity</p> <p>Should relative humidity levels reach within 5% of the upper limit of the recommended percentage level, the matter needs to be brought to the attention of the LCS. A decision will then be taken by the LCS and his/her line manager. It is generally recommended that the relative humidity is maintained between 50% and 70% throughout the pool hall area. Levels above 70% produce a risk of discomfort and condensation, and levels lower than 50% can increase evaporation and energy use.</p> <ul style="list-style-type: none"> • If the humidity reaches 65%, it is the manager's responsibility to ensure staff have adequate fluid intake and drinks would be allowed on to the pool side. • If the humidity reaches 80% more breaks should be introduced and closure should be considered depending on each incident. <p>Humidity readings should be taken 3 times a day. Readings need taking at am, noon and pm. If pool covers are on only am and pm readings are needed</p>
4.10	<p>Pool Hygiene - Customers</p> <p>Customers should be encouraged to use the toilets and showers before using the pools to reduce the risk of pollution, and consequently reducing the amount of chemicals added to the pool to fight off such pollution. Signs are displayed within the changing rooms encouraging such behaviour. Users should also be advised that such action significantly reduces the amount of dirt and bacteria that would otherwise end up in the pool. Signage displayed around the poolside.</p> <p>It is particularly important to emphasise to parents and guardians the importance of children visiting the toilet prior to entering the pool</p> <ul style="list-style-type: none"> • Babies and young children must wear swim nappies or costumes in the pool. (Normal nappies must not be worn in the pool)
4.11	<p>Pool Hygiene - Cleaning Procedure</p> <p>Floor surfaces both within the changing room and poolside should be kept clean. Floors should be thoroughly cleaned at least once per day. Pool surrounds should be cleaned with pool water to disinfect them. Toilets and changing rooms should be inspected on a regular basis and cleaned by the LCA team to encourage the correct behaviour by customers. The LCA team are instructed to enter and clean the changing cubicles on every rotation off the pool unless on a designated task.</p>

5.0 Potential risk factors

5.0	
5.1	<p>People hazards</p> <p>The following has been factors in past fatalities (or serious injuries) in swimming pools in the UK and therefore be considered as possibilities:</p> <ul style="list-style-type: none"> • Prior health problems e.g. heart trouble, asthma, epilepsy etc. • Youth and inexperienced (half of those who drown are aged under 15yrs) • Customers with disability/special needs. • Customers under the influence of drink/drugs • Weak or non-swimmers going out of depth • Unruly behaviour and misuse of equipment • Elderly customers who appear frail or nervous. • Unaccompanied children or inadequately supervised by a responsible adult.
5.2	<p>Physical Hazards</p> <ul style="list-style-type: none"> • LCA's must be conscious of the likelihood of slipping accidents on the poolside. Do not allow running or any other activity which could lead to injuries. • Specific observation must be made of the exits from the changing room where access is directly on poolside. • where access is directly on the poolside. • Similarly, young children may run from the shallow end to the deep end of the pool. • Pool staff must be aware of the possible entrapment danger arising from inlets, outlets and other grills • Blind spots may be encountered in any pool which staff should be made aware of and provision made for bringing the hidden into view. • The diving in pools regulations must be rigorously enforced to prevent diving into water below 1.5 metres deep. • Water features can cause injuries. Pool users should be discouraged from placing any part of their body directly over both above and submerged inlets and outlets. • Pool staff must be aware of the depth of the pool. Customers are to be observed very carefully as the cubicles are situated along the deep end of the pool which could be a hazard. • Unauthorised access to pool when out of use • Pool inlet and outlet plates.
5.3	<p>Activity hazards</p> <ul style="list-style-type: none"> • The boisterous and show-offs. • Those wearing armbands or other forms of buoyancy aids. • Parents/carers: teaching • Customers using floats, inflatable, and other such equipment. • Diving into insufficient depth of water (leading to concussion or injury to the head, spine, or neck)

5.4	<p>Lifeguard hazards</p> <p>Maintaining concentration, never talk on poolside unless:</p> <ul style="list-style-type: none"> • A colleague is passing on vital information • You need to speak to a customer to prevent an accident • You need to educate a user with safety rules • If a customer asks a question politely to reply that you are currently lifeguarding and you will contact a team member to assist. <p>LCA'S must ensure that you turn up to work in a fit and appropriate state – not overtired or hungover from the night before.</p> <p>Regular rotation between lifeguard positions every 15 minutes to remain alert.</p> <p>Poolside duty is restricted to 90 minutes at a maximum, LCS's are available to support should you feel your levels of alertness are compromised.</p>
5.5	<p>Risk assessment</p> <p>The management of the health and safety at work regulations require that employees assess the risk arising from their activities both to members of staff and customers. The risk providing pool facilities have been assessed. Details of these assessments are held in the Management office which includes:</p> <ul style="list-style-type: none"> • COSHH • Fire risk assessment • Manual handling • Risk assessments <p>Active Leicester team members have a responsibility to contribute to ensuring that procedures are for safe operation and maintain their relevancy over time. This includes a duty to report any changing circumstances to management that affect safety procedures and pose a risk to cause harm.</p>
5.6	<p>Safety education</p> <p>Any pool will be safer if customers are aware of potential risks and act responsibly. There are several ways in which these risks may be drawn to customer's attention.</p> <ul style="list-style-type: none"> • Notices displayed throughout the building particularly at reception, in changing areas and on the poolside. Maps may be displayed indicating water depths, and general pool rules (e.g. diving). • Safety aspects incorporated into publicity materials including normal operating procedures and emergency action plan available for organised groups including school parties. • Reference to safety aspects to be incorporated into contracts with clubs, schools and other organizations hiring the pool. • Verbal reminders where necessary by active Leicester team members. It is vital both in customer care terms and to enable customers to understand the rationale behind rules and regulations, that they are given appropriate explanation.

5.7

Photography policy

Sports services, Active Leicester

Photographing of children in Leisure Centres

Photography is not allowed within Active Leicester Leisure centres

Introduction

This policy is intended to provide advice and procedures to be followed in permitting photography to take place or video cameras to be used in sport and recreation settings particularly when young children are the subjects. Historically some photography and videoing has always taken place in Leisure centres and swimming pools to record such events as children's parties, sporting competitions and local press.

The Problem

The use of today's modern digital cameras, often with video, and the new generation of mobile phones now present the opportunity for misuse.

The magnification and manipulation that is possible with today's digital pictures and the fact there is no need for a 3rd party to develop and print images causes' extreme concern. Images with a mobile phone can in seconds be transmitted to the World Wide Web and there are reports of unauthorised children's images being taken whilst in sports facilities.

Data Protection Act

Since the introduction of the Data Protection Act in 1988, care must be taken in the use of photographs, videos and web cams of clearly identifiable people.

The Data Protection Act also affects the use of photography. There are several issues to be aware of:

- Permission must be sought of all the people who will appear in a photograph, video or web cam image before the footage is recorded. This means children as well as adults.
- It must be made clear:
 - Why that person's image is being used
 - What it will be used for
 - Who might want to look at the pictures?

Any use of photography equipment or mobile phone must be reported immediately to the LCS.

6.0 Leisure centre attendant

Duties & Responsibilities

6.0	
6.1	Key Tasks
	<ul style="list-style-type: none"> • To maintain concentrated observation of the pool users in order to anticipate problems e.g. rowdy behaviour, diving into shallow water etc. And to identify any emergency quickly. Some bathers in difficulty may shout and splash, others may give little indication of a problem, but simply sink below the water. • To supervise pool equipment when allocated to those areas. • Carry out rescues and initiate emergency action as and when necessary. • Give immediate first aid, in the event of injury to the bather or other emergency. • Communicate with bathers and other pool staff on duty to fulfil the above tasks. • Encourage responsible by the swimmers- polite and firm reminders should be given to swimmers who are in breach of rules. • Maintain pool staff positions as required • Always maintain communication with colleagues. Use speech, whistles, or hand movement to deliver clear direction. • Ensure all emergency first aid equipment and poolside emergency equipment is present and working correctly. • Rotate positions around poolside. • Maintain safe, clean, and hygienic conditions on the poolside. • Storage of equipment- the poolside should be kept clear of equipment when not in use. • Always operate according to the details and instructions contained in the centres normal operating procedures (NOP) and emergency action plan (EAP) • By remaining constantly vigilant and continuously scanning the water, pool staff can detect a problem in its early stages and be ready to take appropriate action • Undertake tasks as instructed by the LCS on the operational shift sheet. • Carry out general cleaning around the building • Deep cleaning when possible using machines available • To carry a Torpedo Buoy at all times if in required position
6.2	<p>Bather observation</p> <p>A key element in LCA's duties is bather observation. This includes awareness of warning signs that a potentially dangerous situation is developing. Look out particularly for the following.</p> <ul style="list-style-type: none"> • Worried expression on bather's face • Cries for help • Crowd gathering • Deliberate waving of arms • Sudden submerging • Two or more swimmers in close contact • A bather in vertical position • Hair over the eyes or mouth <p>By remaining constantly vigilant and continuously scanning the water, lifeguards can detect a problem in its early stages and can be ready to take appropriate action.</p> <p>If any team member has any safeguarding concerns this must be reported to the LCS immediately who will inform the AM and GM and further action will be taken.</p>

6.3	<p>Active Leicester poolside standards for Leisure centre attendants</p> <ul style="list-style-type: none"> • Uniform and name badges provided must always be worn when on duty, so you are easily recognised by customers, this includes your whistle. • When on poolside your pool buoy must be worn. • To remain alert, in an upright posture and a vigilant demeanour during times of supervision. • Never leave the pool, or an area of the pool unattended, for example, leave the pool to get floats or deal with locker enquires etc. • If you need to need to leave the poolside for whatever reason must notify the LCS via a two-way radio who will arrange cover at the earliest opportunity. • To ensure that you are in position on poolside before customers are permitted to enter the water. In addition, you must remain on the poolside at the end of a session until all customers have left the area • You must keep to the rotation times and relieve your colleagues promptly. • You must follow the Active Leicester admission policy and be aware of unsupervised children under the age of 8 years. You may need to question those children, removing them from the water if necessary. The LCS should be called when appropriate. • You must always maintain your position on poolside. Customer communication should be kept to a minimum. Any queries please direct the customer to the reception team or contact the LCS for assistance. • Mobile phones are strictly forbidden and should be kept in the staff room.
6.4	<p>Breaching rules</p> <p>A breach in any of the rules stated within section 6.3 can result in disciplinary action being taken. This action can range from an Oral Warning to Suspending and Disciplinary action taking place.</p> <p>The action will depend on the severity of the incident, considering the action can have on the Health and Safety of a team member or a customer.</p>
6.5	<p>5.5 Communication with customers</p> <p>It is essential that you remain professional, calm, and composed in the face of provocation. LCA's should deal with customers politely but where necessary firmly, especially in situations where health and safety might be at risk.</p> <p>Creating the right image and atmosphere may simply involve a smile or friendly greeting when a customer enters the pool, or a straightforward explanation of the rules. In dealing with customers, especially where there is a potential discipline problem, the following should be considered:</p> <ul style="list-style-type: none"> • Smile and appear approachable, be seen to care. • Use eye contact • Be courteous but firm • Be specific and give reasons for any warning instruction • Do not display anger, use inappropriate language or intimidate a customer • Use a whistle sparingly or else it will lose effect. It is important to remember that a whistle will only distract attention and needs to be followed by a verbal or visual instruction. Hand signals • need to be obvious and not open to misinterpretation. <p>Remember that barriers to communication exist. Customers may have a hearing or sight impediment, or English may not be their first language.</p>

7.0 Pool training

7.0	
7.1	<p>Pool training standards</p> <p>Regular training is essential for all NPLQ qualified team members to maintain expected high standards and show ongoing training.</p> <p>The Active Leicester requirement is that each team member attends 1 session per month to maintain their qualification. Pool training is recorded centrally and at your base site.</p> <p>NPLQ site- specific modules must be completed before renewal and candidates must demonstrate ongoing training thereafter to maintain their National Pool Lifeguard Qualification 9th Generation which is valid for 2 years.</p> <p>Training sessions will ensure that Lifeguards:</p> <ul style="list-style-type: none"> • Know and understand pool operating procedures so far as their role may require. • Understand the safety aspects of their own duties and be fully competent to deal with these. • Maintain water fitness. <p>Lifeguards should ensure they maintain the necessary knowledge, rescue skills and fitness to pass all elements of the RLSS National Pool Lifeguard Qualification edition 9 at any time. Regular practice and competency will be monitored by qualified NPLQ TA's.</p> <p>The training session are designed to teach and reinforce these skills so that Lifeguards are competent to carry out the following:</p> <ul style="list-style-type: none"> • Operate the pool's normal operating procedures and emergency action plan. • Assess potential risk factors & work efficiently as a member of the team. • Observe the water and affect a prompt rescue. This requires an ability to use the emergency equipment provided for this purpose, enter the water safely, swim, dive to the deepest part of the pool, recover and land a bather in difficulty. • Give effective resuscitation by breathing and by chest compression (CPR) and AED • Give emergency first aid. • Maintain water fitness • Deal with spinal injuries. Trained in the use of spine board & PXB
7.2	<p>Training records</p> <ul style="list-style-type: none"> • A training profile is kept at site for all team members with copies of NPLQ training sessions attended and is monitored to ensure training has been completed. • Profiles also include evidence of site-specific training and copies of all qualifications <p>Mandatory additional training includes</p> <ul style="list-style-type: none"> • COSHH awareness • Fire safety • Manual handling • Safeguarding
7.3	<p>Non-attendance of training.</p> <p>NPLQ qualified individuals must attend 1 session every month and this should include all areas of the syllabus within 12 months. If a training session is missed in a calendar month, a 1st warning letter will be issued for non-attendance which will stay on the individual's files for 12 months. If a 2nd session is missed within the next 6 months of being issued a 1st warning letter, formal disciplinary proceedings may take place which will be on file for 12 months.</p>

8.0 First aid

8.0	
8.1	<p>First aid</p> <p>The first aid room is located on the ground floor in the reception area. In many instances first aid should be administered at the location of the incident and for this purpose portable first aid supplies are available and located in the following areas</p> <ol style="list-style-type: none"> 1. Reception 2. Poolside 3. Gym <p>LCA's are responsible for checking the contents daily and recording this on the daily operational checks. First aid stock is in the poolside store if boxes are needing to be replenished. First aid supplies must be replaced & replenished after use. Low stock is to be reported to the LCS and arrangements can be made to order new supplies.</p>
8.2	<p>Disposal of sharps</p> <p>Any team members finding needles, syringes & razor blades should ensure that they are disposed of in the following way</p> <ul style="list-style-type: none"> • PPE is to be worn. Gloves are found in the first aid boxes • The item is to be placed in the sharps bin which is in the first aid room. Arrangements will be made for the sharps bin to be disposed of when necessary, by the LCS. • If you cut or prick yourself with the item, squeeze the area and wash your hands thoroughly with soap and water and seek further medical advice. • An SO2 report will be completed by the LCS.

9.0 Alarm system & emergency equipment

9.0

9.1

Drowning alarm

There are x4 call points located on poolside and are detailed below. The sound is a continuous bell and sounds in the pool and gym building. The Leisure centre supervisor must be informed of any planned tests who will then inform team members on shift that day. The mains panel for the drown alarm is located in a locked cupboard in the reception area, keys are kept in the safe.

On discovery of a casualty in the water Leisure centre attendants are expected to activate the alarm and evacuate the pool. The team on duty will enter the poolside to assist and the Leisure centre supervisor will bring the telephone and AED should further assistance be required.

During school swimming and Swim Leicester lessons children should be lined up at the deep end of the pool (behind the lifeguard chair and asked to turn away from the water to prevent distress).

