



www.helmsleyopenairpool.org

Helmsley Open Air Swimming Pool

Registered Charity Reg No. 1184090

Baxtons Road Helmsley YO62 5HT

Admin Address

The Administrator

Helmsley Open Air Swimming Pool

The Old Vicarage

Bondgate Helmsley

North Yorkshire YO625BP

Normal Operating Procedure

Date	Document Version No.	Operational Date
April 2022	2.01	2022 Season

The Health and Safety Commission recommends that every swimming pool operator should prepare a written operating procedure detailing arrangements for ensuring user safety.

(HSG179 – Managing health and safety in swimming pools)

Trustees, members of staff, volunteers and any visiting work people need to be aware of this document, understand any part of it which relates to the performance of their duties and to be able to refer to any part of it if required. This is a duty of care and should be read in that context.

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1. Introduction

The Health and Safety Commission has recommended that every pool operator should prepare a written operating procedure. This is Helmsley Open Air Swimming Pool's operating procedure plan.

This document is required reading for all staff and volunteers.

This working document evolves as requirements and improved methods of operation are updated. Changes to this report including enhancements, alterations and deletions will take place when appropriate and any information provided by any person which has relevance to the operation of Helmsley Pool will be welcomed. Initially the Pool Manager should be made aware of issues relating to the above.

1.1 (A)

Helmsley Open Air Pool is an open air facility. It is only open for 3 months of the year usually the months of June, July and August. This may mean that funding limitations are imposed when examining Helmsley Open Air Pool's facilities and expenditure when compared with other private, local authority and community operated swimming pools.

The Trustees strive as a priority to ensure that the Pool meets statutory requirements in all regulatory matters regarding the operation of the Pool, especially safety which is always paramount.

Helmsley Open Air Pool may therefore lack some of the refinements of other Pools because of the desire of the Trustees to maintain the Pool's existence and preserve for future generations.

1.2 Limitation (B)

Helmsley Open Air Pool Trustees have authorised the production of this report and consequently agree with its production and observance.

The Trustees do however face difficulties in operating a 'seasonal business'. These include annual start up and shut down procedures, the hiring and training of personnel which are rarely the same two seasons running, finding and applying to various funding sources and ensuring the day to day operation of the Pool is satisfactorily met.

Every effort is and will be made to observe the processes set out in the document. Occasionally some temporary deviation from what is written in this report may occur. These temporary deviations will be incorporated into this report if it is considered they are an improvement during their season of operation. If in fact, they are a temporary measure to overcome some issue for one season this document will not change other than for updating.

A proviso on this is that the Pool's Trustees authorise any changes to this report.

Safety issues are not included in this limitation.

2 Pool Aims

The Trustees of Helmsley Pool endeavour to ensure the following:

That swimming pool activities are controlled to minimise risk, maintain a safe, clean, enjoyable, beneficial and friendly professional service

Establish and maintain good relationships with other local clubs, schools and group users.

Ensure that the swimming pool operates efficiently and within defined financial plans.

Encourage usage of the swimming pools facilities to increase revenues, where possible, without distorting the needs of the community.

Maintain the required levels of trained and motivated staff to improve the Pool's customer experience.

Create fundraising opportunities to bolster the Pool's finances in line with the Pool's aims.

3 Safety

The Pool Safety Operating Procedures for Helmsley Pool are:

Normal Operating Procedures

Details the normal routine day to day pool operation These details are for reference of pool staff, and also for members of the general public who hire the facility.

It is important to ensure that this document is regularly reviewed, and where necessary, revised.

Emergency Action Plan

Other documents include:

Risk Assessments

Inc: Public Pool use, Events and Occasions.

Child and Vulnerable Adults Protection Policy

Control of Substances Hazardous to Health

Water Plant Management

The above documents are reviewed annually or more frequently if required.

It is the overall responsibility of the Trustees and management of Helmsley Open Air Pool to ensure the safe operation of the pool facility. In practice, on a day to day operational basis when the pool is open this responsibility falls on the Pool Manager, Deputy including Volunteer and Lifeguards.

4 Details of the Pool

Helmsley Pool is situated at Post Code YO62 5HT and is part of the sports complex on the address below.

Baxtons Sprunt

Helmsley

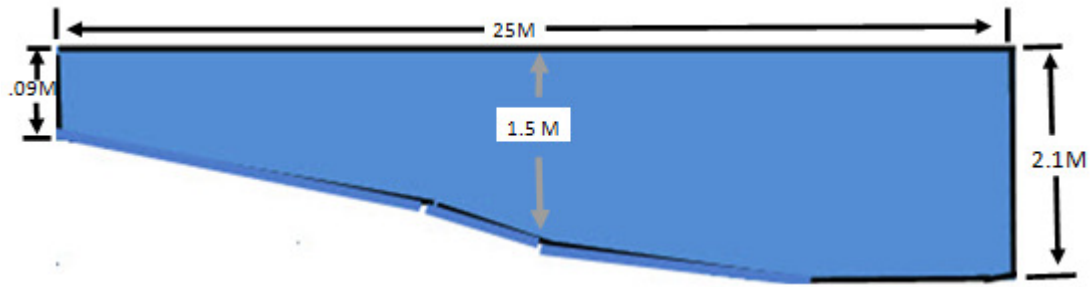
York

North Yorkshire

YO62 5HT

Grid Ref 461806 484301

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



Measurement	Size
Length	25.00 metres
Width	9.00 metres
Deepest depth	2.1 metres
Shallowest depth	0.90 metres
Surface Area	225 m ²
Cubic Capacity	78,500 gallons 357 cu mts
Flow Rate	66 cu mts per hour
Turnover Rate	5.4 hours

It comprises 3.2/2 standard lanes marked out by contrasting coloured tiles and operates most of the time without lanes ropes.

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

The maximum number of possible bathers admitted to the pool compound at any one time is 80.

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

Thermal pool covers are used overnight and are located on the north and south sides of the Pool surround.

There is an Emergency Exit gate located in the middle of the northern boundary fence. It has a bolt on the right hand side of the gate. No key is required.

The main access to the pool facility is via the main entrance door by the Pool Office.

The swimming pool is used for the following activities:

- **General Public swimming sessions**
- **Adult Only swimming sessions**
- **Fun Swimming Sessions**
- **Open Swimming Session**
- **Event Sessions**

- **Private Hire bookings**

Access to the Plant Rooms is restricted to pool staff, volunteers, and tradesmen only.
Access to members of the general public is strictly prohibited.

Spectators are restricted to the grassed areas on the north and south areas of the Pool and the surround.

Pool evacuation should be through the main entrance or the emergency gate (northern fence). The meeting point following a pool evacuation is the in the open field to the northern side of the pool.

The following are the chemicals used at Helmsley Pool and purchased from, Chemicals For Pools.

Product	Order
Liquid Chlorine	25Kilo Chemicals for Pools
Hydrochloric Acid	25 Kilo Chemicals for Pools
PH Increaser	
Flocculant	200gm tablets Chemicals for Pool

5. Swimming Pool Rules

5.1 General Pool Rules

Below are the Rules and Regulations governing the use of Helmsley Open Air Swimming Pool:

- It is a condition of entry that the public read and follow the RoSPA User's Safety Code detailed below
- All exits must be kept clear at all times
- Helmsley Open Air Swimming Pool Trustees' take no responsibility for any loss of property whilst on the pool premises. (valuables such as wallets, purses, watches, jewellery etc. can be handed in at the office for safe keeping)
- For safety purposes, the maximum number of people allowed in the pool is 80. To prevent overcrowding, Swimming Pool staff reserve the right to limit the length of time in the pool
- Helmsley Open Air Swimming Pool Trustees' and staff on duty reserve the right to refuse entry, and eject any person or persons from the pool at anytime if they feel they are not adhering to the pool rules
- Conventional swim wear must be worn
- Please shower before and after using the pool
- Good behaviour must be observed at all times

