

The
Wendover
Swimming
Pool

The Wendover Swimming Pool Normal Operating Procedure

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10th January 2023

The Wendover Swimming Pool

Normal Operating Procedure

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Document Confirmation Code:

The Document Confirmation Code must be entered by the hirer at the hirer's account page at:

<https://www.wendoverswimmingpool.co.uk/my-account/>

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By entering the Document Confirmation Code, the hirer is indicating that they have read this document, and that they accept its contents.

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1. Summary

Risk assessment is a continuous process – significant changes in the working environment require a re-assessment of the work and may require changes to the normal operating procedure (NOP).

Once set and agreed, the NOP and Emergency Action Plan (EAP) must be made available to those who may be required to operate or manage the swimming pool and its use, and their understanding of its use be tested.

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2. Person and organisation with responsibility

2.1. Wendover Swimming CIO

The Wendover Swimming Pool is operated by Wendover Swimming CIO. Wendover Swimming CIO is responsible for the safe operation of the pool infrastructure, and for providing the framework for safe day-to-day operations.

The pool is used by a number of organisations (for example, schools and swimming schools) who are responsible for the correct operation of their sessions - referred to as Session Management.

The trustees of Wendover Swimming CIO are Session Managers for the swimming sessions operated by Wendover Swimming CIO.

2.2. Session Manager

When an organisation (for example, a school or swimming school) hires the pool, that organisation takes on a large part of the responsibility for the safe operation of the pool (for example, ensuring that suitable safety supervisor cover is provided, and that pool occupancy is not exceeded).

As part of a hire agreement, an organisation will be required to name the Session Manager. The Session Manager is not necessarily required to attend sessions, but they are required to take on the responsibility of ensuring that the organisation operates the pool safely.

The Session Manager must accept and abide by the Normal Operational Procedure and Emergency Action Plan as provided by Wendover Swimming CIO, unless alternative procedures and plans are provided in advance and are approved and accepted in writing.

2.3. Person in Charge

For every session, the Session Manager must nominate in advance the Person in Charge. The Person in Charge must be present at The Wendover Swimming Pool for the entire duration of the session - including any time before or after the session that may be used (for example) in the changing rooms :

- No one may enter the building until the Person in Charge for the session is on the premises.
- The Person in Charge may not leave the building until everyone attending the session has left.

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- Particular care must be taken to properly hand-off responsibility where sessions are back-to-back or overlap.

The Person in Charge is responsible for ensuring that the pool is operated safely, and in accordance with the Normal Operating Procedure and Emergency Action Plan as published by Wendover Swimming CIO (or as otherwise agreed).

All staff, volunteers, swimmers and other visitors must at all times follow instruction and direction of the Person in Charge.

Where sessions are operated by Wendover Swimming CIO, the Person in Charge is the senior safety supervisor on duty.

All staff and volunteers should be physically fit to undertake their role for their allotted session. Where sessions are operated by Wendover Swimming CIO, volunteers should notify the Person in Charge if they are not fit to undertake their role for the session as planned. If advance notice can be given, then alternative cover can be found.

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3. The pool

3.1. Size of the pool

- Length of pool: 25 Meters
- Width of pool: 7.5 Meters
- Depth of pool 0.8 to 2.1 Meters

3.2. Usage

The Pool is used throughout the week for:

- Public Swimming Sessions
- Swimming Lessons provided by external swim schools
- Swimming Lessons provided by schools
- Ad-hoc private hire

3.3. Access and Egress (including emergency exits)

3.3.1. Normal entry and exit to the poolside:

- Access to the poolside is possible directly from the reception area and past the showers from the changing rooms.
- Access to the poolside is controlled by a lockable door from the reception area and a lockable roller shutter from the changing area.

3.3.2. Emergency exits are located at the following locations:

- Through the changing area and into the reception area or straight from poolside through the reception area.
- An emergency exit is located and signed in the far glass panel on the right hand side at the shallow end of the pool.
- During operational times, the emergency exit doors must be unlocked.

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3.4. Water depth and signage

Swimmers are advised of water depths by the installation of prominent water depth signs that can be seen from the water and the poolside. These are located at the following points in the pool area. The signs are on the low wall on the side of the pool:

- At the deep end: 2.1 meters
- At the halfway point: 1.5 meters
- At the shallow end: 0.8 meters

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4. Management and Safety of Swimmers and Spectators

4.1. Safety supervisor

Swimmers and spectators must not enter the pool area unless an appropriately qualified safety supervisor is present. The safety supervisor must not leave the pool area whilst there are swimmers present.

4.2. Administrator

The role of the administrator is:

- To assist in the administration and guidance of swimmers and other visitors, and to offer help and guidance.
- In an emergency situation, assist the safety supervisor by following their clear instructions - for example, the assistant to the safety supervisor may be required to call the emergency services, or notify the operators of neighbouring facilities.