Alarm points

1. Shallow end next to disabled changing room
2. Middle of the pool, next to brown double doors on the left side
3. On the left of the vanity area – deep end
4. Deep end next to lane rope storage

The drown alarm is tested daily before the pool opens and faults must be reported immediately to the Leisure centre supervisor who will take necessary action.

The alarms are checked quarterly in line with Leicester city councils planned preventative maintenance schedule.

9.2

Fire alarm

The fire alarm system is in the reception foyer next to the front entrance. Action to be taken by team members on hearing the alarm is detailed in the EAP.

The fire alarm is tested weekly. X2 Manual call points are to be tested and recorded on the scheduled call point sheet and in the fire logbook. Faults must be reported immediately to the Leisure centre supervisor who will take necessary action.

The Fire alarm is checked quarterly in line with Leicester city councils planned preventative maintenance schedule.

Location of manual call points within the swimming pool building

Zone	Area	No. of points	Location
1	Reception	1	Foyer near main entrance
2	Plant room 1	1	Plant room
3	Swimming pool	5	<ol style="list-style-type: none"> 1. Deep end fire exit 2. Balcony deep end – left side 3. Balcony – next to staff room 4. Pool corridor - next to cleaning store 5. Next to old consultation room

9.3

Firefighting appliances

Fire extinguishers are located around the building and Leisure centre attendants are to check these weekly for faults. Checks are to be recorded within the fire safety logbook. Extinguishers are serviced annually by Churches; service dates are in line with Leicester city council planned preventative maintenance schedule.

Type of extinguishers – the following types of extinguishers are provided

Water cylinder (red)

Co2 cylinder (black) for electrical fires only foam

Foam (Yellow)

Power (Blue)

Type	Colour of label	Location
Foam	Yellow	Management office
Co2	Black	Management office
Co2	Black	Seating area
Water	Red	Foyer entrance
Powder	Blue	Reception
Foam	Yellow	Reception
Water	Red	Shallow end poolside entrance
Foam	Yellow	Shallow end poolside entrance
Water	Red	Shallow end poolside sauna entrance
Foam	Yellow	Poolside cleaning store
Water	Red	Deep end poolside (right)
Water	Red	Deep end poolside (left)
Water	Hose	Shallow end poolside
Water	Hose	Deep end poolside (left)
Co2	Black	Staff room upstairs
Foam	Yellow	Staff room upstairs
Foam	Yellow	Sauna lounge
Foam	Yellow	Sauna corridor
Co2	Black	Plant room 1
Powder	Blue	Plant room 2
Co2	Black	Boiler room

The location of fire extinguishers is detailed within the EAP and team members will be shown on induction.

9.4

Firefighting appliances GYM

Fire extinguishers are located around the building and Leisure centre attendants are to check these weekly for faults. Checks are to be recorded within the fire safety logbook. Extinguishers are serviced annually by Churches; service dates are in line with Leicester city council planned preventative maintenance schedule.

Type of extinguishers – the following types of extinguishers are provided

Water cylinder (red)

Co2 cylinder (black) for electrical fires only foam

Foam (Yellow)

Powder (Blue)

Type	Colour of label	Location
Foam	Yellow	Main entrance
Foam	Yellow	Changing room corridor
Co2	Black	Changing room corridor
Co2	Black	Programmable gym
Foam	Yellow	Main gym double fire exit
Foam	Yellow	Main gym single fire exit
Foam	Yellow	Main gym
Co2	Black	Office

The location of fire extinguishers is detailed within the EAP and team members will be shown on induction.

9.5

Fire alarm GYM

The fire alarm system is in the reception foyer next to the front entrance. Action to be taken by team members on hearing the alarm is detailed in the EAP.

The fire alarm is tested weekly. X2 Manual call points are to be tested and recorded on the scheduled call point sheet and in the fire logbook. Faults must be reported immediately to the Leisure centre supervisor who will take necessary action.

The Fire alarm is checked quarterly in line with Leicester city councils planned preventative maintenance schedule.

Zone	Area	No. of points	Location
1	Foyer	1	Foyer near main entrance
2	Gym	3	1. Single fire exit door 2. Exit double doors on right 3. Double exit doors
3	Corridor	1	Fire exit next to changing rooms

- 9.6 Pool emergency equipment**
Rescue equipment is located on poolside for Lifeguards to use in an emergency. Leisure centre attendants are required to check the equipment daily before the pool is opened. This is to be recorded on the daily operation sheet and any faults to be reported to the Leisure centre supervisor immediately.

Rescue equipment	
Reaching pole	X4
Torpedo Buoys	X4
Throw rope	X4
Spine board	X1

The location of the equipment will be shown during induction and is detailed within the EAP

- 9.7 Panic alarms**
Disabled changing rooms on poolside are fitted with panic alarm pull cords. A sounder will activate in the reception area and a beacon will flash above the changing room door.
- An additional pull cord panic alarm is in the sauna.
- These alarms are to be checked and sounded daily by the Leisure centre supervisor and recorded on the daily operational sheet (EOSR). Alarms are serviced quarterly in line with Leicester city council planned preventative maintenance schedule.

- 9.8 AED**
The automated external defibrillator is in the management office next to the photocopier. Within the box is a towel, razors, gloves and a pocket mask. The AED is to be checked daily by LCS for expiry dates of the battery and pads and recorded on the daily operational sheet (EOSR).

10.0 Sauna

10.0	
10.1	<p>Sauna operation</p> <p>Within the sauna area there are two electric cabins with the capacity of 8 people in each. There is also a cold shower and a lounge area.</p> <p>The sauna temperature is set at 80 degrees and the controls are in a locked cabinet outside the cabins.</p> <p>The sauna operates same sex sessions in 4-hour blocks.</p> <p>Sauna users with the following pre-existing medical conditions are not permitted into the sauna area</p> <ul style="list-style-type: none"> • Epilepsy • Heart conditions • Diabetes • Pregnant women • High & low blood pressure • Susceptable to migraines • Contagious skin condition or open wounds • Under the influence of alcohol or drugs <p>A health questionnaire must be completed before first use – completed at reception</p>
10.2	<p>Sauna user guide</p> <p>Users are must follow guidance before using the saunas</p> <ul style="list-style-type: none"> • Always drink plenty of water • Avoid alcohol • Remove any metal items such as jewellery/watches • Have a warm shower to remove any perspiration/deodorant • For hygiene reasons take a towel with you • Enter the sauna cabin at a height/bench that is comfortable. • When the heat becomes too uncomfortable, leave the sauna and cool down, either gradually in the lounge area or using the cold shower. • When you have cooled you may return to the sauna experience more heat • The hot/cold cycle may be repeated as often as comfort allows however bathing for too long may result in nausea, dizziness or fainting. • When finished cool off for the final time before showering and leaving the sauna area.
10.3	<p>Leisure centre attendant</p> <p>The sauna area is to be checked every half an hour by LCA team and cleaned at the changeover of sessions</p> <ul style="list-style-type: none"> • 13.00pm • 17.00pm <p>The floor is to be cleaned with disinfectant and squeegeed.</p> <p>Vanity area and toilets to be cleaned</p>

11. Gym



11.0	
11.1	<p>This is a separate building to the swimming pool; the gym includes a 50-station gym area with a programmable space and a dance studio. There are toilets & changing rooms within the building.</p> <p>The building is manned throughout opening hours with a fitness instructor.</p> <p>The gym is accessible through a turnstile with a valid membership. Pay as you go members must visit the reception with the swimming pool building to gain a valid receipt with a barcode to allow entry through the turnstile.</p> <p>Operational information is available in the gym NOP</p>

12.0 Active Leicester

Cossington



Management team

Name	Job Title
Vicki Allridge	General Manager GM
Jamie Pryor	Assistant Manager AM
Harrison Ward	Leisure Centre Supervisor
Kyle Harrison	Leisure Centre Supervisor
Sanjay Valand	Leisure Centre Supervisor

Amendments

Date added	Item	Section
30/3/22	Pool Lifeguarding Rations Changed	3.0
30/3/22	Management Structure	Management Team

12.0 Appendix



12.1 Building plan and layout



Leicester City Council

Active Leicester Cossington street

Emergency Action Plan

DATE OF ISSUE: April 2022

DATE FOR REVIEW: April 2023

Copies of this document can be found in:

***H DRIVE – DATA – SHARED DATA – ALL SPORT HEALTH & SAFETY PAPERWORK – CSSC – PSOP'S –
EAP - 21***

These procedures have been drawn up in conjunction with relevant approved codes of practice such as the: HSE safety in swimming pools document 1999, CIMSPA-Chartered Institute for the Management of sport and physical activity and the institute of sports and recreational management guidelines

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Introduction

1	
	<p>Introduction</p> <p>This document details how all staff are required to respond in the case of an Emergency on site at Cossington street sports Centre The Facility EAP should be read in conjunction with further documentation which may include but is not limited to:</p> <ul style="list-style-type: none">• Normal Operating Procedure (NOP) <p>All new starters will be given a thorough induction prior to working alone.</p>

2.0 Fire

2.0

2.1 System operation

The fire alarm main panel is in the reception foyer by the main entrance. Once activated a siren will sound as well as a verbal announcement "this is a fire". The siren sounds in both buildings i.e. if the alarm is activated in the Gym the alarm will also sound in the main building and if the alarm sounds in the main building it will also sound in the Gym.

The alarm is activated by the following:

- Manual call point activated by the glass being broken
- Smoke detector

The fire alarm system is monitored by red care who will telephone the centre on activation to check whether emergency services are required.

Location of manual call points within the Swimming pool building

Zone	Area	No. of points	Location
1	Reception	1	Foyer near main entrance
2	Plant room 1	1	Plant room
3	Swimming pool	4	1. Deep end fire exit 2. Balcony deep end – left side 3. Balcony – next to staff room 4. Pool corridor - next to cleaning store

Location of manual call points within the Gym building

Zone	Area	No. of points	Location
1	Foyer	1	Foyer near main entrance
2	Gym	3	1. Single fire exit door 2. Exit double doors on right 3. Double exit doors
3	Corridor	1	Fire exit next to changing rooms

2.2

Firefighting appliances

Type of extinguishers – the following types of extinguishers are provided

Water cylinder (red)

Co2 cylinder (black) for electrical fires only

Foam (Yellow)

Power (Blue)

Type	Colour of label	Location
Foam	Yellow	Management office
Co2	Black	Management office
Co2	Black	Seating area
Water	Red	Foyer entrance
Powder	Blue	Reception
Foam	Yellow	Reception
Water	Red	Shallow end poolside entrance
Foam	Yellow	Shallow end poolside entrance
Water	Red	Shallow end poolside sauna entrance
Foam	Yellow	Poolside cleaning store
Water	Red	Deep end poolside (right)
Water	Red	Deep end poolside (left)
Water	Hose	Shallow end poolside
Water	Hose	Deep end poolside (left)
Co2	Black	Staff room upstairs
Foam	Yellow	Staff room upstairs
Foam	Yellow	Sauna lounge
Foam	Yellow	Sauna corridor
Co2	Black	Plant room 1
Powder	Blue	Plant room 2
Co2	Black	Boiler room

Fire hose reels locations

1. Deep end of the swimming pool Vanity area.
2. Shallow end of the swimming pool next to the disabled changing room.

2.3	<p>Discovery of a fire</p> <ul style="list-style-type: none"> • If you are able, without endangering yourself attempt to extinguish the fire using the appropriate firefighting equipment available. • If the fire is beyond your immediate control raise the alarm by breaking the glass on the nearest manual fire alarm call point. • Upon raising the alarm clear the surrounding area of people, directing them to the nearest fire exit in a fast and safe manner. • When the fire alarm sounds, a siren will sound with a verbal alert "this is a fire" the red beacons will flash to alert users with hearing difficulties. All staff should instruct members of the public in a calm and reassuring manner to leave the building by the nearest available fire exit. The assembly point is the outdoor ball court or sports hall. • Once your immediate area is cleared, and your eviction area on the daily operation sheet is cleared, close the fire exit and report to the appropriate assembly point. • Do not re-enter the building yourself • Assemble at the outdoor ball court/Gym and a role call will be made by the Leisure centre supervisor.
2.4	<p>Individual responsibilities LCS</p> <ul style="list-style-type: none"> • When the fire alarm sounds go directly to the reception area. • Check the panel to find out in which area the alarm has been activated and investigate the area to establish whether it is a fire or a false alarm. • Return to reception to take the telephone call from red care to advise on further emergency assistance • The following should be collected – if safe to do so: <ol style="list-style-type: none"> 1. Staff signing in/out book 2. Keys to the red fire box 3. Foil blankets – (Green bag in first aid room) • Remain in reception until you are sure that everyone has evacuated the building. Once all staff members inform you that their areas are clear go to main assembly point on the outdoor ball court. • When the fire service arrives inform them. <ul style="list-style-type: none"> - where the fire is - whether it was a false alarm (due to checking the area this is unlikely) - what chemicals are stored/used/hand over the keys to the red fire box - Anyone not accounted for • Check against signing in/out book that correct people are present. • Once the emergency services have given the all clear, the alarm can be silenced, and the control panel can be reset. • On the advice of the emergency services, inform team members and then the public to re-enter the building. After the incident, thank all users for their cooperation, replace the break glass if necessary. De-brief the team/evaluate the evacuation and report findings to the Assistant Manager for training records • Complete an online SO2 report. • If the facility must remain closed inform AM/GM who will contact senior management & the service disruption team.

LCA wet side

To clear the pool and the surrounding cubicles, toilets and assemble customers along the deep end of the poolside, A Leisure Centre Attendant is to stay with the customers and another Leisure Centre Attendant will go to Reception to inform the Leisure centre supervisor, that their area is clear and then wait for further instructions as to whether a full evacuation is necessary. If a full evacuation is necessary, the Leisure Centre Attendant must lead all of the customers to the primary fire assembly point which is the outdoor ball court, if this area is not safe then the Gym will be used as a secondary assembly point.

LCA dry side

Leisure Centre Attendants, who are not on poolside, must make their way to the Gym building to ensure all areas including Gym, programmable gym, toilets, changing areas and office are evacuated. Once this has been carried out, they must assemble all of the evacuees to the assembly point (outdoor ball court if safe to do so, if not stay in gym) and inform the Leisure centre supervisor that the building is clear, whilst ensuring no users re-enter the building.

Reception

When the alarm sounds a direct call will go through to ADT red care. End any call to ensure the line is free. ADT will call to ask whether the fire service will be required, Ask ADT to hold the line until the Leisure centre supervisor has checked the area where the alarm was activated and confirmed whether the Fire Service will be required or not.

Instruct the public to leave the reception area by the nearest available fire and meet at the designated fire assembly point either outdoor ball court or gym.

The following should also be done:

- Close the till and lock it, take the key with you.
- Collect the contractors signing in/out file
- Leave the Reception area, closing the half door and drop-down counter behind you.
- Check and clear the sauna and first aid room and ensure all users are evacuated to the designated fire assembly point.

Follow the public out of the building but remain at the front entrance to ensure that no-one re-enters the building. Do not re-enter the building yourself until advised to do so by the Leisure centre supervisor.

Fitness & group exercise Instructors

On hearing the fire alarm, immediately stop your session and ask users to exit the gym, dance studio by the nearest possible exit and congregate at the front of the gym building

Await instructions from the LCS or LCA clearing the area on which assembly point is to be used (fire may be in gym building)

Once satisfied all areas are clear, close fire exit doors and stand at exit to ensure no one re-enters the building.

Work experience/apprentice/young person

To be evacuated with the public at the nearest exit and assemble at the ball court or Gym and wait with a Leisure centre attendant.

2.5 Evacuation of disabled people

In the event of a fire

- Direct able body persons to the nearest fire exit
- Disabled and wheelchair users and their helpers should be directed to reception exit. Any disabled, elderly, or injured users can be evacuated from the building by a leisure centre attendant using one of the Emergency Evac Chairs which are situated on either poolside balcony.