5.2 Pool Behaviour Rules

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

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

5.3 RoSPA User's Safety Code

Helmsley Open Air Swimming Pool Trustees' strongly suggests that the Royal Society for the Prevention of Accidents (RoSPA) Safety Code for swimming pool users is observed by all Pool users. These include::

- Spot the dangers - Swimming pools can be hazardous. Water presents a risk of drowning, and injuries can be caused from hitting hard surrounds.
- Always swim within your ability - Never swim after a heavy meal or alcohol. Take care if you have a medical problem such as epilepsy, asthma, diabetes or a heart condition.
- Check new places - Every pool is different, check the depth of the water and other possible hazards.
- Take safety advice - Avoid unruly behaviour, for instance, running, ducking, acrobatics, shouting/screaming.
- Always do as lifeguards say, remember that a moment of foolishness can cost a life.
- Look out for yourself and other swimmers - It is safer to swim with a companion. Keep an eye open for others, particularly young children and non-swimmers.
- Learn how to help - If you see somebody in difficulty, get help immediately. In an emergency, keep calm and do exactly as you are told.
- Our lifeguards are there to provide both assistance in an emergency and as importantly prevent accidents from occurring beforehand. Users of the pool facility must obey their instructions; there will be a reason for it.

6 Safety Policy Statement

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

7 Risks and Hazards

7.1 The Role of Risk Assessment

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

7.2 General Swimming Hazards

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

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

7.3 Specific Local Hazards

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

- Slips and trips within the Pool compound - running is not allowed
 - Pool staff must be aware of the pool depth and make customers aware should they appear to be out of their depth
 - Diving will only be permitted from the pool side in the deep end of the pool, the water must not be less than 1.5 metres deep.
 - The Deep End is opposite the Pool's domestic office furthest away.
 - The change in depth at the sloping section of the pool
 - The pool entry steps and the gaps between these and the side of the pool
 - The changing rooms open directly into the pool area
 - There is a small risk of entrapment, (hair or fingers trapped) in either pool inlets, outlets and other grilles.
 - Direct access from the spectator seating to the water
 - The thermal covers storage are situated on either side of the Pool and are therefore accessible to the general public. All lines must be tucked away when the thermal covers are stored when the pool is open
 - Water on the changing room floors can contribute to slips
 - Soap and water in the shower areas can contribute to slips
- o The general public are not allowed in the Plant Room at any time

8 Recording of Information

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

- Pool Office Calendar - for general staff communication such as handover notes
- Accident File - used for the recording of any accidents that occur
- Day Book - used for the recording of any Day/Disciplinary issues that occur
- Lifeguard Certificates and Additional Training - records details of Lifeguards
- Water Quality Log - log of all water testing on water testing cloud
- Water Testing -Testing carried out monthly via Northern Laboratory.
- Staff Weekly Rota - record of staff working for a particular week
- Staff Weekly Timesheet - record of staff hours for a particular week
- Plant Operator Log -to record notes, handover information, procedure and chemical records.
- Pool Cleaning Log - completed by the Pool Caretaker to log all cleaning procedures undertaken
- Close Season Checks Log - completed by a member of the pool Trustees to log all out of season checks (insurance requirement)

9 Reporting Pool Accidents and Other Incidents

All accidents whether minor or major must be recorded in the Accident File which is located in the Pool's reception office.

For all accidents record the following:

- Complete the header section of the main Accident Report Form section (essential)
- Complete the Accident Report Form section
- Sign and date the Accident Report Form section

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

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

For a major accident, the Health and Safety Executive (HSE) must be advised by the Administration Trustee, at their earliest convenience, and the official accident (RIDDOR) form on the website, completed.

In the case of a serious accident to a member of the public or staff or major incident involving the building or plant the Environmental Health Department of the Ryedale District Council should be notified. This is to be carried out by the Administration Trustee.

Incidents of aggression to staff, including threats, abuse and dangerous occurrences must be reported to the Pool Manager, Lifeguards or Volunteers and recorded in the Day Book.