The administrator need not hold a formal qualification. In some situations, the role may be fulfilled by a second safety supervisor or swimming teacher.

The safety supervisor may undertake the role of administrator as long as they are able to effectively supervise the pool (e.g. during a lane swimming session). Swimmers should be informed that they may be required to assist the safety supervisor in an emergency situation, for example by calling the emergency services.

4.3. Pool Rules

- The pool rules **allow**:
 - Forward diving into the deep end only, taking care that the pool is clear and safe to dive in to
 - Jumping safely in to water of appropriate depth, only jumping forwards and taking care that the pool is clear and safe to jump in to.

Note - Diving and jumping may be prohibited at any time at the discretion of the 'safety supervisor'.

- The following toys can ordinarily be used during **Family Sessions**:
 - Diving sticks and rings
 - Small floats (including those provided by Wendover Swimming)
 - Small inflatable rings

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- 'Torpedo' toys

Note - Large floats and inflatables (e.g. dinghies, air-beds, etc) may not be used.

- The following swim training aids can ordinarily be used during **Lane Swimming sessions**, or when other sessions are very quiet (so that other swimmers are unlikely to be hurt):
 - Kick boards
 - Pull buoys
 - Hand paddles
 - Training fins
 - Training snorkels

Note - The inappropriate use of any toy or swimming aid can be hazardous.

- The following are **not allowed**:
 - Running on the poolside
 - Backward dives, somersaults or other 'acrobatics'
 - Bombing
 - Throwing people in the air
 - Climbing on shoulders
 - Games of tag, in and out of the water
 - Pushing or 'ducking' swimmers
 - Shouting in the pool area

4.4. General Rules

- Swimmers and spectators must not enter the poolside area unless a 'safety supervisor' or other qualified and nominated person is present.
- Swimmers must not enter the water until authorised to do so by that person.
- Swimmers and spectators must leave the pool and/or the poolside immediately when instructed to do so by the 'safety supervisor'.
- Swimmers requiring a floatation aid, including armbands or a buoyancy aid, should not ordinarily be allowed to swim in the deep end of the pool.
- Children requiring a floatation aid, including armbands or a buoyancy aid, should only swim in the deep end of the pool if supervised on a 1:1 basis by their parent/guardian/carer.

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- We recommend that swimmers remove jewellery, including rings, earrings, wrist jewellery and necklaces, in order to reduce the risk of injury.
- Outdoor shoes must not be worn in the changing rooms or on the poolside. Over shoes are provided.
- No smoking in the pool area or building.
- No glass (e.g. bottles) to be brought on to the poolside.
- No food should be consumed by swimmers in the pool.

4.5. Spectators

Spectators are permitted on the poolside, but must comply with requirements:

- Spectators are under the control of the safety supervisor on duty, and must behave as requested.
- Spectators must normally stay away from the edge of the pool.
- Particular care must be taken when children are spectators, and that they are actively continuously monitored by a responsible adult.
- Buggies are not normally permitted on the pool side. Buggies should normally be parked in the porch area outside reception.
- The number of spectators on the poolside does not count against the number of swimmers in the pool. However, the number of spectators should be limited to a sensible and appropriate amount. That amount may vary according to the type of spectators (e.g. adult or children), and whether or not the roof is open.

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5. Behaviour

5.1. Behaviour during sessions operated by Wendover Swimming

Any behaviour which is deemed to be unacceptable (e.g. abusive behaviour), or is likely to put the health or safety of other persons at risk must be dealt with immediately by the safety supervisor on duty.

- Individuals whose behaviour is deemed to be unacceptable will be asked by the safety supervisor to leave the pool immediately for a short “time out” period or for the rest of that session, depending on the judgement of the safety supervisor.
- Incidents must be reported to the Trustees. The Trustees may decide to ban the individual(s) responsible from using the pool.

5.2. Behaviour during sessions operated by external hirers

Reports of unacceptable behaviour during a private session or letting (eg. a swim school) will be investigated by the Trustees of Wendover Swimming CIO, and at their discretion any letting agreement may be terminated with immediate effect.

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6. Pool Occupancy

6.1. Bather Load

Bather load is related to the number of swimmers that pass through the pool in a period of time. Maximum bather load is limited by the capacity of the pool plant equipment, and its ability to process water. Bather numbers should be recorded in the blue folder after each session so that the Plant Manager can monitor bather load.

6.2. Maximum instantaneous capacity

Maximum instantaneous capacity is the number of swimmers that may be safely accommodated in the pool at any one time, and is related to the size of the pool, its depth, and the number of safety supervisors on duty.

The maximum capacity of The Wendover Swimming Pool is limited to 20 or 40 swimmers at any one time, depending on the number of safety supervisors on duty.

- One safety supervisor: 20 swimmers
- One safety supervisor, and one first-aid assistant, or two safety supervisors: 40 swimmers

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7. