



# Pool Safety Operating Procedure

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Version: 1.0



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## INTRODUCTION

The Pool Safety Operating Procedure (PSOP) consists of the Health and Safety Policy (HSP), the Normal Operating Plan (NOP) and the Emergency Action Plan (EAP) for the pool, changing facilities and associated plant and equipment.

This document uses the following terms:

- **Pool Manager**  
this is the member of staff who is on call for the day. The name and mobile number of the Pool Manager will be posted on the notice board in the Reception Area.
- **Group Leader**  
this is the adult who has made the booking and is responsible for the safety and behavior of their group (or the adult they have delegated these responsibilities to in their absence). For Swim School sessions the Group Leader is the senior coach/teacher.
- **Swimmer**  
this is anyone using the pool so it includes non-swimmers too. We thought that 'bathers' seemed a bit dated and 'pool users' sounds too impersonal!

## HEALTH AND SAFETY POLICY

Our Pool is aware of its obligations under the Health and Safety at Work Act 1974 and recognise that accidents, incidents and ill health are preventable in many cases. It is our intention to foster the necessary organisational arrangements and culture to control the risks to the best of our ability.

The Policy applies to all staff, contractors, Group Leaders, swimmers and visitors.

Our general policy is:

- To provide adequate control of the health and safety risks arising from the use and maintenance of the Our Pool complex
- To consult with Group Leaders and staff on matters affecting their health and safety
- To provide and maintain safe plant and equipment
- To provide information and instruction for our Group Leaders on health and safety issues
- To ensure that all staff are competent to do the tasks they have been asked to do and ensure training is given where necessary
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

Overall responsibility for Health and Safety lies with the Pool Manager but Group Leaders take responsibility for themselves and their group whilst in the pool complex.



## GROUP LEADERS' RESPONSIBILITIES

Group Leaders must:

- Adhere to the Normal Operating Plan and the Emergency Action Plan below
- Ensure that they and members of their group never interfere with anything provided which has been put in to safeguard their safety
- Report all health and safety concerns to the Pool Manager
- Look after their own health and safety as well as those in their group whilst using the pool complex.

## HEALTH AND SAFETY RISKS

A risk assessment was conducted in May 2013 as Our Pool was about to open. It will be reviewed and updated as necessary at least once per year and always after any major incident.

## CONSULTATION WITH EMPLOYEES

Our Pool do not have a trade union but consult staff on health and safety issues as necessary.

## COMPETENCY FOR TASKS AND TRAINING

Our Pool explains to all Group Leaders that they must adhere to the health and safety rules at the pool by including their responsibility to adhere to all sections of this PSOP in the Code of Conduct and the Swimming Agreement.

## ACCIDENTS, FIRST AID AND WORK-RELATED ILL HEALTH

Should an accident occur record it in the Accident Book in the Reception Area. The health and welfare of Our Pool swimmers, visitors and staff is of paramount importance to us.

## MONITORING

The Pool Manager will monitor that Group Leaders and staff are adhering to the requirements in this PSOP and the Code of Conduct whilst carrying out their duties.

## NORMAL OPERATING PLAN

The Normal Operating Plan (NOP) sets out the way Our Pool operates on a daily basis. It includes details of the layout, equipment, manner of use, user group characteristics and any hazards or activity-related risks.



## DETAILS OF THE POOL

Length	12m (40ft)
Width	6m (20ft)
Depth	1.2m (4ft)
Surface Water Area	72 m <sup>2</sup> (800ft <sup>2</sup> )
Temperature	28° to 30° Centigrade
Maximum Swimmer Load	8*
Minimum Swimmer Load	2

\* Maximum Swimmer Loads for recognised teaching companies are agreed independently

Our environmentally friendly pool uses water from our own bore-hole and is heated to 28 to 30 degrees Celsius by burning miscanthus grass grown on the farm. The exterior of the building is clad in English Cedar.

The pool tiles are made from recycled glass. There are steps in one corner for accessing and leaving the pool and a handrail. There is a resistance stream to allow distance training without having to turn.

There are two large changing rooms (each with mirror, privacy curtains and hair-dryer) and a shared shower room with an individual cubicle. All floors in these areas have non-slip tiling and under-floor heating. All areas of the building are accessible for wheelchair users.