Incidents involving the evacuation or closure of the centre will require the Pool Manager or Deputy recorded this in the Pool Office Calendar.

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

10 Staff Communication and Session Handover

The following outlines communication and session handover procedures.

- The use of the Pool Office Calendar which is updated during and at the end of each session by the Pool Manager, Deputy, Lifeguard or Volunteers with any information which they wish to convey to the next session(s) of Helmsley Open Air Swimming Pool.
- Helmsley Open Air Swimming Pool Trustees will generally convey information through the Pool Manager to pass on to pool staff and volunteers

11. Responsibilities of All Staff

The following responsibilities apply to all staff employed or volunteering at Helmsley Swimming Pool.

- Staff should arrive punctually for work and should be ready to start work at the time stated for the beginning of their shift
- Staff who are unable to attend work because of sickness must inform the Pool Manager or Deputy at the earliest possible time, so that cover can be arranged. Failure to have a qualified lifeguard present at a General Public Swim session means that the session cannot go ahead
- Lifeguards are issued with a T-shirt. It is vital that all lifeguards wear this item of clothing when on duty so that members of the public can easily and clearly identify them
- All staff are constantly in the public eye, and the image of the pool is strongly influenced by the behaviour, appearance and interaction with members of the public. Helmsley Swimming Pool asks all its staff to interact with the public responsibly and welcome all users of the facilities promoting a positive image of the facility and Helmsley Swimming Pool by the provision of high quality customer service
- Any member of staff who is found to be under the influence of either alcohol or drugs whilst on duty will be sent home immediately and Day action will be taken
- Cleaning standards are critical, and many customers will judge the pool by its cleanliness. There are always cleaning tasks to be done and although a daily cleaning rota is in operation, staff should constantly strive to maintain the highest standards achievable
- The success of the pool is directly dependent on all staff and volunteers working together as a team

- Lone working will be minimised as far as possible. Whilst working alone on the premises, with no customers present, staff should not enter the pool or handle chemicals (where possible)
- Wherever a heavy load is to be moved it should be carried out with the use of a trolley or by the use of additional staff
- It is imperative that staff regularly check all the facilities and immediately report any damage to the Pool Manager or Deputy and record it in the Day Book
- Customers will only be allowed access to the pool during General Public Swim sessions once the pool chemical test has been carried out and approved by the lifeguard at the start of each session

12. First Aid Supplies and Provision

The First Aid Kit is located in the Pool Office.

- First aid supplies will be checked weekly by the Pool Manager and/or Deputy. This will ensure that adequate supplies are available
- First aid supply requirements will be reported to the Helmsley Open Air Swimming Pool Trustees
- The lifeguards are the first point of contact for any first aid provision as they are trained in basic first aid as part of their lifeguard training
- If more than basic first aid is required then either a Doctor or Emergency Services must be called or the casualty taken to see a Doctor or to Hospital
- Any accident requiring first aid must be logged in the Accident File using the Form provided

13. Controlling Bathing Loads

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

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

On occasions where only one lifeguard is on duty then the maximum number of people in the pool can be reduced to 30 (thirty).

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

14. Child Admission Policy

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

The following admission policy applies to children:

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

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

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

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

It is strongly recommended that all "non - swimmers" should wear approved swimming aids such as armbands.

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

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

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

School parties and organised bodies who have undertaken their own Risk Assessment regarding the supervision of children can apply their own policy, subject to approval by Helmsley Pool.

15. Disability Policy

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

There is a ramp from the park area above the pool to the main entrance.

There is no disabled changing or toilet facility within the Pool compound. A disabled toilet facility exists in the main sports club pavilion, which is subject to the facility being open.

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

We have a pool hoist which Lifeguards are trained to operate. It is advisable that if the hoist is required forewarning the Pool with a telephone call is advisable as the hoist does not make an appearance until it is required.

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

16 Exclusions from the Pool

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

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

If necessary, record any incidents in the Day Book.

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

17. Pool Manager Responsibilities

17.1 Overall Responsibility

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

Overall: Pool Manager who has responsibility over, a Deputy, Lifeguards and Volunteers.