Leisure centre supervisor/Assistant Manager/General Manager to be responsible for the decision on appropriate evacuation and fire exits.

Poolside evacuation of disabled users in the event of fire alarm sounding:

- Team members and carers to clear the pool using pool hoist and emergency evacuation chairs if required.
- All users and designated staff member to wait on poolside (deep end behind highchair) for instruction from the Leisure centre supervisor upon which exit and assembly point to use.
- To enable ease of evacuation of disabled users, able bodied persons to exit first.
- Foil survival blankets to be issued on exiting poolside.

3.0 Poolside

<p>3.1</p>	<p>Disorderly Behaviour</p> <p><i>Defined as:</i> <i>"Any act of molesting, interrupting, hindering, disquieting, agitating or arousing from a state of repose or otherwise depriving inhabitants of the peace and quiet to which they are entitled"</i></p> <p>LCA responsibilities</p> <ul style="list-style-type: none"> Any behavior which is likely to cause a nuisance or is dangerous to other bathers should be stopped immediately Speak to the customer/s in a firm but non-aggressive manner indicating your reasons. Try to defuse the situation tactfully however If the behavior persists, give further warnings but do not become involved in an argument. In all cases it is important that the attention of pool staff during this type of incident is not drawn away from their primary duties of pool supervision If your warning/s have no effect, or the behavior becomes more serious, call the Leisure center supervisor for assistance. <p>LCS responsibilities</p> <ul style="list-style-type: none"> Assess the situation. Use tact and diplomacy to ensure the situation does not escalate. If the situation cannot be resolved ask those involved to leave the area. If the situation does not improve ask those involved to leave the building. Continuation of the offence could lead to calling the police. Stay in support of the LCA team. Complete an online SO2 report form.
<p>3.2</p>	<p>Water clarity</p> <p>LCA responsibilities If the clarity of the water deteriorates alert the LCS immediately using the 2-way radio system (walkie talkie).</p> <p>LCS responsibilities</p> <ul style="list-style-type: none"> Inspect the clarity of the water. Carry out a water test and take any appropriate remedial action. If the appropriate remedial action is not possible or not effective soon enough, stop all new admissions. Decide whether it is safe for the pool to be open. Extra Lifeguards may be used to assist in pool supervision. Areas may be cordoned off or if necessary, areas of the pool should be cleared altogether ensuring that overcrowding of the remaining areas does not pose as a great risk. If the clarity suddenly worsens so that there is difficulty in seeing the bottom of the pool, assess the clarity by throwing a diving brick into the deepest part of the pool or in the area of poorest visibility, if the brick cannot be seen the pool must be cleared immediately by LCA team, by the quickest means possible.

	<ul style="list-style-type: none"> Assess the length of closure time and inform the public to leave the pool area. A refund should be obtained from reception where applicable. If service is compromised and pool requires closing for an amount of time, Inform Assistant manager/General Manager, who will then send out a press release. <p>Reception team</p> <ul style="list-style-type: none"> On the instruction of the Leisure centre supervisor do not admit further bathers to the pool. Explain to the customers waiting that there is a problem which may result in the pool being closed. Issue the appropriate refunds.
<p>3.4</p>	<p>Blood</p> <ul style="list-style-type: none"> LCA to inform the LCS immediately <p>Small amounts of blood, from a nosebleed for example, will be quickly dispersed and any germs present killed by the disinfectant in the water.</p> <p>If significant amounts of blood are spilled into the pool, it should be temporarily cleared of people, to allow the pollution to disperse and any infective particles to be neutralised by the residual disinfectant. Operators should confirm that disinfectant residuals and pH values are within the recommended ranges; bathing can then resume.</p> <p>Any blood spillages on the poolside should not be washed into the pool or poolside drains and channels. Instead, like blood spillage anywhere in the building, it should be dealt with using strong disinfectant – of a concentration equivalent to 10,000mg/l of available chlorine. A 10:1 dilution of the sodium hypochlorite in use may be convenient. Using disposable latex gloves, the blood should be covered with paper towels, gently flooded with the disinfectant, and left for at least two minutes before it is cleared away.</p> <p>On the poolside, the affected area can then be washed with pool water (and the washings disposed of not in the pool). Elsewhere, the disinfected area should be washed with water and detergent and, if possible, left to dry. The bagged paper towels and gloves are classed as offensive/hygiene waste and in only small quantities can be disposed of with the general waste.</p>
<p>3.5</p>	<p>Vomit</p> <p>It is not unusual for swimmers to vomit slightly. It often results from swallowing too much water, or over-exertion, and so is very unlikely to present a threat through infection.</p> <p>vomiting would result in temporarily clearing the pool of people, scooping up vomit where possible and allowing the pollution to disperse and any infective particles to be neutralised by the residual disinfectant. The LCS is to confirm that disinfectant residuals and pH values are within the recommended ranges before bathing can then resume.</p>

4.0 Emergencies & head injuries

4.0	
4.1	<p>Minor Emergencies</p> <p>A minor emergency is an incident that if handled properly, does not result in a life-threatening situation. It will normally be dealt with by the nearest or most appropriate Member of staff who may follow a procedure like that shown below:</p> <ul style="list-style-type: none"> • Staff member is made/becomes aware of an incident. • Staff member notifies others in the team that they must respond to an incident. • Other Staff members(s) move to cover vacated area. • Staff member involved to administer immediate aid or provide appropriate assistance. • Staff member refers casualty to appropriate location e.g. poolside • Obtain all the relevant information from the casualty using the Facility accident report form: Name, Address, D.O.B., Gender, contact details, date/time of incident, incident details and action taken • Staff member informs Leisure Centre Supervisor (LCS) who will in turn input the details on to the online so2 reporting form. The staff member should then return to duty if comfortable to do so. <p>In many cases this series of actions may take only a few minutes - In every case however regardless of the severity, it is important that the incident is recorded for future trend analysis.</p> <ul style="list-style-type: none"> • It is important that staff support casualties by speaking to them confidently, confidentially, and reassuringly. • Equipment and first aid supplies should be replenished after use. • If medical assistance recommended by ambulance or staff personnel and is refused by the casualty or parent/guardian then a disclaimer form must be signed by both parties. <p>NB: accident and dangerous occurrences reportable to the health and safety executive shall be reported to the central Health and safety team in the first instance, and the appropriate form completed</p>
4.2	<p>Major Emergencies</p> <p>A major emergency is one where an incident occurs resulting in a serious injury or life-threatening situation. In most cases it will involve more than one member of staff and may, in extreme situations, involve all members of the team. As with minor emergencies the response for most major emergencies follows a general pattern.</p>

5.0 Lighting failure

	<ul style="list-style-type: none"> • Staff members identifying the issue are to raise the alarm, or a second member of staff to raise the alarm by whatever means necessary e.g. alarms, whistle 2-way radios or hand signals. • Staff member in the first instance is to preserve the casualty's life and remove from any immediate danger. • Administer first aid treatment • Support team members to cover vacated area. Clearing the designated area, crowd control etc. Area may need to close whilst incident is being dealt with. • LCS to advise of any further action required, such as contacting the Emergency Services. Accident report form so2 form to be completed and inputted onto the online system. LCS to complete any further incident reporting forms if required. • If serious injury does occur, this must be reported to the AM & GM at the earliest instance. • Pool drowning alarm is raised via push buttons located around the pool hall. The alarm sounds around the entire building alerting the LCA and other team members that there is an emergency in the pool hall area. The Control panel for the drowning alarm is in the reception seating area cupboard. Note, The Automated External Defibrillator (AED) is also located in the management office. The LCS on duty when the drowning alarm is activated is to immediately take the AED to the poolside. • The sauna is fitted with a panic alarm and can be heard in the reception area. • Panic alarms can also be found in the Disabled changing areas, Disabled toilet which sounds in the Reception area and outside their designated areas.
4.3 Head Injuries	<ul style="list-style-type: none"> • All head injuries are to be treated as serious injuries. • Casualties with face/head injuries should not be allowed to return to the activity they were participating in. • Where the injury is serious an ambulance should be called. If the injury appears to be less serious the casualty should be asked to get dressed, whilst being supervised by a responsible person and advised to seek further medical advice if condition worsens. • If there is any doubt as to the severity of the injury an ambulance should be called. There is always a possibility of delayed concussion/loss of consciousness occurring. • As much assistance as possible should be given to the casualty and persons accompanying them. This may include use of the telephone and assistance with supervising the casualty's children. <p style="text-align: center;">AMBULANCE CREW RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Centre staff have the responsibility to treat casualties prior to the arrival of an ambulance crew. Their responsibility ends when the ambulance crew start to treat the casualty (not just when the ambulance crew arrive on the scene as they will require a hand over and setting up of equipment). • The ambulance crew have full responsibility to transport unaccompanied children to hospital. It should not be necessary for a member of staff to accompany the casualty in the ambulance. • Once the ambulance crew has arrived on the scene the crew number must be taken for our own records and added to the so2 reporting form. If possible, have a member staff making notes as the incident develops, so there is a timeline on paper to relate back to recording any decision that had to be made and who made them

5.0	
5.1	<p>In the event of a lighting failure, the Emergency Lighting will automatically turn on to provide some lighting and illuminate exit walkways.</p> <p>The action taken will depend to some extent on the availability of natural light and lighting levels at any time. If the lighting level is deemed to be inadequate, arrangements must be made to evacuate the area affected.</p>
5.2	<p>LCS Responsibilities</p> <ul style="list-style-type: none"> • Collect a torch from your nearest location – Torches can be found in the management office • Immediately make your way to the affected area • Investigate the issue – may just be a tripped switch • Dependant on the affected area, that area may need to be evacuated. • Obtain information if it is just the Facility or surrounding area which has been affected? • Inform Receptionists to halt any further entry if necessary. • If only one area affected, other areas are to continue normal operation. • If full building is affected, see section Power Failure section • If lighting failure is prolonged, advise users to get changed and provide refunds if necessary • Call EBS Helpdesk and report as emergency call out fault • If Facility closure is necessary, follow the Business Continuity Plan & Complete necessary incident report forms <p>Pool side – May be able to stay operational if lighting levels are adequate and if safe to continue. If not, the pool must be evacuated, and all users are to be lined up against the shallow end of the pool hall and await further instructions</p> <p>LCA Responsibilities</p> <ul style="list-style-type: none"> • Clear the pool temporarily and line all users against the wall at the shallow end of the pool hall. • Advise users to stay in place until further updates can be given and await Supervisor guidance. • Using 2-way radio Inform Supervisor as they may be unaware of the lighting failure in this area. The radio can also be used as a torch. • Wait for further instruction from the Supervisor as to whether it is safe to allow users back into the pool based on the revised lighting levels. • Retrieve emergency foil blankets from the management office and hand out to all pool users whilst waiting. <p>If lighting failure is pro longed, users should be spilt into small groups (to prevent overcrowding) and lead into the changing areas to get changed.</p>

6.0 Structural Failure

6.0	
6.1	Should a structural failure occur or if danger is suspected, the building should be evacuated by the safest and nearest exit which is unobstructed by the structural failure. A structural failure does not have to mean the roof falling in, something as small as a tile falling can be classified as a structural failure.
6.2	<p>LCS responsibilities</p> <ul style="list-style-type: none"> • Assess the area (if safe to do so) and decide whether that area requires closing/cordoning off or if a full building evacuation is necessary • If only 1 area requires closing, continue operating the rest of the Facility as normal. • If full Facility requires evacuating, carry out the Fire Evacuation process • For smaller repairs, contact EBS/Helpdesk and report the issue • If an area or full Facility requires closing, the business Continuity plan should be enforced • If damage is caused by vandalism, contact the police and obtain the crime reference number • Complete any necessary Incident report forms <p>LCA Responsibilities</p> <ul style="list-style-type: none"> • If possible and safe to do so, cordon the affected area off • In the event of any type of structural failure, you must contact the Supervisor immediately and await further instruction • Evacuation may be necessary <p>Receptionists Responsibilities</p> <ul style="list-style-type: none"> • If a customer approaches you with information of a possible structural failure, you must immediately contact the Supervisor who will inspect the area immediately. • If the report is a serious one, lock your till and do not allow any further entry until told to by the Supervisor • Assist the LCS where necessary

7.0 Bomb alert

7.0	
7.1	<p>Bomb threat</p> <p>Safety procedures are outlined below to guide the actions you take in the event of a bomb alert. It is important you fully understand these procedures, incidents of this nature are far from common.</p> <p>General</p> <p>Report suspicious packages when an object, who's ownership cannot immediately be identified, is found close to your work. Warn others in the facility to stand clear of the package and clear the area. Inform the Leisure centre supervisor/Assistant manager immediately, you should not touch or interfere with the object</p> <p>It is important to remember:</p> <p>Unoccupied rooms - ensure that they are locked where possible, otherwise, checked on a regular basis. Access to fire exits must always be maintained.</p> <p>Good housekeeping - ensure work areas/stores and function rooms are kept tidy so that unusual packaging can be easily identified.</p> <p>Deliveries - should be carefully checked to identify unexpected packaging.</p> <p>Fire escape - check that they are clear, and they are not being used to enter the building.</p> <p>Check visitors - challenge strangers politely.</p> <p>Walkie talkies - do not use walkie talkies or other transmitters including mobile phones.</p> <p>Person receiving a bomb threat over the telephone</p> <ul style="list-style-type: none"> • Tell the caller you are answering from Cossington Street Sports Centre. • Record the following details on the bomb threat record form • Note tone of voice, accent, and gender. • Estimated age of caller. • Any background noises that might identify the caller or location. • Record the exact wording of the treat <ol style="list-style-type: none"> 1. Ask these questions and note all answers 2. Where is the bomb right now? 3. When is it going to explode? 4. What does it look like? 5. What kind of bomb is it? 6. What will cause it to explode? 7. Did you place the bomb? 8. Why? 9. What is your name? 10. What is your address? 11. What is your telephone number? <ul style="list-style-type: none"> • Record the time the call is completed • Record number of caller (automatic number reveal or 1471 facility if available, number from ACD) <p>Whether real or hoax call, making a telephone bomb threat is a criminal offence which will be recorded and investigated by police. Inform the Leisure centre supervisor immediately. Phone 9 999 and ask for the police. Report to the Leisure centre supervisor.</p>

7.2 Individual responsibilities

LCS

- Confirm with the member of staff informing you that he/she has/will phone 999
- Ascertain as much information about the bomb and its whereabouts as possible from the member of staff receiving the phone call
- Send 2 members of staff to check for any suspicious looking bags, packages etc and are identified (not opened) as quickly as possible. (SEND TWO MEMBERS OF STAFF TOGETHER)
- Follow advice/guidance from the police
- Inform the AM/GM immediately.
- Complete an SO2 report after the completion of the incident

Once the evacuation has been completed, staff are to man all exits to ensure no further access can be entered into the building. Once satisfied that all users are cleared of the building and at the designated assembly point, a roll call is to be taken to ensure all members of staff and contractors (if any) are present.

LCA

- Complete a full evacuation of the building (same process as fire) instruct members of the public in a calm and reassuring way to leave the building by the nearest available exit, and to assemble at the assembly point. **Do not broadcast the evacuation as a bomb alert.**
- Take foil blankets for bathers from the first aid room
- Once your immediate area is cleared follow the public out of the building, close the fire exit and report to the assembly point ensuring no further access can be made into the building.
- Do not re-enter the building yourself
- Having assembled at the assembly point a role call will be made by the Leisure centre supervisor then wait for further instruction.