From the pool swimmers will be able to enjoy views over the Somerset countryside to Crook Peak or, if they prefer a more private environment, will be able to close the privacy blinds built into the full-length glass windows.

There are plenty of parking spaces alongside the pool building. Be aware that this is a working farm so take care at all times.

Our Pool is used by the following types of users:

- Swim Schools, where the pool is hired to a recognised teaching company, who are responsible for the health, safety and behaviour of those in their class
- Private sessions, where the pool is hired by members of the public for use by them, their friends and/or family. The person making the booking (the Group Leader) is responsible for the health, safety and behaviour of those in their group
- Owner/staff sessions, where the pool is used by the owners or their staff, their friends and/or family when the pool is not booked by the above. The owner or staff member arranging the session is deemed to be the Group Leader and is responsible for the health, safety and behaviour of those in their group.

A plan of the Our Pool building can be found at Appendix A.



## POTENTIAL RISKS

An appreciation of the main hazards and of users particularly at risk is required before safe operating procedures can be identified. The following hazards have been assessed as being High or Medium severity in the current Our Pool Risk Assessment.

- **Persons entering the pool inappropriately, for example, by diving or ‘bombing’**
- Persons exhibiting boisterous or unruly behaviour
- Persons gaining unauthorised access, for example:
- Persons gaining access to the pool when it is not in use or not supervised
- Non-swimmers wandering back into the pool from the changing rooms at the end of a swimming session
- Absence of, or inadequate response of Group Leader in an emergency
- Tag games or ‘horseplay’ in the pool or on the poolside
- Acrobatics and throwing games
- Water contamination

## DEALING WITH THE PUBLIC

Safety messages are communicated to swimmers by the following means:

- Posters and/or letters on the notice board in the Reception area (e.g. addressing issues that need to be notified immediately or reminders of safety rules that have been breached repeatedly)
- Email circulars (e.g. new or updated safety rules)
- Issuing Our Pool Code of Conduct (issued to all Group Leaders when they first book and to all Group Leaders when updated)
- Making Our Pool Code of Conduct available to all swimmers (displaying a copy on the notice board in the Reception Area)

Swimmers gain access to the pool complex by entering the code into the keypad on the entrance door. When the complex is not being used the Pool Manager locks it with the key.

A copy of the timetable will be displayed in the Plant Room showing the times each group have booked.

All Group Leaders are given a personal induction session in the pool complex before they use the complex for the first time.



Any breach of the Our Pool Code of Conduct will result in a warning by the Pool Manager. Any further breach will result in the session being terminated. Repeat offenders may have their contract terminated.

## GROUP LEADERS' DUTIES AND RESPONSIBILITIES

Our Pool operates as a private hire swimming pool and does not provide lifeguards. Group Leaders are responsible for the health and safety of those in their group and for ensuring that all those in their group follow the directions in this document and in the Our Pool Code of Conduct.

Group Leaders must report any failures of safety equipment by calling the Pool Manager.

## SYSTEMS OF WORK

**The Pool Manager** is responsible for the operation of Our Pool. The name and mobile phone number of the Pool Manager on duty is posted on the notice board in the Reception Area.

**The Group Leader** is responsible for the health, safety and behavior of all members in the group and for escalating issues to the Pool Manager (e.g. contacting the Pool Manager in the event of an accident or reporting broken safety equipment).

In the event of an emergency, the Group Leader must call 112 (the Group Leader must have a mobile phone with a useable signal at every session). A reminder of the number to call and the full address of Our Pool are posted on the notice board in the Reception Area.

**No diving is allowed at any time.**

If possible, lifesaving should be carried out from the poolside using the equipment supplied (reach pole, ring pole and life buoy).

## OPERATIONAL SYSTEMS

The pool cover is rolled out and the pool building is locked up after the last session each night by the Pool Manager, who is trained in the safe use of pool covers. The pool building is unlocked and the pool cover is wound in before the first session each morning by the Pool Manager.

Access to the pool building is via a numeric keypad at the main door. The code is changed at least every quarter.