Managerial support to the Pool Manager is provided by Helmsley Open Air Swimming Pool Trustees.

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

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

17.2 General Duties

Pool Manager

- The following are to be carried out as part of the job role:
- Managing the Lifeguards - ensuring there are sufficient lifeguards booked on the Staff Weekly Rota for General Public Swim sessions and Private Bookings. Authorising any changes to the Staff Weekly Rota. Overseeing Lifeguards to ensure safety checks before Public session are carried out (see Pool Safety Checks section). Supporting Lifeguards in their supervision of the pool and in particular maintaining discipline.
- Completing Staff Weekly Timesheet for all staff and returning these to the appropriate person as identified by Helmsley Open Air Swimming Pool Trustees.
- Review the Day Book and the Pool Office Diary for issues and report to the Trustees if necessary.
- Ensure all accidents during each session are logged in the Accident File. If there are no accidents or incidents during a session then there is no requirement to record this.
- Complete handover notes at the end of each session in the Pool Office Calendar.
- Day to day running of Pool shop and taking entry fees, membership fees, selling drinks and snacks from the shop (including making of hot drinks). Responsible for handling all cash in shop and returning cash to the Helmsley Open Air Swimming Pool Trustees for banking.
- Maintaining stock levels in shop and ordering new stock in timely fashion.
- Ensuring First Aid Kit is kept fully stocked with all items within their expiry date. Report First Aid Kit requirements to the Helmsley Open Air Swimming Pool Trustees.
- Keeping the Pool shop/office tidy, including washing up.

17.3 Pool Safety Checks

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

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

18. Pool Deputy Manager Responsibilities

18.1 Overall Responsibility

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

In the absence of the Pool Manager, has line manager responsibility over Lifeguards and Volunteers.

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

Managerial support to the Deputy is provided by the Pool Manager in the first instance and also by Helmsley Open Air Swimming Pool Trustees.

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

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

18.2 General Duties

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

- Managing the Lifeguards - overseeing Lifeguards to ensure safety checks before Public session are carried out (see Pool Safety Checks section). Supporting Lifeguards in their supervision of the pool and in particular maintaining discipline.
- Ensure all accidents during each session are logged in the Accident Book. If there are no accidents during a session then this must be logged in the Pool Office Diary.
- Complete handover notes at the end of each session in the Pool Office Diary.
- Day to day running of Pool shop and taking entry fees, membership fees, selling drinks and snacks from the shop (including making of hot drinks), hiring of costumes and towels. Responsible for handling all cash in shop and returning cash to the Helmsley Open Air Swimming Pool Trustees for banking.
- Maintaining stock levels in shop and ordering new stock in timely fashion (currently liaising with Jayne Lis at Community Centre).
- Ensuring First Aid Kit is kept fully stocked with all items within their expiry date. Report First Aid Kit requirements to the Helmsley Open Air Swimming Pool Trustees.
- Keeping the Pool shop/office tidy, including washing up and laundry (hire costumes and towels).

18.3 Additional General duties in the absence of the Pool Manager

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

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

18.4 Pool Safety Checks

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

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

19 Lifeguard's Duties and Responsibilities

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

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

Appropriate qualifications must be presented to Helmsley Open Air Swimming Pool Trustees before a Lifeguard can be employed by Helmsley Swimming Pool.

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

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

On going Training of Lifeguards is required, bearing in mind that the Pool has a limited opening period.

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

Should the lifeguard have concerns regarding Health and Safety issues then they are to speak with the Pool Manager or Pool Deputy Manager immediately or a member of the Helmsley Open Air Swimming Pool Trustees.

The Pool Manager or Pool Deputy Manager and lifeguard will take direct responsibility for the pool standards.

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

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

20 General Duties of a Lifeguard

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

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

20.2 Poolside Rules for Lifeguard

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

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

20.3 Lifeguard Quality and Standards

The following qualities are expected from all Lifeguards.

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

The following standards are expected from all Lifeguards.

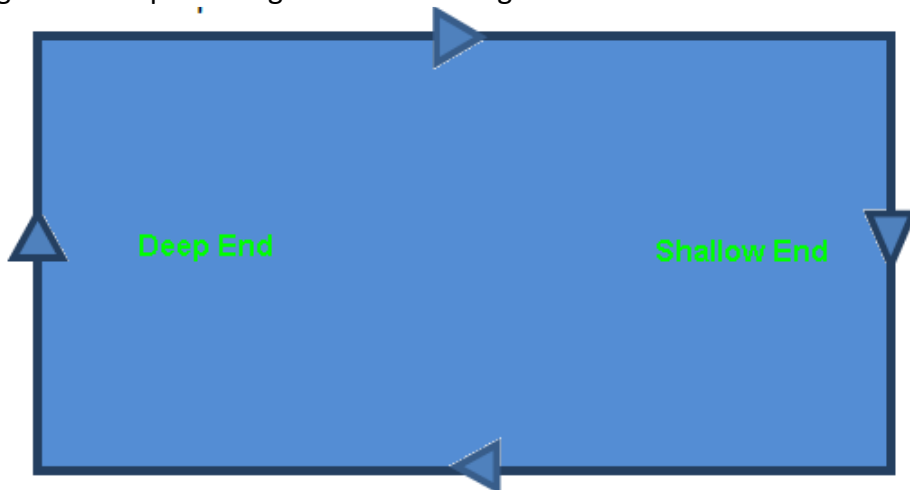
- Fully understand your responsibilities as a lifeguard as people lives are in your hands. Your attitude and the way you behave will affect the public and your colleagues perception of you, and will impact on the way individuals respond and react to you as a lifeguard
- Show respect to your colleagues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

- Educate pool users, prevent dangerous behaviour and ensure pool rules are followed.

20.4 Proactive Supervision of the Pool

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

- The number in the pool
- Worried expression on the face of a swimmer
- Cries for help
- Crowd gathering
- Deliberate waving of arms
- Sudden submerging
- Two or more swimmers in very close contact
- A swimmer in a vertical position in the water
- Hair over the eyes or mouth of a swimmer
- Areas of the pool known to become congested
- Erratic swimming by individual bathers
- Edging down the pool using a float or holding on the side



Example of Lifeguard patrols of the pool:

21 Communication with the General Public

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

- Smile and appear approachable
- Use eye contact
- Be courteous but assertive
- Be seen to care
- Be specific and give reasons for any warning/instruction
- Do not display anger or use inappropriate language
- Do not intimidate a customer
- For lifeguards, use a whistle sparingly, or else it loses its effect. It is important to remember that the whistle will only attract attention and needs to be followed by a verbal or visual instruction. If using hand signals, ensure that they are made in such a way as to be quite obvious and not open to misinterpretation
- Remember that many barriers to communication exist. The general public with whom you are trying to communicate may have a hearing or sight impediment or may not speak English as their first language

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

22. Pollution in the Pool

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

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

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

23. Alarm Systems and Emergency Equipment

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

Emergency telephone calls should be made from the phone in the office or by mobile telephone.

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

24. Hygiene

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

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

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

25. Use of Photographic/Filming Equipment

Events including mobile phones with cameras have overtaken Helmsley Open Air Pool's previous policy on photographs at the pool. It has therefore been decided to adopt an updated and more pragmatic approach to the use of cameras at the Pool.

Customers are welcome to use any device outside of the main entrance in an appropriate manner. Customers are to be requested to limit any photographing/videoing to their own child/group and as far as possible to ensure others in the photograph are not deliberately included.

If it is considered by any of the Pool's staff that the above are being ignored the Lifeguards on duty are asked to respectfully remind customers of the Pool policy of limiting photography and videoing.

For Private Hire groups customers will have signed a Pool Booking Form (PHBF) in which they will have taken responsibility for any photographing and videoing and will have advised their party of their wish to do this.