Receptionist

- Lock the till and collect the contractor & staff signing in and out folder
- Leave the Reception area and close half door
- Check and clear both First aid room and sauna areas, asking users to leave the building as quickly and safely as possible (again do not say it is a bomb threat) and to go to the assembly point.
- Collect the foil blankets from the first aid room for the sauna users.
- Do not at any time re-enter the building until it is deemed safe to do so.
- Wait for further instruction from the LCS

Telephoned bomb threats - familiarise yourself with the procedure as stated above "check list for dealing with a bomb treat" and keep it close.

Litter bins - check unoccupied areas

Unoccupied rooms - ensure that they are locked where possible, otherwise, checked on a regular basis. Access to fire exits must always be maintained

Good housekeeping - ensure work areas/stores and function rooms are kept tidy so that unusual packaging can be easily identified.

Deliveries - should be carefully checked to identify unexpected packaging.

Fire escape - check that they are clear, and they are not being used to enter the building.

Check visitors - challenge strangers politely.

Walkie talkies - do not use walkie talkies or other transmitters including mobile phones.

8.0 Emission of Toxic gases/major spillages

8.0	
8.1	<p>Chlorine Gas</p> <p>Chemicals used to disinfect the pool water are very hazardous and need to be handled with care the following handling and storage instructions are given by manufacturers. The following chemicals are used to maintain free chlorine residual within the pool water at Cossington street sports centre</p> <ul style="list-style-type: none"> • Calcium Hypochlorite • Hydrochloric Acid <p>Protective clothing must always be worn when working with these chemicals. These chemicals should be stored separately and behind bund walls to prevent these chemicals mixing in the event of leakage.</p> <p>If these chemicals do accidentally mix this will result in chlorine gas being produced and immediate evacuation will be necessary.</p>
8.2	<p>LCS Responsibilities</p> <ul style="list-style-type: none"> • Evacuate the leisure centre building (treat it as a fire evacuation) immediately. If possible, the wind direction should be considered. • In the event of a gas leak, the assembly point should be upwind to prevent any possibility of the gas being inhaled. • LCS to contact the Emergency Services and inform the emergency services that they are the point of contact on site and inform of the chemicals that are involved. • Ventilate the plant room by fully opening the plant room doors. Ensure prevention, where possible, of ignition of flammable gas, i.e. by light switches, smoking, and lighters. • Do not re-enter the plant room until given the all clear by the emergency services. • In the event of being in the plant room when the detector is activated put on the gas mask RPE – Respiratory Protective Equipment) nearest to you and leave the plant room immediately. • Follow the Business Continuity plan • Any person being gassed with chlorine should be taken to hospital as serious symptoms may develop at a later stage. Appropriate first aid should be given by a qualified member of staff until the emergency services arrive. • If an unconscious casualty is known to be present in the plant room do not enter but ensure that doors are fully open and ensure emergency services are aware of the casualty being present in the plant room at the time of your call to them. • Complete all appropriate accident/incident forms.
8.3	<p>Spillages</p> <p>The method of containing the leak can range from switching off plant as necessary, switching off air handling plant, simple measures such as closing doors that lead into inhabited areas. In the event of a major spillage staff must be aware of the action to take to prevent spillages entering drains. There is a supply of sand in the plant room to be used in the event of a major spillage. The surrounding bund wall should prevent spillages however in the unlikely event of this not occurring the responsible person will take the following action:</p> <ul style="list-style-type: none"> • Put on the appropriate protective clothing and Lay a bucket of sand to prevent the spillage from entering any drains • Hand pump the chemical into the spillage container specifically and clearly marked for that specific chemical. Arrange for disposal as Hazardous Waste. • Any residue to be diluted with fresh water and all contaminated material then removed to waste Complete Incident report form and a Chemical Spillage sheet to be completed.

9.0 Serious Injuries

9.0	
9.1	Serious Injuries Any accidents or injuries need to be dealt with immediately with the appropriate treatment and care required.
9.2	LCS Responsibilities <ul style="list-style-type: none"> • Ensure the area is safe and that no further harm will come to the casualty/public or yourself • Carry out the appropriate first aid as per the First Aid at Work or NPLQ training (AED is in the management office) • All cases of head injury should be treated as serious. Anyone with a head injury must not be allowed back into the pool or resume the activity they were participating in under any circumstances. • The LCS will assess the situation and instruct the receptionist to telephone for an ambulance if required. Instruct one member of staff to meet the ambulance and to take them to the scene of the accident as speedily as possible • All accidents to staff and customers must be reported fully on the appropriate accident/incident forms (So2 form) – If Paramedics are required on site, ensure you take the Paramedic identification number which will be visible on their uniform • It is important that staff support casualties by speaking to them confidently and reassuringly (in unconscious casualty the hearing is the last sense to go) • Equipment and First Aid supplies used should be replaced immediately. • If medical assistance is recommended by ambulance or staff personnel and is refused by the casualty or parent/guardian, then a disclaimer form must be signed by both parties <p>Accidents and dangerous occurrences reportable to the Health and Safety Executive shall be reported to the Council's Safety Officer in the first instance.</p>
9.3	All staff responsibilities <ul style="list-style-type: none"> • Call for the assistance of other members of staff by using the drowning alarm, appropriate whistle blasts, two-way radio, internal telephone, panic alarm etc. Inform the LCS immediately. • Ensure the area is safe and that no further harm will come to the casualty/public or yourself • Carry out the appropriate first aid as per the First Aid at Work or NPLQ training (AED is located at Reception) • All cases of head injury should be treated as serious. Anyone with a head injury must not be allowed back into the pool or resume the activity they were participating in under any circumstances. • All accidents to staff and customers must be reported fully on the appropriate accident/incident forms (So2 form) – If Paramedics are required on site, ensure you take the Paramedic identification number which will be visible on their uniform • It is important that staff support casualties by speaking to them confidently and reassuringly (in unconscious casualty the hearing is the last sense to go) • Equipment and First Aid supplies used should be replaced immediately. <p>If medical assistance is recommended by ambulance or staff personnel and is refused by the casualty or parent/guardian then a disclaimer form must be signed by both parties, (parent/guardian if child involved)</p>

10.0 Discovering a casualty in the water

10.0	
10.1	<p>LCS Responsibilities</p> <p>Action to be taken when hearing the Drowning Alarm</p> <ul style="list-style-type: none"> • Immediately stop what you are doing and make your way to Poolside • Take the AED from the reception • Once arrived on the scene, determine whether you need to call for an Ambulance or advise Reception staff to. Ideally yourself as you can stay with the casualty whilst on the phone to the Emergency Services • Instruct 1 LCA or another available member of staff to wait for Ambulance outside • Assist or takeover CPR if required • Administer Defib if required • Instruct LCA's whether to clear the Pool hall completely or not dependant on situation. • Always ensure adequate pool supervision • Instructs available LCA's to form a screen around the casualty prevent any onlookers • Once Casualty has been removed from the building, collate incident reports from all staff involved, complete your own individual report forms (so2 & Incident and potentially fatality) and forward all details on to higher Management as part of the Business Continuity. • Consult with LCA team and others and determine whether they are in a fit state to continue with their roles, pay attention to the person(s) providing CPR • Liaise with Management and decide whether it is safe to open the pool or not. • Once situation has completed, offer any refunds at Reception necessary.
10.2	<p>LCA Responsibilities</p> <ul style="list-style-type: none"> • Before entering the water to recover a casualty activate the drowning alarm or 3 blasts of the whistle to alert other LCA's & Management team that you are entering the water and a situation has occurred. • The Drowning Alarm is a loud siren which sounds around the building • If the drowning alarm is pressed, the closest member of staff shall collect the Automated External Defibrillator (AED) and bring to poolside immediately (LCS will bring to the incident) • Enter the water in a safe manner and follow training and guidance as set out in your NPLQ training and examination. • Carry out primary checks whilst in the pool, if breathing has stopped, commence CPR immediately whilst in the pool. Be careful not to mistake Agonal gasps for breathing. • On hearing the drowning alarm, the pool hall must be evacuated immediately. All pool staff must attend the poolside immediately, including those on breaks off pool. Pool staff must not let the level of pool supervision drop below a safe level by watching the incident and may be required to cover for absent colleagues. • If CPR is necessary, the Pool hall must be evacuated immediately and users to be moved to the changing rooms. Additional pool staff to form a barrier around the casualty to restrict public vision. • Pool staff should ensure that a crowd does not gather around the casualty. • If the LCA carrying out the rescue & CPR or other LCA witness' to it feel they are in they are in distress, they must be removed from Poolside and given time to recover. • Any ongoing issues the member of staff may suffer from, should be advised to seek advice from AMICA (Leicester City Council Counselling Service) or speak to a member of the Management team • If the spinal board is required, this is on the poolside next to the disable changing room. • Complete a SO2/ incident report

10.3 Removal of a Casualty with a Suspected Spinal Injury

Carry out as per National Pool Lifeguard Qualification training.

- Initial stages of rescue as detailed above apply
- If the casualty is face down, they must be turned into a horizontal face up position urgently (Vice grip/Head splint) to support breathing
- Stabilize the casualty's head
- Maintain a horizontal position

Rescue from deep water

- Carry out Vice Grip as detailed in NPLQ training to stabilise the spinal cord
- If the casualty is face down apply a vice grip as trained and turn the casualty and trawl to shallow water
- Other team members will be directed to support the casualty in a horizontal position
- Removal of a spinal cord injury from the water using a spine board (located shallow end next to disabled changing room) or horizontal lift. This requires a minimum of 5 persons (2 NPLQ & 2 trained persons) and one person from the side

Spinal rescue from shallow water (less than waist deep)

- Perform Head splint
- If face down in the water, immediately perform a head splint and turn over into a horizontal position.
- If there are only 2 lifeguards on duty and the casualty with suspected spinal injuries is in water less than waist deep of the rescuing lifeguard, the head splint should be applied until further assistance is obtained.

Receptionists Responsibilities

- On hearing the drowning alarm, close and lock your till
- Stop admissions immediately
- End all calls.
- Wait for further instruction from the LCS, may need to deactivate the alarm or call for an ambulance
- Try to obtain as much information as possible if contacting the Emergency Services
- Do not allow any further admissions whilst the situation is ongoing
- Complete an incident report form if necessary
- Once situation has finished, offer any refunds as required

11.0 Dealing with Faeces

11.0	
11.1	<p>If solid, this will not cause any harm as the chemical levels in the water will kill any potential harmful bacteria.</p> <p>If loose stools/diarrhoea is found in the pool water - Cryptosporidium are microscopic protozoa found throughout the environment, often in animals. They cause diarrhoea illness, which is not usually serious if people are healthy, but they are resistant to chlorine disinfectants, they can be a problem for pools.</p> <p>Their cysts can only be removed by effective filtration</p>
11.2	<p>LCS Responsibilities</p> <p>If solid, this will not cause any harm as the chemical levels in the water will kill any potential harmful bacteria.</p> <ul style="list-style-type: none"> Once alerted to the pool hall by an LCA, determine whether it is safe to keep the pool operational. The immediate surrounding area should be cleared and monitored Ensure Pool is continuously supervised by other available LCA's. If no one is available, you take over scooping An LCA may need to enter the water to scoop out any faeces which cannot be reached from poolside – ensure they have a break afterwards to change in to spare uniform. Deal with any potential complaints from customers and offer refunds if necessary <p>If loose stools/diarrhoea is found in the pool water</p> <ul style="list-style-type: none"> Ensure the pool is evacuated of all users Close the pool until the sterilising process has commenced – see below Inform all bathers to shower thoroughly when exiting the pool. Enforce the Business continuity plan Advise Reception staff to stop admissions – Reception team to advise users entering the building that the closure is due to unexpected technical issues and do not give a re-opening time. Instruct LCA dealing with the situation to attempt to retrieve as much faeces as possible from the poolside (do not allow LCA to enter the pool) Either re locate LCA's to other sites if possible or re issue jobs around the Facility. Maintain Pool water chemical levels at the top of the recommended range (shock dose may be required) Turn variable speed drives up to 50hz in Plant room Ensure the coagulant/flocculant is not empty and doing continuously. Provide complimentary swim passes or refunds to users if necessary. The Pool water will need to be filtered/turned over for a minimum of 6 cycles – based on our volume of water and our variable speed drives, the turnover rate for 1 cycle is 3 hours. 6 cycles x 3 hours = 18 hours in total. Once the turnover process has been completed, all 3 filters will require backwashing. Pool test will need to be taken prior to re-opening the pool – ensure pool water chemical levels are within the acceptable parameters A full report will need to be carried out after the incident Maintain Pool water chemical levels at the top of the recommended range (shock dose may be required) Turn variable speed drives up to 50hz in Plant room

11.3

- Ensure the coagulant/flocculant is not empty and dosing continuously.
- Provide complimentary swim passes or refunds to users if necessary.
- The Pool water will need to be filtered/turned over for a minimum of 6 cycles – based on our volume of water and our variable speed drives, the turnover rate for 1 cycle is 3 hours. 6 cycles x 3 hours = 18 hours in total.
- Once the turnover process has been completed, all 3 filters will require backwashing.
- Pool test will need to be taken prior to re-opening the pool – ensure pool water chemical levels are within the acceptable parameters
- A full incident report will need to be carried out after the incident.

LCA Responsibilities

If the stool is solid, a member of the LCA team must:

- Clear the affected area immediately
- Without compromising on supervision of your designated area, retrieve the poolside scoop/net and bucket and collect the solid faeces and empty contents into bucket, flush contents down the toilet.
- You may be required to enter the pool to retrieve any contents that you cannot reach from poolside
- Inform the LCS if the situation requires their input.
- If the faeces are on the poolside or changing areas, use the Yellow Bodily fluid Emergency Spillage Box to collect. Use the personal protective equipment (PPE) provided
- Place the contents including your PPE into the yellow bodily fluid bin which is in the first aid room.

On noticing the loose faeces in the pool:

- Clear the pool of bathers immediately.
- Contact the LCS to advise them of the situation
- Advise bathers to shower thoroughly when exiting the pool
- Using the pool scoop/net, retrieve as much of the faeces as possible without entering the pool water
- Dispose of contents down the toilet and sterilise the scoop/net & bucket using disinfectant spray
- Assist the LCS and await further instructions
- If the loose faeces are found on the poolside or in the changing areas, use the Yellow Bodily fluid Emergency Spillage Box to collect.
- Use the personal protective equipment (PPE) provided
- Place the contents including your PPE into the yellow bodily fluid bin which is in the first aid room and replace used contents

Reception staff Responsibilities

- Once notified by the LCS, do not allow any further access to the pool hall, the remainder of the building can operate as normal.
- Advise users entering the building that the closure is due to unexpected technical issues and do not give a re-opening time.
- Display relevant notices informing customers that the pool is closed until further notice.

12.0 Attacks on team members

12.0	
12.1	<p>The City Council is not prepared to tolerate verbal or physical abuse/harassment of its employees both from other employees and customers</p> <p>Any incident of this nature should be reported immediately to a member of the management team who will investigate and record the incident. In doing so they may call upon the professional advice of:</p> <ul style="list-style-type: none"> • Human Resources Advisor • Head of Legal Services • The Departmental Equality Officer • Equality Unit – Chief Executives Department <p>Minor difficulties should be dealt with by staff involved with politeness and firmness. Under no circumstances should a member of staff get involved in any fighting or brawling. The recommended procedure will, if used properly, provide backing and support.</p>
12.2	<p>LCS Responsibilities</p> <p>Immediately after the incident, details should be recorded on Accident/Incident SO2 form by the onsite LCS. Once the form has been completed it is to be passed on to the Assistant & General Managers</p> <p>The incident report should detail:</p> <ul style="list-style-type: none"> • Employee details • Date & time of incident • Details of assailants • What happened? • Action taken • Any relevant details <p>Immediately after the incident:</p> <ul style="list-style-type: none"> • Remove the employee from the scene of the incident to a place of privacy • Ensure that any initial requirement for first aid or medical attention is properly dealt with • Try to provide a calm and sympathetic atmosphere • If practical, take photographs of the location of the attack and any injury sustained <p>Depending on your assessment of the individual's reaction to what has happened to them, discuss with the employee whether they wish to go home. If so offer to help by:</p> <ul style="list-style-type: none"> • Phoning a relative or friend • Providing a taxi fare • Phoning a relative or friend • Allowing a trusted colleague to accompany them home

12.3 Assistant & General Manager Responsibilities

Action Taken by Manager:

- The action taken by the Manager, the most important part of the form, should show how this attack might be prevented in the future whilst at the same time showing the injured party that management action has been taken on their behalf.
- Risk assessments may have to be raised or rewritten to reflect management decision and safer systems of work adopted.
- This part of the form should also be signed and dated. If there is insufficient space on the form, please use a separate piece of paper. Please add "see attached sheet" if this course of action is taken.