## DETAILED WORK INSTRUCTIONS

**Diving into the pool is prohibited** as the pool is only 4 feet (1.2 metres) deep at all points.

No-one will have access to the Plant Room without the Pool Manager.

The Instruction Manual from the company supplying the cleaning equipment is followed to ensure that the pool is cleaned safely. The Instruction Manual is kept in the Plant Room.



Water sampling will be carried out before the pool complex opens in the morning and at regular intervals thereafter. Backwashing will be carried out after the final session of the day (rather than during a swim session) whenever possible.

The Health & Safety Executive (HSE) 'Managing Health & Safety in Swimming Pools' 2003 HS(G)179 and Pool Water Treatment Advisory Group (PWTAG) 'Swimming Pool Water Treatment & Quality Standards' 1999 books are kept in the Plant Room for reference purposes.

## FIRST AID SUPPLIES AND TRAINING

A fully-equipped First Aid Kit is located on the wall in the Reception Area

Where treatment is required, the Reception Area can be used as a First Aid Point in which to treat someone

Minor incidents such as cuts and knocks may be dealt with on poolside as long as care is taken to comprehensively disinfect any spillages of blood.

The Pool Manager will check the First Aid Kit every Monday morning and replace any used or faulty items.

Owing to the nature of the business Our Pool does not provide first aiders. The Group Leader is responsible for the health and safety of those in the group and must have a mobile phone with a useable signal in case the emergency services are needed.

The Group Leader is responsible for ensuring that all rubbish, including used first aid materials and sharps, is removed from the pool complex at the end of the session.

## DETAILS OF ALARM SYSTEMS AND EMERGENCY EQUIPMENT

The location of Fire/Emergency Alarms are shown on the plan at Appendix A. Actions to be taken can be found in the Emergency Action Plan below.

In the event of a power failure the emergency lighting will be activated. Actions to be taken can be found in the Emergency Action Plan below.

Each of the toilets is fitted with an alarm. In most circumstances, the Group Leader will be able to rectify the situation but if the situation requires the toilet door to be opened from the outside, call the Pool Manager.

The following rescue equipment is available by the poolside:

- Life Buoy
- Ring Pole
- Reach Pole



## CONDITIONS OF HIRE TO OUTSIDE ORGANISATIONS

Conditions of Hire are contained in the latest version of the Our Pool Swimming Agreement for personal hires. For Swim Schools, these are contained in the individual contracts.

## EMERGENCY ACTION PLAN

The Emergency Action Plan (EAP) gives specific instructions on the action to be taken, by all staff, in the event of a foreseeable emergency.

## OVERCROWDING

- Do not allow any more people into the pool
- And remove the excess swimmers immediately!

## DISORDERLY BEHAVIOUR (INCLUDING VIOLENCE TO STAFF)

- Inform the Group Leader immediately. If the offender is not one of your group call the Pool Manager
- If necessary, clear the pool and isolate offenders
- Do not argue and do not attempt any physical intervention
- Call 112 (or 999) if necessary

## LACK OF WATER CLARITY

- If the clarity of the water deteriorates during a session clear everyone from the pool IMMEDIATELY and call the Pool Manager
- If the clarity of the water is poor on entering the building do not allow the swimmers to enter the pool and call the Pool Manager
- The Pool Manager will:
  - Conduct a water test
  - Check that the plant room equipment is operating correctly
  - Close the pool until normal conditions are restored

### ***Faecal or Vomit Contamination***

- Clear the pool IMMEDIATELY
- Ensure all swimmers shower thoroughly
- Close the pool and call the Pool Manager (who is a trained Pool Plant Operator)



- No unauthorised personnel are to enter the pool building until the 'all clear' has been given by the Pool Manager
- The Pool Manager will:
- Remove the contaminant
- Conduct a water test
- Close the pool until normal conditions are restored

### **Diarrhoea Contamination**

- Clear the pool IMMEDIATELY
- Ensure all swimmers shower thoroughly
- Close the pool and call the Pool Manager (who is a trained Pool Plant Operator)
- No unauthorised personnel are to enter the pool building until the 'all clear' has been given by the Pool Manager
- The Pool Manager will:
- Remove as much of the contaminant as possible
- Maintain chemical levels at top of range
- Add coagulant filter for three turnover cycles
- Backwash as recommended for filter
- Reopen the pool when normal conditions are restored