Poolside staff must continually be alert to breaches of the Pool's policy regarding the use of photographic and filming equipment and if repeated requested are ignored they should advise the Pool Manager or Deputy who will ask the customer to cease and desist. Failure to accede to this request within the pool premises may result in the customer being asked to leave. This must be recorded Accident Book.

26. Swim Nappies

Swim nappies should be used at all times

These are available for purchase in the Pool Office.

27. Pool Closure

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

28. Lost Property

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

29. General Pool Activities

29.1 General Public Swim Sessions

Lifeguards are always present.

Adult Only Sessions

The number of bathers at these sessions very rarely exceeds 10 -15. These sessions are not fun session but are for adults who wish to engage in lane format swimming, although we very rarely setup lanes for these sessions.

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

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

Life Saving Equipment is available at the pool side.

29.2 Private Hire

Lifeguards are always present.

The pool does allow Private Hire which is normally for Children's parties without sufficient adult/guardian supervision.

We supply the following documents with each Private Hire request:

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

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

29.3 Other Private Hire Activities

For all non standard Private Hire activities Helmsley Open Air Swimming Pool Trustees must be given a copy of the following at the time of the booking:

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

30. Recruitment and Training of Staff/Volunteers

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

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

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

The Disclosure and Barring Service offer 3 different levels of checks, Standard, Enhanced and Enhanced with list checks. DBS checks applicants must be over 16 years of age and it can take up to 8 weeks to perform a check. Helmsley Pool Trustees can only seek DBS checks using an umbrella organisation such as RLSS or another body. Where staff already have a DBS check carried out for other employment in the same role (for example, as a lifeguard at another pool) the Management Committee may consider relying on that existing DBS check as evidence that clearance has been given.

30.1 Interview and Induction

All staff and volunteers must be treated the same.

30.2 Interview

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

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

30.3 Induction

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

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

31. Systems of Work

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

Lifeguards working on the poolside are not asked to work for longer than a maximum period of 2½ hours. A lifeguard should not work on the poolside for longer than 2½ hours without relief from concentration.

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

Lifeguards have control of the poolside area.

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

The next point of escalation is the Helmsley Open Air Swimming Pool Trustees.

32. Operational Systems

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

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

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

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

33. Detailed Work Instructions

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

33.1 Daily

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

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

- The Pool Office Diary checked by the Pool Manager for any issues
- Ensure the Staff Weekly Rota is fully completed for all required sessions
- Purge of the poolside showers to prevent the possibility of Legionnaires

33.2 Weekly

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

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

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

33.3 Monthly/Every 6 weeks

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

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

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

33.4 6 Monthly

The following are completed on a 6 monthly basis:
CWST incoming temperature for Legionnaires. Record in the Water Management Sheet

33.5 Annually

The following are completed on an annual basis: The following Legionnaire checks are carried out by a third party o Calorifier blowdown o CWST inspection o Legionella sampling

33.6 Close Season

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

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

34. Cleaning

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

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

35. Disinfection

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

36. Control of Substances Hazardous to Health (COSHH)

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

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

Acid bases chemicals are kept in the Plant Room.

Alkali bases chemicals are kept in the Washing Machine room.

37. Water Temperature

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

38. Pool Water Testing

Daily test will be undertaken as required.

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

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

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

Microbiological Testing - A water sample is taken from the pool prior to the start of the season and thereafter monthly for microbiological testing off site by a professional company. (Northern Hygiene Labs) The results are reported back to the Pool Plant Operators, and any problems are addressed.

39. Legionnaire Monitoring and Testing

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

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

Legionella bacteria occur naturally in our environment (rivers, lakes etc) where they are not a problem for people.

However, they also live in water systems associated with buildings and the workplace, eg hot or cold storage tanks, cooling towers, fire-fighting equipment, spa baths. In these situations if the bacteria get into water sprays or mists people can breathe them in.