As soon as the employee feels safe to talk:

- Reserve time when you are sure you will not be interrupted and let the employee talk through the incident
- Complete the Record of Attacks on Employees Form SO1 with the employee and jointly agree

what further action is required? This can include:

- Sending the employee home and agreeing to meet later
- Consider whether application should be made through the Town Clerks Legal Services Section for compensation for damage to property
- Transferring the employee on a temporary or permanent basis to another post keeping the situation under review.
- Arranging for the employee to receive counselling. In appropriate cases this may include the services of the Leicester Rape Victim Support Group; Victims of Crime Support Service and Leicester Counselling Service. These voluntary groups have agreed to assist, and appropriate donations can be made. NB Leicester Rape Support Group do not confine its activities to a purist definition of rape
- Explore with the employee whether the police should be informed. If the employee is unwilling to involve the police in anything other than a trivial matter, The Manager should attempt to obtain reasons for this from the employee and do everything possible to alleviate any fears they may have. Advice may be sought from the Town Clerks Legal Services
- At the conclusion of the initial interview, a review date should be fixed to examine the progress of any action taken as a demonstration of the manager's continuing concern
- At the next team briefing or sooner if appropriate the incident should be discussed (with the knowledge of the impacted employee) to ensure that lessons are learnt and that the whole team are jointly involved in developing suitable control measures to prevent a reoccurrence
- If the account given indicates serious misconduct on the part of the employee concerned, the interview should be terminated, and the employee offered normal rights under the disciplinary procedures. It is to be emphasised that such a case will be extremely rare and that generally a positive and supportive attitude will be required even if there may be some grounds for believing the employee to have been to some extent the author of their own misfortune.

12.4 WITHIN THE WEEK – follow up

After the initial interview the manager should consider:

- Whether any preventative measures are required
- Whether any action is required against any client of the Council under the appropriate Departmental Harassment and Discrimination procedure
- Whether a letter or other acknowledgement of the incident should be made, depending on an assessment of the perceived benefit to the individual concerned of such a gesture
- Whether in the event of there being some disability, an application should be made to the Departmental HR officer for payment under the Council Scheme of benefits, for injury at work. It is imperative in such cases for the matter to be notified promptly as payments are made as soon as the outcome of the injury is known, and the manager should regard it as part of their duty to ensure that the matter is effectively followed up
- Discuss the 'Legal Remedies' detailed in the Manager's procedure if applicable.

13.0 Robberies

13.0	
13.1	<p>It is the objective of the organization to ensure that staff reacts to situations involving robbery in a manner which minimizes risk of injury.</p> <p>This procedure details the principles of prevention, robbery at Reception and the process to follow a robbery. It should be used in conjunction with a programme of training to develop the required skills.</p> <p>Prevention</p> <p>Team members shall be aware that a robbery may occur from reception, the office or when transferring cash around the building therefore:</p> <p style="padding-left: 40px;">A risk assessment shall be conducted considering these issues and risk reduction measures Staff carrying large amounts of money in public areas shall be accompanied by another member of staff</p>
13.2	<p>Reception responsibilities</p> <p>Robbery at Reception</p> <p>If an individual demands money and brandishes a weapon, the receptionist shall:</p> <ul style="list-style-type: none"> • Try to keep calm • Not argue • Give them the cash • Make it clear you will co-operate • Not take personal risks • Try and remember as much about the individual as possible <p>When the thief has left the building alert the LCS Immediately. The LCS will then contact the police, the till shall be closed, and customers asked to pay on the way out.</p> <p>After the Incident:</p> <ul style="list-style-type: none"> • Reception may be re-opened when the LCS has liaised with the police. • If necessary, a temporary receptionist point shall be established. • A reconciliation of income (cash in till) must be performed to ascertain how much money was taken • Complete an incident report form • Take a break to recuperate and return to work if possible <p>Other team members responsibilities</p> <p>Other staff may inadvertently approach reception etc. during the robbery, if this occurs staff shall:</p> <ul style="list-style-type: none"> • Be careful • Move slowly • Not startle the thief • Not take personal risks • Co-operate

12.4 LCS Responsibilities

Once informed of the robbery:

- Immediately go to Reception being careful as the incident may still be ongoing
- If the robbery is still taking place, follow the steps in sections 13.2 & 13.3

After the Robbery

- The LCS shall liaise with the police. A reconciliation of income shall be carried out to ascertain the amount of money taken.
- The LCS & Member of staff involved shall complete an incident report form and report the incident to the Assistant & General Manager.
- The member of staff involved in the robbery shall (if necessary) be relieved from duty and allowed to recuperate. Dependent upon the situation, the employee may need to be sent home to recover and counselling can be offered.
- A debriefing should also be carried out with all staff involved
- Staff are not to discuss the incident until the police have taken all the information and interviewed the staff involved.
- Business Continuity Plan may need to be enforced

14.0 Loss of income

14.0	
14.1	<p>Loss of Income</p> <p>Loss of Income through closure or part closure of the Facility</p> <p>If the facility or a section of the facility has to be closed following an emergency then all staff receiving bookings or queries for activities will refer the customers to one of our other sport and leisure sites or our Active Leicester Administrative Hub who may offer the activity to minimize the effect on loss of income through closure of the facility</p> <p>Inform other sites of the situation so they can be prepared for referred customers</p>
14.2	<p>Business continuity</p>

15.0 Fatalities & Major Accidents/Incidents

15.0	
15.1	<p>Fatalities & Major Accidents/Incidents</p> <p>All fatality and major accidents/incidents should be dealt with in the same way as serious injury/accidents and emergencies</p> <p>To deal efficiently and compassionately in the minutes following a fatality or major accident/incident to ensure all the information and actions are collated and implemented</p> <p>Documents that may be needed:</p> <ul style="list-style-type: none"> • Active Leicester Emergency Contact Numbers – (Can be found in Business Continuity Plan (BCP) in the Management Office) • Incident Report Form • Fatality & Major Accident/Incident Record Sheet • Accident Report Form SO2 <p>Reporting and after a fatality/major accidents/Incidents</p> <ul style="list-style-type: none"> • If deemed appropriate according to the incident close the facility or partially close the facility and providing it is safe and appropriate to do so, ensure that everyone on site continues in his/her roles where possible, except for the staff directly involved. • Ensure the incident/accident are/is immediately cordoned off until clearance has been given by the Head of Sports Services or delegated manager. • The facts should be written down as soon as possible so that they are not exaggerated in any way. The staff involved should do this. • Help can be given to those staff, who are traumatized, and patience should be used. • Care should be taken when collating the information to ensure reports contain the following information: <ul style="list-style-type: none"> • Name, address and contact number of the casualty (if you can obtain it) • Name and ID numbers of police and ambulance personnel and actions they have taken • Full details of time and how the accident/incident/fatality occurred • Reports from witnesses, public & staff (to include positions of other staff in the building, especially those in the immediate vicinity of the incident) • Persons contacted e.g. General Manager – see BCP • Details of telephone log in reception regarding contact time and arrival times of the emergency services • Details of calls to the Health & Safety Executive if available from the Departmental Health and Safety Advisor. This includes the person's name that contacted the Executive, the person's name receiving the call at the Executive, the time of the call and details of the conversation. • The LCS must complete an SO2 ensuring that they are accurate in their content. Pass all information on to the Assistant & General Manager.

The senior member of staff at the facility will spend time talking to the rescuer/first aider and will arrange for that person to go home. A telephone call to the person's home preceding this will help to ensure the correct support is given by the family. It may be necessary for another member of staff to accompany the person home.

Arrangements for counseling of staff can be made if requested by staff member(s) involved.

If the accident/incident affects more than one individual, an assessment needs to be made by the most senior person on site identifying the following:

- Are further staff resources required?
- Does the site need to be evacuated?
- Do further areas of the building need to be cordoned off?
- Do other agencies need to be notified e.g. Environmental Health Officer, Safety Officer, to supervise the working conditions etc.?
- Is there a need to erect special signs or notices?

A meeting of senior management should take place immediately after the incident/accident and record all information of the Fatality & Major Accident/Incident

16.0 Lost/Missing child

16.0	
16.1	<p>Lost/Missing Child</p> <p>When a child has been reported as missing or lost, the building should be shut down immediately with no one going in or out of the building.</p> <p>A description of the child should be taken and passed around all staff using the 2-way radio</p>
16.2	<p>LCS responsibilities</p> <ul style="list-style-type: none"> • Once alerted of the situation, make your way to that area • Ensure all exits are closed to prevent any exit or entry – available staff to stand at exits • Ascertain as much information as possible about the child and pass on to other members of staff. • ensure adequate supervision of the pool users is maintained and inform the LCA in the highchair to scan the bottom of the pool looking for a potential body • Instruct a certain amount of LCA's to stay with the bathers on poolside and any other available to check through the changing areas (checking inside lockers and cubicles) and toilets for the missing child. • Carry out a full sweep of the building with the assistance of all available staff • If the child cannot be found, liaise with the parents and contact the Police. • Stop the session immediately and block all available exits to prevent exiting or entry to the building
16.3	<p>LCA responsibilities</p> <ul style="list-style-type: none"> • Try and ascertain as much information about the missing child as possible and search through the bathers who will have congregated against the pool wall due to the evacuation. • On instruction from the LCS either wait with the bathers on the poolside or search through the changing areas and toilets checking in lockers and cubicles. <p>Receptionist responsibilities</p> <p>If someone approaches you explaining that their child has gone missing:</p> <ul style="list-style-type: none"> • Lock your till and contact the LCS immediately • Do not allow any further admissions • Wait to assist LCS in anyway necessary such as checking toilets and wet changing areas • Stay by entrance to prevent any unnecessary entry or exiting • May need to contact the police <p>Fitness instructor responsibilities</p> <ul style="list-style-type: none"> • Contact the LCS immediately • Do not allow any further admissions • Wait to assist LCS in anyway necessary such as checking toilets and changing rooms • Stay by entrance to prevent any unnecessary entry or exiting • May need to contact the police

17.0 Lockers

17.0	
17.1	<p>Locker issues</p> <p>Locker issues can mean several things:</p> <ul style="list-style-type: none"> • Lost keys • Lost bands • Locker will not open • Locker will not lock • Theft from locker <p>The way to deal with them is the same. Before opening the locker, ask the customer to verify their contents in the locker before opening to ensure that it is their contents in the locker and no one else's.</p>
17.2	<p>LCS/LCA responsibilities</p> <ul style="list-style-type: none"> • Go with the customer to the locker and see what the problem is and if you can fix it there and then educating the customer, so the problem does not affect them again in the future • Lost band in pool: ask the customer what number locker they think they are and find that key if possible. Go with the customer to open the locker. If it is not their locker, secure the locker and return the key to the office then retry with another key • If the locker will not open, go with the customer and make sure it is the right key for the door. If it is and you still cannot open the locker contact the LCS to get the spare/master key, once you have the spare key get a second member of staff to be your witness and go and open the locker. If you cannot relock take the contents to reception to keep it safe. • Only as a last resort should you have to break into a locker and only after you gain permission off the LCS should this be done. • An incident report should be completed, if you have had to break into a locker • If it discovered or reported to you that a locker has been broken into, assess the situation and call the LCS. Stay with the member of public. Take details of locker number, items stolen, damage etc. LCS to inform customer they can contact Police from reception and cancel any cards, telephone relatives if needed. LCS to then assist the customer if needed with clothing, transport home i.e. bus fare. Ask them to give you the Crime Ref number when they have it and complete an incident form. LCS to issue the incident form to the Assistant & General Manager who will if required by the Police check the CCTV. • Under no circumstances should staff discuss the theft or enter in conversations regarding thefts form lockers and insurance claims. • Staff should always try and get the staff off pool to deal with locker problems, so not to have staff on the pool distracted and increasing the risk to public

18.0 Terrorist attack

18.0	
18.1	<p>A definition of a terrorist attack is: A surprise attack involving the deliberate use of violence against civilians in the hope of attaining political or religious aims. The best way to beat terrorists is to stop them before they can strike. The way to do this is to be vigilant, things to look for are:</p> <p>Hostile reconnaissance This is when someone looks at the day to day running of a building to see any pattern to find a weakness, so they can exploit it and cause the maximum damage possible, both personal and financially</p> <p>Forms of hostile reconnaissance you should be looking out for are:</p> <ul style="list-style-type: none"> • Anyone looking sheepish • People taking photos, no one is permitted to take any photos unless prior arrangements made • Anyone not doing what should be done in that area e.g. in pool hall not looking at pool more looking at staff movements <p>If you think there is, or maybe someone carrying out reconnaissance you should:</p> <ul style="list-style-type: none"> • Inform the LCS immediately • Monitor what the suspect is doing take notes if possible • Get a description of the suspect and on CCTV if possible. • Try to be inconspicuous and unnoticed • Complete an incident form • LCS to contact the police and the anti-terrorism hotline on 0800 789 321 • Contact the Assistant & General Manager and they will then contact the Development Manager and Head of Service as per the Business Continuity Plan. <p>What to do in the event of an attack Terrorists like to cause as much disruption as possible; they do this in two ways:</p> <ul style="list-style-type: none"> • Simultaneous attacks on several targets • Small attack to cause panic and then about 10-15 mins later a second larger attack at the location people are evacuating to, or the route the emergency service would be coming from. <p>In the event of a terrorist attack the emergency services may not arrive for over 1 hour just to make sure that the attack has finished, and it is safe to attend as their own safety is their priority. You need to know who the person in charge is, that will be the LCS on shift</p> <ul style="list-style-type: none"> • Once the attack has taken place it is the LCS discretion to decide if the Centre should be evacuated externally or internal. The evacuation point also will differ because of the reasons stated above so in the event of a terrorist attack the external meeting point is the outdoor ball court. • If it is not seen as being safe to evacuate the building an internal evacuation will be carried out, the public will need to go to a big area with no glass and easy to control the people coming in and the people going out. At CSSC it is the pool hall. • While the evacuation is taking place, the receptionist will be phoning the emergency services. They will want as much information as possible ranging from location to a description of the attack and the terrorist, also the number of people involved the more information you know the better <p>DON'T ASSUME SOMEONE ELSE HAS CALLED THE EMERGENCY SERVICES</p>

<p>18.2</p>	<p>Leisure Centre Supervisor Responsibilities</p> <ul style="list-style-type: none"> • Make your way to the reception if it is safe to do so • Assess the situation so to be able to make a decision on if they do an internal or external evacuation • Lock the doors, pull down the shutters - no exit or entry • Once you have decided to inform all staff and start the evacuation • Ensure the emergency services have been called • Once at the evacuation point first thing is to carry out a roll call of your staff • Then send staff in groups of 2 around the building to collect things which you will need such as: First aid boxes, silver blankets, pens and paper so to take people details. • It is good practice to have you located in one place in the building and then have one member of staff as a scribe to write down everything which is being said to you, and what you are saying back, so you can refer back and also have a time line of events for when you complete your incident forms • Once it is all calmed down start to send staff again in 2's to check the building to look for anything suspicious DO NOT TOUCH ANY THING OR OPEN ANY BAG OR BOXES. • The reason we must do this is because the police and fire brigade will not search a building because they do not know what should and should not be there • Instruct staff to carry out any first aid which is needed and if it safe to look and see if there is any casualty not related to the building that you can help. • Try and contact the businesses around you and see if they can support e.g. Tesco express for food and blankets • The emergency services could take 1-2 hours to arrive because their own safety comes first. So, you will be running the area, people will be looking to you to make the decisions • Contact the Assistant & General Managers, Development Manager & Head of Service if possible as phone lines will more than likely be down • Once all is done and cleared complete incident forms, arrange a debriefing with all the staff involved and organize counselling for staff if required
<p>18.3</p>	<p>All other staff responsibilities LCA & reception staff.</p> <p>What to do</p> <ul style="list-style-type: none"> • Get everyone ready to be evacuated, do not leave the building until told to by the LCS. Carry out Evacuation as per Fire Evacuation but without exiting the building. All users should be taken to the pool hall. Keep the customers calm - be firm if it is needed • Once the first stage of the evacuation is complete, contact the LCS who should be in the reception area, to find out what the next stage is going to be e.g. where to evacuate to • If the decision to evacuate outside, take all the customers out of the nearest exit if it safe to do and take them to the meeting point (outdoor ball court/gym) • The staff will then be sent out in groups of two to check areas of the building are clear and to go and fetch things that are needed - first aid boxes and foil blankets. • Do not open any unidentified packages or bags if you find any. Report it to the LCS with the location and description so they can inform the police/anti-terrorist unit.