## **OUTBREAK OF FIRE (OR SOUNDING OF THE ALARM TO EVACUATE THE BUILDING)**

### **ON DISCOVERING A FIRE**

- Activate the alarm
- Call swimmers from the water
- Instruct everyone to leave via the nearest exits and go to the fire assembly point (the paddock opposite the pool complex entrance)
- If it is safe to do so, check the changing rooms, toilets and showers to ensure nobody is left in the building and ensure all doors and windows are closed
- Call 112 and ask for the fire brigade
- Call the Pool Manager
- Do not re-enter the building (or allow anyone else in your group to do so) until the Pool Manager gives the 'all clear'

#### ON HEARING THE FIRE ALARM SIGNAL

- Leave via the nearest exit and go to the fire assembly point (the paddock opposite the pool complex entrance)
- If it is safe to do so, check the changing rooms, toilets and showers to ensure nobody is left in the building
- Do not re-enter the building (or allow anyone else in your group to do so) until the Pool Manager gives the 'all clear'

#### LIGHTING FAILURE

In the event of mains failure, the emergency lighting will automatically come on. There will be sufficient lighting to enable staff to clear the pool/changing rooms but the emergency lighting is not sufficient to continue using the complex safely.

- Instruct people to change and clear the building, collecting all their belongings
- Close all the doors
- Call the Pool Manager

#### STRUCTURAL FAILURE

If any signs of main structural failure appear, clear the building IMMEDIATELY and contact the Pool Manager.

#### EMISSION OF TOXIC GASES

If there is a release of toxic gases, clear the pool IMMEDIATELY.

- On leaving the building, activate the fire alarm and move to the fire assembly point (the paddock opposite the pool complex entrance)
- Contact the emergency services by dialling 112 or 999
- Contact the Pool Manager

#### SERIOUS INJURY TO A SWIMMER

- Assess the injury and administer first aid and/or call the emergency services on 112 or 999
- Keep the injured person safe and warm
- Clear the pool instructing the other swimmers to get changed and wait in the reception area or leave the premises, as necessary
- Call the Pool Manager, who will make any arrangements necessary for cancelling subsequent swim sessions



- Call the parent, guardian and/or next of kin of the injured swimmer, if appropriate
- If the injured swimmer is suspected of having sustained a spinal injury, stabilise them in the water or poolside and do not attempt to move them prior to the arrival of the emergency services
- All serious injuries requiring hospital treatment **MUST** be reported in the Accident Book in the Reception Area. Provide the following information:
  - Name and address of the injured party
  - Contact telephone number
  - Age
  - Cause of accident  
(A brief description of the events leading to the accident, any action taken and by whom).

**You have a legal duty to supply this information.**

Failure to do so could lead to the cancellation of your group's swimming pool booking.

#### DISCOVERY OF A CASUALTY IN THE WATER

Rescue the casualty and follow the instructions above for Serious Injury to a Swimmer.

#### DOCUMENT INFORMATION

#### REVIEW

The PSOP will be reviewed and revised if necessary:

- With the installation of new equipment
- After a major incident (e.g. accident requiring hospitalisation or near drowning)
- Following the identification of a trend of minor accidents
- Structural change
- At least once per calendar year.

Any revisions to the PSOP will be communicated to all staff and Group Leaders.