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

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

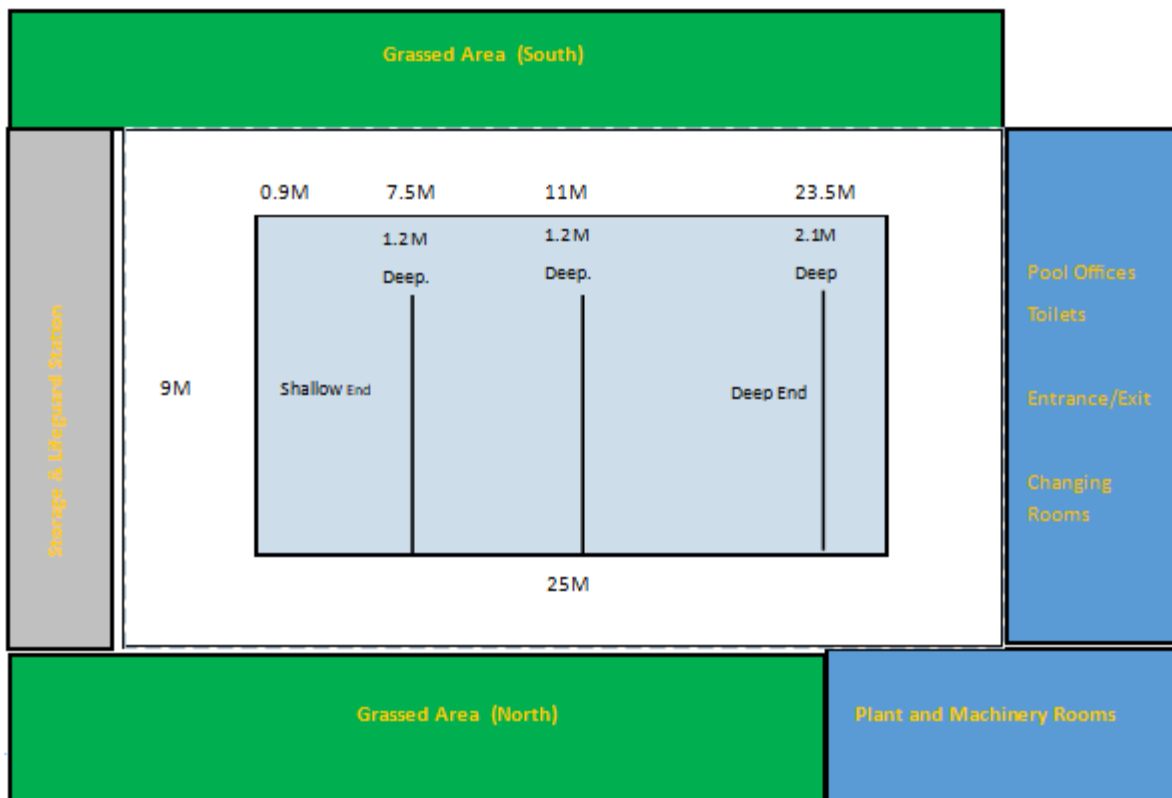
The swimming pool undertakes a comprehensive set of tests and activities to mitigate the risk of Legionnaires' disease. These activities and checks are outlined above in this document in the System of Works section and within the Legionnaire folder which is located in the Pool Office/Pay Kiosk.

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

40. Water Quality Control

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

Pool Plan



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

Private Hire

We offer the following documents with each Private Hire request:

When signing the Private Hire Booking Form (PHBF) the client must agree to the TC for all the private hire document.

- Private Hire Booking Procedure (PHBP)
[On Private Hire page web page](#)
- Private Hire Admissions Policy (PHAP)
[Link on Private Hire page to this doc](#)
-
- Private Hire Emergency Information (PHEI)
[Link on Private Hire page to this doc](#)
-
- Private Hire Booking Form (PHBF)
[Link on Private Hire webpage page to this doc](#)
[Contains Emergency Information of Pool Booking Form Second page](#)
[And links to](#)
[Admissions Policy](#)
-
-

HACCP

Risk Assessment

Risk Assessments

Inc: Public Pool use, Events and Occasions.

Control of Substances Hazardous to Health

Water Plant Management