19.0 Panic alarms

19.0	
19.1	<p>Disabled/Accessible Alarms</p> <p>There are several panic alarms located around the building which are used for different reasons, mainly as a way of getting help and assistance</p> <p>There are pull cord panic alarms in the disabled changing rooms and the disabled toilets.</p> <ul style="list-style-type: none"> • The disabled toilets & changing room alarms sound in the reception and at the location. • If you hear any of the alarms sounding: • Go straight to the location and take an extra member of staff in case they are needed to call, help, or fetch equipment. • If you cannot get an extra staff member inform someone where you are going by using the 2-way radio. • Assess the situation upon arrival • If needed contact the LCS • Carry out first aid if needed • Once the incident has been dealt with, complete any forms needed i.e. SO2 or incident forms <p>The alarm sound is a buzzing noise and a light also illuminates. There is a reset box within that area.</p>
19.2	<p>Sauna panic alarm</p> <p>The alarm is located next to the cabins in the changing area and sounds in the reception and at the location.</p> <ul style="list-style-type: none"> • If you hear the alarm sounding: • Go straight to the sauna and take an extra member of staff in case they are needed to call, help, or fetch equipment. • If you cannot get an extra staff member inform someone where you are going by using the 2-way radio. • Assess the situation upon arrival • If needed contact the LCS • Carry out first aid if needed • Once the incident has been dealt with, complete any forms needed i.e. SO2 or incident forms
19.3	<p>Gym panic alarms</p> <p>There are x4 alarms in the gym which sound through the intruder alarm in the reception area.</p> <ul style="list-style-type: none"> • Programmable gym • X3 within the main gym <p>If you hear the alarm sounding: Contact the Leisure centre supervisor via a two way radio to assist.</p> <ul style="list-style-type: none"> • Carry out first aid if needed • Once the incident has been dealt with, complete any forms needed i.e. SO2 or incident forms

20.0 Emergency Callout

20.0	
20.1	<p>You must never enter the building on your own there should be at least 2 members of staff and you should meet before approaching the building e.g. at the police station away from the building.</p> <ul style="list-style-type: none"> • Once the alarm company has contacted a key holder it is the key holder's responsibility to contact the second staff member. • Before entering the building walk around, it to see if you can see any reason for the alarm to be raised e.g. broken windows, doors open. If there is something, contact the police and do not enter the building. • If nothing is found enter the building via the main entrance and see what message is on the alarm panel, turn alarm off but do not reset as the message may be needed by the alarm company. • Walk the building in 2's, checking all areas and doors of the building • If all ok, reset the alarm and secure the building. • If problem is found take action to deal with it, the out of hours number for EBS 0116 3737770 and the UPRN number is 0414 • If it is a break in follow action in section 28 • After every call out a report needs to be submitted to the AM/GM

21.0 Break in/Vandalism

21.0	
21.1	<p>If a break in has occurred contact the police and close off the area so the police can do any investigations needed without anything being tampered with.</p> <ul style="list-style-type: none"> • If a break in occurs out of hours, follow the steps in section 20 first, then once the police have completed their site visit, investigate to look for anything missing/stolen/damaged. • Contact for out of hours number for EBS is (0116) 3737770 if the problem cannot wait until normal office hours the normal number is 298080 and the UPRN number is 0414 • Check the CCTV to see if there is anything of any help on there • If there is vandalism that results in any structural damage contact EBS • If it is Graffiti, contact the Graffiti team and staff can also remove small amounts • Once incident is dealt with a report must be handed to the Assistant manager & General Manager

22.0 Power Failure

22.0	
22.1	<p>The first thing to do is follow the action for lighting Failure in sections 7. Once the building is safe check all the fuse boxes located at:</p> <p>Pool building</p> <ul style="list-style-type: none"> • Plant room • Cupboard in management office • Cupboard in meeting room <p>Gym building</p> <ul style="list-style-type: none"> • X2 Store cupboard in programmable gym <p>LCS responsibilities</p> <ul style="list-style-type: none"> • Ensure all switches are turned on, If still no power, check to see if the Centre is the only building affected or if the whole area is affected • Contact the energy supplier if the whole area is affected, also contact helpdesk, and inform them that the Centre has no power. • Closedown the plant room by isolating all Circulation pumps and Circulation Filters to ensure that no water is lost. • Secure all areas of the buildings that do not have anyone in e.g. pool side once empty. • Complete incident reports and carry out the Business Continuity Plan

23.0 Severe weather conditions

23.0	
23.1	<p>Leaves</p> <p>Extensively used paths and car parks should be swept and leaves collected up and disposed of correctly, this should be done before they get chance to become wet. Take extra care when sweeping up not to push leaves down or over drains or block off other less used walkways.</p> <p>The areas which need monitoring for leaves are:</p> <ul style="list-style-type: none"> • Outdoor ball court • Outside pool building & Gym building • Car park • All fire exits
23.2	<p>Ice and snow</p> <p>It's easier to move fresh, loose snow rather than hard snow that has been packed together, so where possible get snow removed once it has stopped falling before people have had time to walk on it. If you remove the top layer of snow the sun will normally melt the ice beneath as it has not had time to freeze.</p> <ul style="list-style-type: none"> • When possible salt the path the night before to stop the freezing over night • Be careful not to let salt on the grass or plant as it can cause them damage • Use salt or sand to melt the snow DO NOT USE WATER as it freezes and becomes black ice and increases the risk of slips, trips and falls • Take extra care when moving snow not to block off other less used walkways or cover drains or block fire exit routes • Shovel the snow from the Centre of the path to the sides • Once the pathway is clear salt, the path to stop the risk of black ice • If you do not have salt you can use sand, but this will not stop the freeze from occurring but will provide a grip under foot • Contact bookings on the outdoor ball court if the surface is unsafe to play on. <p>Once the weather has subsided check all walkway and drains for damage and blockages and report any issues found.</p>

APPENDIX D

LEICESTER CITY COUNCIL

CONDITIONS FOR THE HIRE OF SCHOOL POOLS

School pools are hired to other users in or out of school opening hours under the following conditions:

Booking and hirers responsibilities

1. For all external hires an application form must be completed prior to use and confirmed in writing by the school to include the name of hirer's representative(s) who will be in charge of the groups / schools swimming manager / co-ordinator.
2. The hirer will supply all details of the intended usage, information on anticipated numbers participating and their swimming skills to which the pool will be put and will put in place such arrangements as are necessary to comply with the requirements of the pool NOP and EAP for the intended use.
3. The hirer must provide a written assessment of the risks arising from their use of the pool.
4. Proof of the relevant and current qualifications held by those who are provided by the school as swim teachers, lifeguards and swimming support staff (i.e. successful completion of the Swim Test) sessions will be required by providing sight of original certification.
5. The hirer will not sublet the facilities or any part thereof and should they do so or attempt to do so the school shall be entitled to cancel the hiring *in line with the arrangements for cancellation*.
6. The booking form does not entitle the hirer access at times other than those shown on the booking form.
7. The right of entry to the pool is reserved to *the school representative* and any police officer on duty at the time of the hiring (where appropriate).
8. No animal shall be allowed to enter the facility other than a guide dog accompanying a visually impaired person.

Payment

9. *The school reserves the right to alter charges and fees at any time without prior notice, but once the booking has been confirmed prices will be held for the duration of that booking period.*
10. *Any other conditions relating to the payment of fees should be put in here. Deposit/payment method/cancellations/failure to pay/date of payment etc.*
11. The hirer will take good care of and not cause any damage or suffer any damage to be done to the facility or any part or parts thereof or any fittings, equipment or other property either in the facility for his use or left by another person and shall make good and pay for any damage caused by reason of their use of the facility.

APPENDIX D *cont.*

12. The hirer shall be liable for and shall indemnify the school in respect of any loss or damage which may be incurred by happen to the hirer or any persons in their employ or any subcontractors or any other person resorting to the facility by reason of the facility by the hirer, save to the extent that such loss or damage is due to the negligence of the school.

Hirer's responsibilities

13. The hirer shall be responsible for ensuring they receive a copy of the hired pool Normal Operating Procedures (NOP) and Emergency Action Plan (EAP), and familiarise themselves with these documents and conduct their activities in line with the NOP and EAP.
14. The hirer shall be responsible for the efficient and effective supervision of the pool, the effective control of children/users, the safe admission and departure of persons to and from the facility and the orderly and safe evacuation of the facility in case of an emergency.
15. The hirer shall be responsible for ensuring that a lifeguard; qualified to a minimum of NPLQ Level 2, is present whilst the pool is operational. The lifeguard should be informed of any pool users/observers that cannot swim/have limited swimming ability/medical conditions e.g. epilepsy or other conditions which may impede communication e.g. SEND, visual or hearing impairment.
16. The hirer shall be responsible for the safety of people using the facility and for the preservation of good order and decency therein.
17. The hirer shall be responsible for ensuring that all doors giving egress to the pool shall be kept unfastened, unobstructed and immediately available for exit during the whole of the time the pool and changing rooms are in use, and no obstruction shall be placed or allowed to remain in any corridor giving access to the pool facilities.
18. The hirer is not to use any poolside equipment unless the school has agreed to the use and the hirer has been inducted and trained in the use of the equipment.
19. The hirer will be responsible for meeting the legal requirements of the Health and Safety at Work Act 1974 in all respects and, should the school specify any additional requirements the hirer shall agree to meet such requirements.
20. The hirer will be responsible for taking out such insurance policies as are required by the school to indemnify it against any damage incurred or claims arising from the occupiers' use.

Musical performance and electrical apparatus

21. No copyright, dramatic or musical work shall be performed or sung without the licence of the owner of the copyright and all such licences shall be produced on request. The hirer will indemnify the school against the infringement of copyright which may occur during the hiring.
22. Any electrical apparatus must be connected via circuit breakers to current British Standards Institute specifications and must be in sound condition in compliance with PAT testing.

APPENDIX E

LEICESTER CITY COUNCIL

APPLICATION FOR THE HIRE OF *Insert Name* SCHOOL POOL

HIRER'S CONTACT DETAILS				
Contact Name:				
Contact Address:				
Telephone – daytime:			Evening/weekend:	
Date/s requested	From	dd/mm/yyyy	To	dd/mm/yyyy
Time requested	From		To	
Number of participants				
Age of participants				
Participants' swimming ability				
TEACHING/LIFE GUARDING ARRANGEMENTS				
<p>The hirer must have read the NOP and EAP for the pool in order to determine what life guarding arrangements are required for the session and agree to be shown any required practical aspects prior to the start of the first session.</p> <p>Please sign here to confirm that copies of the NOP and EAP have been received, these have been read, the hirer agrees to abide by the conditions of hire and the contents of the NOP and EAP. An induction time has been agreed: The school must ensure they record the induction and a copy is kept on file</p> <p>Signed: Print Name: Date:</p> <p>Detail below the arrangements required for life guarding:</p>				
Teacher/lifeguard name:			Qualification	
Initials of person who has seen the certificates			Expiry date	
Teacher/lifeguard name:			Qualification	
Initials of person who has seen the certificates			Expiry date	
Teacher/lifeguard name:			Qualification	
Initials of person who has seen the certificates			Expiry date	
EMERGENCY ARRANGEMENTS				
<p>The school must detail here the arrangements required of the hirer in the event of an emergency and ensure that someone is on site to effect action in relation to the building and matters beyond the control of the hirer.</p>				
INSURANCE – THIRD PARTY LIABILITY				
<p>The school should put in here the level of insurance cover required to be provided and request that a copy of the insurance certificate be provided – this should be attached to the form and the form kept.</p>				
Insurance Company:			Policy number:	
			Expiry Date:	

Applicant signature: Date:

APPENDIX E *cont.*

CHECKLIST FOR POOL HIRE

This checklist can be adapted for use depending on the establishment needs (mainly for schools with pools)

Item	Date / Signed	Review Date
Follow guidelines (Appendix D)		
Ensure pool users have a copy of the Pool Safety Operating Procedures and all their staff have been inducted into procedures - Normal Operating Plan - Emergency Action Plan		
Check that they have lifeguard with a current NPLQ award		
Check that they have a qualified swim instructor/teacher if they are hiring it to deliver teaching (unless under 1.2 metres)		
Check that they have acceptable ratio of staff to pupils		
Check they have adequate changing room supervision		
Ensure that they understand method of communication from pool		
Pool safety equipment and features in place		
Check that training has been given for use of hoists and slings (where appropriate)		
All helpers DBS checked if letting where this would be required		
Ensure pool security is maintained		
Pool signage – depths		
PSOP (NOP and EAP) on display at pool		
First aid provision is adequate		
First aid equipment available		

REMEMBER THAT THE SCHOOL RETAIN A RESIDUAL RESPONSIBILITY AT ALL TIMES FOR THE POOL

APPENDIX F

POOL MONITORING CHECKLIST

This checklist can be adapted for use depending on the establishment needs. Areas in sold grey are for use by schools with pools only and could be removed by schools hiring facilities.

<i>Note: All documents should be seen and verified as being up to date</i>	Date Completed	Pending	Target Action Date
Appointed Swimming Manager/Coordinator			
Appointed Pool Plant Operator			
STAFF TRAINING			
SLT (Governor, Head Teacher, Swimming Manager, Swimming Coordinator) has current appropriate pool management training			
Have SLT (staff to undertake swimming monitoring e.g. appointed Governor, Head/Deputy, Business Manager) received appropriate swimming training			
Current Pool Plant Operators Course (2 people)			
Lifeguard(s) holds current NPLQ & is their CPD up to date <i>(If pool is hired this should be covered in your hire agreement)</i>			
All staff have completed the pool induction & Swim Test (wet & dry)			
First Aid at Work qualified staff			
Swim Teacher/Coach ASA Teacher Certificate <i>(If Swim Teachers are hired this should be covered in your hire agreement)</i>			
COMPULSORY POOL DOCUMENTATION AND RECORDS it is suggested that all documents and records are seen (*only answer if trained to be able to assess)			
Suitable and sufficient Pool Risk Assessment (Appendix A)*			
Suitable and sufficient NOP (Appendix B) *			
Suitable and sufficient EAP (Appendix C) *			
Is the Pool Risk Assessment in place and available			
Is the NOP in place and available			
Is the EAP in place and available			
Is the Swimming Risk Assessment in place and available			
Is the Group / Pupil Specific Risk Assessment in place and available			
General Pool Area Inspections (Daily)			
Pool Alarm Testing (Daily)			
Pool Water Testing Kit (in a clean condition)			
Pool Water Test Data Record (Daily x 3)			
Micro-Biological Testing (Monthly)			
Hoist and Sling Inspections (Daily)			
Hoist and Sling Inspections (LOLER - 6 Monthly) <i>(If pool is hired this should be covered in your hire agreement)</i>			
Staff Training Record Database including NPLQ Lifeguard			
Pool Evacuation Drill (termly / per group)			
IF HIRING FACILITY TO EXTERNAL USERS			
Conditions for hire of the pool including signed contracts agreeing to terms and conditions			
Application for hire of the pool			
Copies of NOP and EAP given to hirers of the pool and these are signed for by the hirer			

ACTIVITY OBSERVATION	Findings	Further Comment
Is there evidence of a session register? This should be completed prior to a session commencing to aid a head count.	YES / NO / NA	
Has the duty rota for the swim session been completed? This should indicate designated roles and pre pool use checks – equipment and environment. The duty rota should ensure there is back up support in place.	YES / NO / NA	
Is there a designated sessional lifeguard? There should be an NPLQ qualified staff member on the pool side whilst the pool is operational.	YES / NO / NA	
Is there a designated sessional first aider? There should be a qualified first aider in the pool area whilst the pool is operational.	YES / NO / NA	
Do all the staff in the pool area have a current Swim Test Certificate? This is a general requirement of anyone working in the pool area.	YES / NO / NA	
Are staff dressed appropriately? This includes safe nonslip footwear and clothing appropriate to the environment.	YES / NO / NA	
Is there a correct staffing ratio in accordance with the class risk assessment? Individual pupil needs should be documented in the risk assessment, identifying pupils requiring 1:1 supervision / additional support. Ask staff around the pool what their roles are and establish they are aware of who the session lead is, the lifeguard, first aider, the teacher, the 1:1 supervisor(s)	YES / NO / NA	
Is appropriate equipment being used, such as float aids as identified on the class risk assessment? Items to be used in the pool with individual pupils should have been identified on the risk assessment.	YES / NO / NA	
Are staff able to state the normal pool operational arrangements as outlined in the NOP? Establish staff are aware of pre equipment checks, what the potential hazards are in the /around pool environment.	YES / NO / NA	
Are staff able to state the emergency arrangements as outlined in the EAP? Establish that staff know what to do in the event of different emergency situations discuss different scenarios with staff to establish their understanding.	YES / NO / NA	
Does the pool environment appear to be in good structural order?	YES / NO / NA	
Does the equipment being used appear to be in good working order?	YES / NO / NA	
Are all entrances and exits free from obstruction?	YES / NO / NA	
ANY ADDITIONAL COMMENT / FEEDBACK:		
INSPECTION UNDERTAKEN BY:		DATE:
GOVERNOR'S SIGNATURE:		DATE:
HEADTEACHER'S SIGNATURE:		DATE:
SWIMMING MANAGER / COORDINATOR'S SIGNATURE:		DATE:

CHECKLIST FOR GOVERNORS - GLOSSARY OF TERMS

SWIMMING CO-ORDINATOR	
Appointed Swimming Manager / Coordinator	The school must appoint a Swimming Manager/Coordinator who will be responsible for overseeing all aspects of the implementation of the swimming policy, keeping data records of staff training and liaising with the appropriate bodies.
STAFF TRAINING	
Pool Plant Operators Course (2 people)	Nominated staff to attend an appropriate Pool Plant Operators Course It is recommended that at least two people attend this training to ensure the continuous monitoring and correct maintenance of the pool plant in the event of absence. During swimming sessions a person trained in shutting down the operating plant in an emergency must be present
Lifesaving Qualifications, see “LCC School Swimming Sessions Guidelines and Health & Safety Requirements” schedule K	Staff with qualifications as prescribed in schedule K must be present and certificates must be current i.e. renewed at appropriate intervals.
COMPULSORY POOL DOCUMENTATION AND RECORDS	
Complete Risk Assessment	A risk assessment must be completed using the information detailed in Appendix A
Complete NOP	Document of Normal Operating Procedures completed within the guidelines of Appendix B
Complete EAP	Document of Emergency Action Plan completed within the guidelines of Appendix C
General Pool Area Inspections	The whole pool area must be checked on a daily basis prior to use of the pool commences to include structure, entry and exit points, lighting, alarm, hoists and slings (if used) pool plant, changing area, first aid equipment and fire appliances
Pool Alarm Testing	A daily record of all pool alarm tests should be kept
Pool Water Testing Kit	The school must purchase the appropriate pool water testing kit and ensure that staff are trained in its correct use. Water tests should be carried out at least three times a day or at least four times a day if the pool is being used by the public. All tests should be signed by the person who conducted the test

Pool Water Test Record Data	A daily record of all pool water tests should be kept - they should be regularly checked for any irregular readings and must be kept indefinitely should there be any water quality related incidents
Micro-biological Testing (monthly)	The pool must undergo micro-biological testing, once per month – this is arranged by the Corporate Health and Safety Team
Hoists and Slings Inspections	A daily record of hoists and slings used in the pool area should be kept. Hoists and slings must be inspected by an independent organisation every 6 months in line with LOLER
Staff Training Record Database	An up to date record must be kept of all staff and what training they have attended, including courses, dates and update deadlines.
IF HIRING FACILITY TO EXTERNAL USERS	
Conditions for hire of the school pool	The school should have a standard document outlining conditions of hire for the pool, ensuring that all appropriate questions relating to information regarding child protection issues, including enhanced DBS check information and Child Protection Policy information are included – Appendix D Hirers must have had a copy of the schools NOP and EAP and these documents must be signed for at the time of signing the terms and conditions of hire.
Application for the hire of the school pool	The school should have a standard application form to be completed by any person or group who wishes to hire the facility – Appendix E There should be a section on the application form to establish who is providing the NPLQ Lifeguard

APPENDIX G

Example consent form for the wearing of goggles

Dear Parent/Guardian

This letter includes some relevant safety information about the use of swimming goggles, and a reply slip which must be completed by parents wishing to authorise the school to allow their son/daughter to wear swimming goggles during their school swimming lessons.

We are advised that although swimming goggles look harmless, they have been found to carry considerable risks. A small percentage of swimmers find the water in the swimming baths to be irritant but the hazard to themselves and others of wearing goggles is probably far greater than the protection provided by wearing the goggles. We are advised that little medical benefit accrues from the use of goggles and we therefore advise parents and children not to use them other than in exceptional circumstances.

Speed swimmers who undertake frequent, long periods of training and are exposed to excessive water friction may need to protect their conjunctivae. However, most children do not need this kind of protection during the normal short length of a swimming lesson. Please read the following points before authorising the school to allow your son/daughter to wear goggles.

Whilst swimming goggles can provide confidence to timid swimmers who feel anxious putting their face in the water, there are some health and safety considerations for use of swimming goggles which you must be made aware of.

- The parent must accept responsibility for ensuring that the child understands the correct method of putting the goggles on and taking them off. Cold, slippery hands do not always grasp the fittings adequately and a catapult effect could result in eye trauma.
- It is difficult to maintain accurately fitted eye protection for all of the time when in the swimming pool, therefore eye contact with the water in the swimming pool is not fully avoidable.
- The teacher reserves the right to remove goggles from a lesson if they are disrupting the flow of the lesson.
- The use of goggles when jumping or diving in is not permitted due to the possibility of dislodgement on entering the water.
- Some goggles are made of brittle plastic, glass or acrylic substances and in the event of any collision, may shatter resulting in serious injury and/or the deposit of hazardous material which is difficult to locate and remove from the swimming pool.
- Goggles should be manufactured to the requirements of British Safety Standards (BSS) 5883.

If after considering these points, you wish to authorise the school to allow your child to wear goggles for swimming lessons please sign and return the slip below.

Yours sincerely

Swimming Coordinator

..... Please complete and return to the Swim Coordinator

PARENTAL CONSENT FOR THE USE OF SWIMMING GOGGLES

- I authorise the school to allow my son/daughter to wear swimming goggles for school swimming lessons.
- I accept responsibility for providing suitable goggles and for ensuring that my son/daughter understands the correct method of putting on the goggles and taking them off.
- I accept that members of staff may remove the goggles from my son/daughter, if they feel that the goggles are being used in an inappropriate or dangerous manner.

Name of Child: DOB:

Name of Class Teacher:

Name of Parent/Guardian:

Signature of Parent/Guardian: Date:

Parental Consent Form for the wearing of jewellery for Cultural/Religious Reasons

Dear Parent/Guardian

Leicester City Council operates a NO JEWELLERY policy for school swimming, as such consent is required by a parent/guardian should you wish to authorise the school to allow your son/daughter to wear jewellery for cultural/religious reasons during their school swimming lessons.

In the interest of health and safety, items will still need to be covered and to reduce the risk of any harm coming to your child. These include:

- Bracelets covered by a tight fitted sweatband.
- Necklaces covered by a high neck, rash vest.
- Earrings covered by medic-tape, or a swimming hat can be used.

The parent/guardian must accept responsibility should any injury or incident occur as a result of them wearing a specific item of jewellery.

Parents/guardians must ensure that sensible compromises are adhered to; otherwise their child will not be permitted to swim.

If after considering these points, you wish to authorise the school to allow your child to wear jewellery for swimming lessons please sign and return the slip below.

..... Please complete and return to the Swim Coordinator

PARENTAL CONSENT FOR THE WEARING OF JEWELLERY IN THE POOL FOR CULTURAL/RELIGIOUS REASONS

- I authorise the school to allow my son/daughter to wear jewellery for school swimming lessons.
- I accept responsibility should any injury or incident occur as a result of my son/daughter wearing this item and agree to adhere to a sensible compromise.

Name of Child: DOB:

Name of Class Teacher:

Name of Parent/Guardian:

Signature of Parent/Guardian: Date.....

APPENDIX I

Pool Induction Checklist

This checklist can be adapted for use depending on the establishment needs/use where pool does not provide their own evidence of pool induction

Introduction

To receive a full understanding of the procedures set out for the pool operations the school should provide all persons expected to undertake pool area activities (whether it be in-pool, poolside or changing room) with a thorough induction in the Pool Safety Operating Procedures (PSOP). This induction should be **completed prior to** staff/volunteers entering the pool area as part of a swim/hydrotherapy session. In addition, the wet and dry elements of the Swim Test should have been completed and passed (*wet element where applicable*).

Name of candidate			
Name of person delivering induction			
Name of person signing off the Swim Test			
Date induction completed			

Induction Topic Covered	Completed ✓	Further Action Required	Date Action Completed & By Whom
Tour of the pool area to include: Routes of entry/exit including keypads (<i>where applicable</i>) Pool alarm – how to activate and what to expect Emergency evacuation procedure walk through Lighting controls Hoist controls, sling fixings, operation of hoist Pool rules Appropriate means of entering and leaving the pool Changing rooms Familiarisation with pool notices			
Familiarisation with the Normal Operating Procedure (NOP)			
Familiarisation with the Emergency Action Plan (EAP)			
Pool Induction			
Swim Test - Wet Element (<i>record the depth</i>)			
Swim Test – Dry Element (<i>record the score</i>)			

Signed by Candidate: **Date:**

Signed by Inductor: **Date:**

Record this induction on the school central training records / swim folder and retain this induction checklist in the relevant staff personnel folder

APPENDIX J

Safe Swimming Practice in School Checklist

This may be a useful checklist to ensure the basics are in place before the start of the swimming season. It could be completed at the beginning of the academic year (all schools who swim) and

*reviewed at least termly (schools with pools) for the duration of the period swimming is undertaken.
This checklist can be adapted for use depending on the establishment needs.*

Section to be completed	Yes/No/Na
Is there a current Risk Assessment in place for supervision and training and use of equipment and organisation? – See Appendix A	
Risk assessments altered and amended to consider school specific risks and controls (consider physical, people, activity and staffing hazards)	
Is there a current Normal Operating Procedure (NOP) in place? – See Appendix B	
Is there a current Emergency Action Plan (EAP) in place? – See Appendix C	
Is there a Conditions of Hire of Schools Pool in place and used in line with Section 9? – See Appendix D	
Does each group hiring the pool sign an Application to Hire form? – See Appendix E	
Does each group hiring get given copies of the NOP and EAP?	
Does the school clearly display Pool Rules in line with Section 8?	
Has the school appointed a Swimming Manager/Co-ordinator in line with Section 2.2.1?	
Has the school appointed a Pool Plant Operator in line with Sections 2.2.2. and 5?	
Does the school make provision for Lifeguarding arrangements in line with Sections 2.2.3 and 7.3.1?	
Does the school have appointed Spotters in line with Section 2.2.4?	
Does the school have appropriate qualified swimming instructor/teacher in line with Section 2.3?	
Does the school ensure all appropriate staff have a current Swim Test in line with Section 2.6?	
Does the school hold evidence on file of qualifications (certification) and CPD of all staff involved in swimming pool activities in line with Section 6?	
Does the school make provision for appropriate supervision of changing rooms in line with Section 4?	
Does the school ensure that safe supervision is provided and appropriate ratios adhered to in line with Sections 7.2.3, 7.2.4 and 7.3?	
Are there adequate arrangements in place for First Aid provision in line with Section 7.7?	
Does the school have appropriate means of raising the alarm in line with Section 7.6.1?	
Does the school have the means to communicate from the pool in line with Section 7.6.1?	
Does the school have safety equipment in place in line with Section 7.6?	
Does the school have adequate and sufficient pool security in place in line with Section 7.6.7?	
Does the school display appropriate signage in line with Section 7.6.5?	
Does the school ensure that where hoists and slings are used they receive pre use checks, that there is a means of reporting faulty equipment and that they are inspected in line with LOLER Regulations in line with Section 7.8?	
Is there a scheduled monitoring and review programme of swimming and pool activities?	
Does Senior Leadership Team undertake regular pool audits and are these recorded? See Appendix F	

APPENDIX K

General Swimming/ Hydrotherapy Pool Pre-Use Checklist

*Where a school has its own pool, records should be kept that regular pre-use checks are carried out.
This checklist can be adapted for use depending on the specific features of the pool, equipment and the establishment needs.*

This form must be completed by the responsible person (Swimming Manager / Coordinator / Pool Plant Operator) before the pool is allowed to open; the form must be retained for inspection and audit.			
Name of Person Undertaking Check:		PRINT	SIGN
Date:			
Physical Checks	Satisfactory	Unsatisfactory	Comments
All safety signs are in place, such as no diving, depth markers, fire exits etc.			
Pool Rules are displayed			
Ladders are in a good condition			
Hoist pre use checks have been carried out			
Pool Side and changing rooms are clean			
Toilets are stocked with soap and toilet roll			
No defects, such as broken tiles, grilles, windows etc.			
Adequate heating			
Adequate lighting			
Locked plant room			
Rescue Equipment	Satisfactory	Unsatisfactory	Comments
Reach Poles			
Torpedo Buoys			
Throwing Lines			
Whistle			
Radio			
Spinal Board			
Incident Logbook			
Accident Book			
First Aid Kit			
Water Condition			
Correct Pool Temperature			
Satisfactory Water Clarity			
Water Chemistry	Satisfactory	Unsatisfactory	Readings
Free Available Chlorine (if known)			
Total Chlorine (if known)			
Combined Chlorine (if known)			
pH Levels (if known)			

APPENDIX L

Checklist for Use of Pool (Public (i.e. LCC), Private, School)

This may be a useful checklist to ensure the basics are in place before starting swimming sessions at a hired facility. It could be reviewed at least termly for the duration of the period swimming is

undertaken. This checklist can be adapted for use depending on the establishment needs – make it your own.