#### INTERNAL FORMS

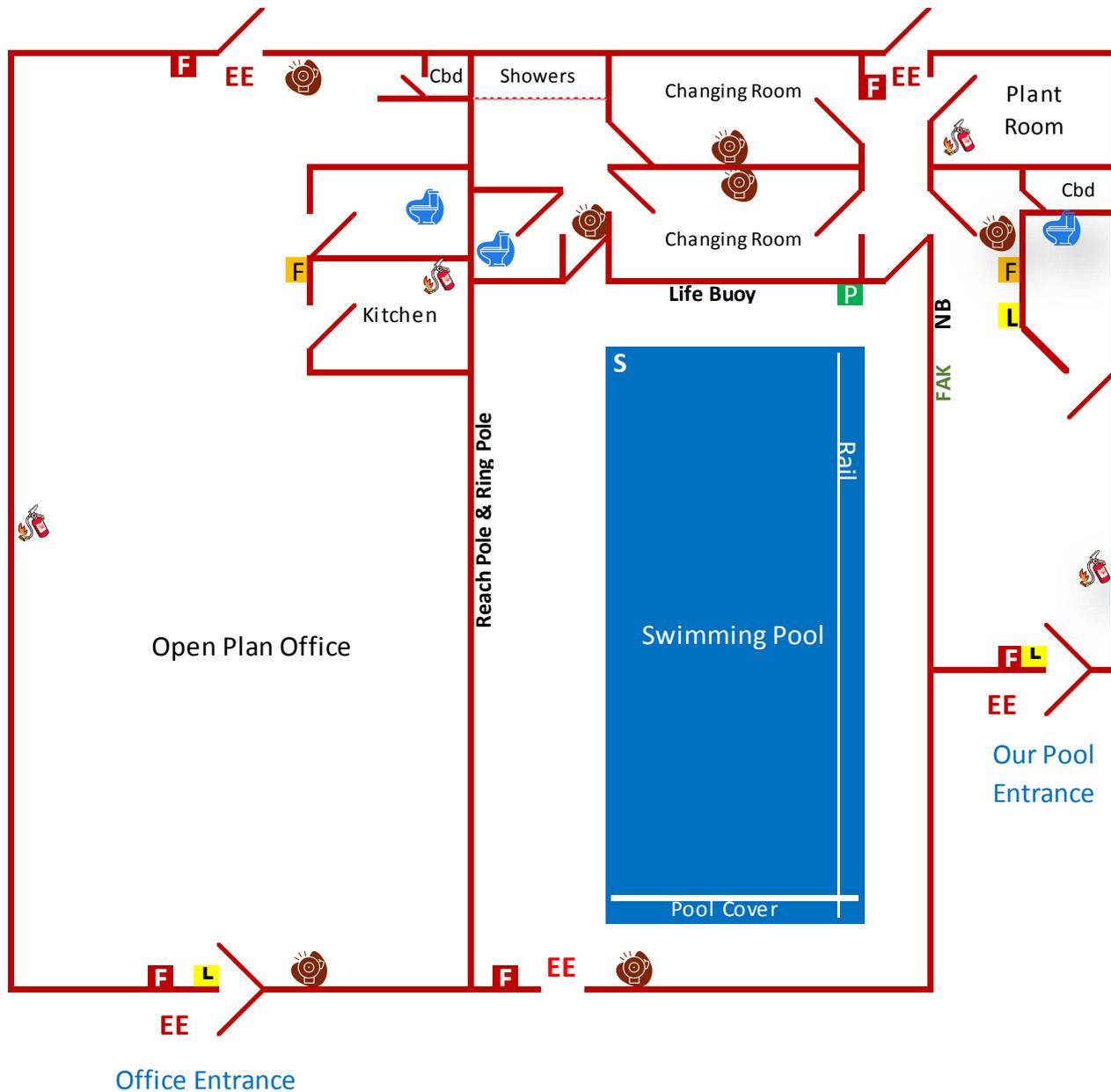
- Pool Manager Daily Checklist
- Weekly Health & Safety Checklist



## SOURCES OF INFORMATION

- Health & Safety Executive (HSE) 'Managing Health & Safety in Swimming Pools' 2003 HS(G)179
- Pool Water Treatment Advisory Group (PWTAG) 'Swimming Pool Water Treatment & Quality Standards' 1999.

APPENDIX A – PLAN OF OUR POOL BUILDING



- |                                   |                          |                                 |
|-----------------------------------|--------------------------|---------------------------------|
| <b>S</b> Steps into pool          | <b>EE</b> Emergency Exit | <b>F</b> Fire Alarm Button      |
| Fire Extinguisher                 | Accessibility Toilet     | Fire Alarm Siren/Light          |
| <b>P</b> Pool Cover Control Panel | <b>FAK</b> First Aid Box | <b>F</b> Fire Alarm Control Box |
| <b>NB</b> Notice Board            | <b>L</b> Light switches  |                                 |