Check	Yes / No	Date
Induction of main features of pool procedures for all swimming support staff: <ul style="list-style-type: none"> • Normal Operating Plan • Emergency Action Plan • Safety / rescue equipment and First Aid provision 		
All school staff supporting swimming have completed the Swim Test (Wet & Dry element) and results recorded. <i>(This includes reserve support staff to provide emergency cover where needed)</i>		
Risk assessments in place based on generic assessments: <ul style="list-style-type: none"> • Supervision and Training • Use of Equipment and Organisation • Pupil specific (including special/medical needs/challenging behaviour/1:1 supervision requirement) 		
Risk Assessments altered and amended to consider school /pupil specific risks and controls: (Consider physical, people, activity and staffing hazards)		
Qualified Swimming Instructor used (minimum one ASA Level 2 per session) and notified of any pupils with specific issues / needs		
Confirmation of qualifications held by Swimming Instructor held on file at School / if LCC staff, qualifications confirmed in Hire agreement		
Qualified Lifeguard(s) used / on duty (minimum NPLQ Level 2) and notified of any pupils / school staff with specific issues / needs		
Confirmation of qualifications held by Lifeguard(s) held on file at School / if LCC staff, qualifications confirmed in Hire agreement		
Acceptable ratio of staff to pupils (give consideration to ability, special / medical needs, challenging behaviour etc.)		
All swimming support staff (including schools' staff, parents, volunteers etc.) have been DBS checked		
Suitable changing room arrangements have been agreed with the Facility / /Pool Manager		
Changing room supervision provision ensures appropriate number of male and female staff to supervised		
First Aid equipment available and accessible at pool side		
Responsible person(s) for pupil medication identified (where appropriate)		

APPENDIX M

Leicester City Council's School Swimming Induction/Swim Test 'Wet' Element Criteria

The following school swimming induction is the minimum standard required for all persons directly involved with school swimming. It must be renewed each academic year.

Candidates should bring a whistle; wear swimwear and light clothing such as shorts and T-shirts

when in the pool. The school swimming induction should take approximately 45 minutes.

Schools undertaking swimming or hydrotherapy activities must also refer to Section 2.6 of this document with regards to the additional 'dry test element' of the Swim Test to cover the pool Normal Operating Procedure (NOP) and Emergency Action Plan (EAP).

1. Before changing all candidates will be given a tour of the facility to include:
 - Reception areas and where to sign in and out of the building.
 - Changing rooms, the layout and arrangements for their pupils including advice on the storage of pupil belongings once changed for swimming and where to wait once changed and ready to swim
 - Location of first aid room and informed who the Centre's designated first aiders are.
2. Once changed and on poolside candidates will have a discussion on and be shown:
 - Pool dimensions and pool layout for lessons.
 - Where none participating pupils are required to wait (supervised by school staff).
 - Pool signage, the location of the poolside rescue equipment and alarms.
 - Fire exits and assembly points for evacuation.
3. When in the water candidates will be asked to (this is a necessary element to achieve where members of school staff are providing in water support of any kind):
 - Swim 25 metres (1 x length of the pool) on their front.
 - Swim 25 metres (1 x length of the pool) on their back.
 - Tread water (or float) for 20 seconds.
 - Discussion on how best to support in water.
4. Candidates may be advised who their swimming teachers / instructors are and who will meet them on their first lesson.

The maximum pool depth at the Leicester City Council facilities is outlined below for guidance:

Leisure Centre	Training Pool	Main Pool
Aylestone Leisure Centre	1 metre	2 metres
Evington Pool	1 metre	2 metres
New Parks Leisure Centre	1 metre	2 metres (temporarily closed)
Spence Street Sports Centre	1 metre	2 metres
Leicester Leys Leisure Centre	1 metre	1.8 metres
Braunstone Leisure Centre	1 metre	2 metres (2.5 metres lowered floor)
Cossington Street Sports Centre	N/A	1.8 metres

APPENDIX N

This register can be adapted for use depending on the establishment needs BUT must be completed for EACH swimming session

(INSERT SCHOOL NAME) SWIMMING SESSIONAL REGISTER

Schools Sessional Lead / Co-ordinator Name	
Session Date & Time	
Session Location	

Head count <i>(insert number at each count)</i>			
Total number of pupils -		Boys -	Girls -
Start of journey – Leave school		Departure from Leisure Centre / Hired Facility	
Entry to Leisure Centre / Hired Facility		End of journey - Return to school	
Poolside			

Staff Roles	Member of staff Name / position	Qualification
Changing Room Duty		N/a
Changing Room Duty		N/a
Changing Room Duty		N/a
Changing Room Duty		N/a
In Pool Support		Induction, swim test & centre test
In Pool Support		Induction, swim test & centre test
Spotter		Induction & centre test
Schools' First Aider		Induction & centre test FA qualification
Lifeguard (s)	LCC member(s) of staff	NPLQ
Swimming Teacher	LCC member of staff	Swim England qualification
Swimming Teacher	LCC member of staff	Swim England qualification
Swimming Teacher	LCC member of staff	Swim England qualification

SEND / Medical / 1:1 Support / Other identified support need	
Pupil Name	Condition & Treatment / Medicine / Specific control required

Pre-use pool checks	Yes – initialled by schools lead
Lifeguard(s) present & in position.	
Pool is satisfactory for use (<i>visual inspection - pool water clarity, lighting, entry/exit from pool, emergency exits clear of obstruction, equipment to be used</i>).	
Safety Equipment (<i>i.e. rope, pole, buoyancy aid</i>) is available pool side.	
Lifeguard(s) & Swim teacher(s) informed of SEND/Medical Conditions of pupils and staff as above/appropriate.	

NOTES FROM THE SESSION/LESSON:

Signed by Schools Sessional Lead as a correct record: Date:
(at the end of the session)

Signed by Swimming Manager/Coordinator as having checked the above information & action has
 been taken where appropriate: Date:

APPENDIX O

Swimming/Hydrotherapy Pool Emergency Evacuation Drill Record

This checklist can be adapted for use depending on the specific features of the pool, equipment and the establishment needs – either school with pool or school hiring (as some elements may not be relevant)

Pool Location	
Date & Time of Drill	
Person Observing Drill & Position	

Nature of Evacuation Drill Scenario		(e.g. Fire Drill, Toxic Gas, Poor Water Clarity, Pupil in Distress)	
SLT Received Drill Report - Signature & Date			
	Detail	Comment / Observation	Remedial Action Required
1.	Number of pupils in the pool?		
2.	Number of pupil's poolside?		
3.	Number of pupils in the changing room?		
4.	Number of staff in the pool?		
5.	Number of staff poolside?		
6.	Number of staff in the changing room?		
7.	How many pupils in the pool requiring hoist and sling to access pool?		
During the Emergency Evacuation			
8.	Is there a named person to take charge in an emergency situation? If yes who?		
9.	How was the alarm raised? (e.g. Whistle, bell, fitted alarm/flashing light)		
10.	Did the person with the role of Lifeguard under NOP have a different role under EAP?		
11.	Did the person(s) with a role of Spotter under NOP have a different role under EAP?		
12.	Did the person(s) with a role of First Aider under NOP have a role identified under EAP?		
13.	Did the person(s) with a role(s) of 1:1 Supervision in the pool have a different role under EAP?		
14.	How quickly from alarm activation did the Appointed Person from Reception arrive?		
15.	Did staff understand their responsibilities and appear to know their role?		
16.	How long did it take to clear the pool safely?		
17.	How long did it take to have all staff and pupils (in the pool area & changing rooms) standing ready at Pool Emergency Exit?		
18.	Did staff check the disabled toilets?		
19.	Was someone allocated to distribute space blankets / similar prior to leaving the building?		
Additional Comment:			

APPENDIX P

Examples of Dry Swim Test Questions

It should be noted that these are examples, and there must always be questions within the test that are specific to the NOP and EAP of the pool being used as well as any relevant information included in the pool induction.

Questions	Answers
What 2 documents sit within the Poolside Safety Operations Procedure (PSOP)?	NOP – Normal Operating Procedures EAP – Emergency Action Plan

What does NOP stand for?	Normal Operating Procedures
Give 4 headings you may find in a NOP	Pool details; Potential areas of risk; Known hazards; Standard procedures for pool lessons/sessions; Pool rules; Supervision of pool activities; Club use/private hire; Equipment; Cleaning; Pool water treatment; Reporting of accidents & incidents
What does EAP stand for?	Emergency Action Plan
Give 4 headings you may find in an EAP	Objective and scope; Responsibility; Overcrowding; Disorderly behaviour; Lack of water clarity; Outbreak of fire / building evacuation; Bomb threat; Lighting failure; Structural failure; Emission of toxic gases; Serious injury to a pupil; Discovery of a casualty in the water; Removal of a casualty with suspected spinal injury; Dealing with blood, vomit, faeces;
What 4 key areas should be considered in the Risk Assessment?	Pool environment; pool supervision, pool plant and equipment; pool users
Name 4 hazards in the pool area	Pupils accessing the pool unsupervised Pupils who cannot swim getting out of their depth Diving into insufficient depth of water Recreational swimming Prior health problems Absence of or inadequate levels of supervisory staff – ratio to pupils Absence of or inadequate response from supervisory staff in an emergency Drowning Unclear water or issues with water hygiene, chlorination levels Pool alarm not working / Pool equipment not working
Name 4 standard procedures for school lessons	Example answers: There is a risk assessment for swimming, There are individual risk assessments for pupils with specific needs, Designated Swim Lead, Sessional Register for each session, Lifeguard present, minimum of one ASA Level 2 qualified Swim teacher present poolside, Pool staff aware of any specific pupil / staff needs and so on.....
What is the minimum number of supervisors that must be on the poolside before pupils are permitted into the pool area?	2
What position must one of the supervisor posts be?	Lifeguard
What qualification must the designated lifeguard have as a minimum?	National Pool Lifeguard Qualification (NPLQ) – Level 2

What are the 4 key roles of a lifeguard?	Help pool operator meet their duty of care Help pool operator comply with industry guidance and law To intervene and prevent accidents To rescue & preserve life
Explain the 10:20 scanning system for a lifeguard	Lifeguard must scan their area of responsibility within 10 seconds Lifeguard must be able to reach an incident in the furthest part of their area of responsibility within 20 seconds

Why is early intervention important?	Acting at the first signs of any action that could lead to a potential incident could prevent an incident or emergency developing
How can a lifeguard prevent accidents?	Educate pool users; prevent dangerous behaviour; ensure pool rules are observed at all times; ensure staffing ratios are maintained
What is the role of a spotter?	Assist designated lifeguard by acting as extra eyes and ears
How long should a spotter remain in role if a lifeguard is required to assist a pool user?	Until either the pool is made safe and the lifeguard returns to their position or the pool users are removed from the pool
Who should undertake a Swim Test?	Anyone expected to work poolside or enter the pool (water)
What situation may require a pool user to have 1:1 supervision	Medical condition i.e. epilepsy; first time/novice swimmer
What is an emergency?	A dangerous situation that occurs with little or no warning and requires an immediate response
Give examples of why the pool may be evacuated/pool activities ceased?	Staff ratios lower than required; water clarity/hygiene issues; emission of toxic gases; lighting failure; pool alarm failure; pool equipment failure; structural failure; outbreak of fire in the building; bomb threat; serious injury to pool user; discovery of casualty in the water
How often should pool emergency/evacuation drills take place?	At least termly – to ensure an immediate and automatic reaction to an emergency
Where is the pool alarm positioned?	
When should expired air resuscitation commence?	If breathing has ceased
When should CPR be given?	If casualty is not breathing normally
What should happen to remaining pool users upon the discovery of a casualty in the water?	Ensure all pupils exit the pool and remove from the scene so they do not become distressed by witnessing the incident
What should happen to remaining pool users upon the discovery of a casualty in the water if they require assistance such as the hoist to leave the pool?	Ensure that the spotter remains observant and aware of all pupils in the pool, if necessary, deploy staff to join pupil in the pool until they can be removed.

APPENDIX Q

Covid 19 Safety Measures

There is much guidance currently in the public domain regarding Covid 19 and safe swimming/hydrotherapy practices from the government and other nationally recognised bodies such as, Swim England, PTWAG, RLSS, STA and ATACP.

Each school should have risk assessed this activity and should also reflect the additional measures they and the pool have put in place to mitigate the transmission risk related to COVID 19 and each school must decide for themselves what they feel will be a practical and workable approach to this. At all times there is great value in consulting with those staff who are to be involved with this activity as well as the pool operator of the facility you will be using/hiring.

It is the school's responsibility to ensure they remain informed with current COVID 19 guidance.

Document Control Record

This record documents any significant changes made to this guidance at each review.

Revised Document Version: June 2021			
Section Number	Significant text amendment/addition	Date	Who by

Document Control Record	Moved from page 3 to page 52	August 2022	T James
2.5	Wording amended to reflect the use of LCC Swim Teachers	August 2022	T James
2.6	Wording amended to reflect the changes to the LCC Swim Test, Induction and Centre Test	August 2022	T James
5.2.1	Wording amended regarding revalidation of qualification	August 2022	T James
7.7.1	Removal of reference to H & S Bulletin 33 as no longer valid	August 2022	T James
11	Date change to Trips and Visits reference	August 2022	T James
Contacts, References and Further Information	PWTAG document revision updated AfPE document revision updated School Swimming Guidance document revision updated	August 2022	T James
Swim Teacher Qualifications	Information removed and amended Contact details for Swim England and STA updated	August 2022	T James
Appendix G	Updated to reflect revised School Swim Guidance	August 2022	T James
Appendix H	As above	August 2022	T James
Appendix M	As above	August 2022	T James

Revised Document Version: June 2018			
Section Number	Significant text amendment/addition	Date	Who by
2.3 & 2.5	Additional Text: The decision regarding how pupils are initially grouped for their swimming lessons or re-assessed thereafter, based on their water confidence, swimming ability and competence is the responsibility of the lead swim teacher (ASA Level 2) and NOT school or swim support staff. Where schools hire a facility outside the control of Leicester City Council, and they have a suitably qualified member of staff (i.e. ASA Level 2 Swim teaching) can this member of school staff make these decisions.	June 2021	Jo Lees
2.5	Additional Text: <i>Going forward (as at September 2021), for those hiring an LCC facility for their school swim sessions all swim teachers will be hired from LCC as part of the session booking and new package and no school staff will deliver swim coaching/instruction.</i>	June 2021	J Lees
5.1.2	Amended: Micro-biological testing should be undertaken monthly to monitor the presence of microorganisms and this is the responsibility of the school with a pool to organise.	June 2021	J Lees
6.3	Removed: a copy of the pool log test sheet must be sent to the Health and Safety Team every week.	June 2021	J Lees
7.6.1	Amended: Offsite Visits & Adventure Activities Health and Safety Management Standards Issue 4 (April 2021)	June 2021	J Lees
7.7.2	Amended: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)	June 2021	J Lees
7.11	Additional Text: Seizures lasting more than 5 mins There may be a need to perform Child Basic Life Support	June 2021	J Lees R Cawthorn

	if they stop breathing, however this should be listed in a child's Individual Care Protocol for Buccolam / other rescue medications		
10.7	Additional Text: If this leaves the school group short of staff at the pool then the school should be informed to seek additional staffing for the group and the session suspended until additional staff member(s) arrive or the group session is terminated on that day where additional staff members(s) cannot be secured. The parent/carer of the child should be informed as soon as possible.	June 2021	J Lees
Appendix M	Amended: Swim Test – Wet element criteria has been revised removing carrying out a non-contact rescue and carrying out a contact rescue	June 2021	J Lees
Appendix Q	Additional Appendix: COVID 19 Safety Measures	June 2021	J Lees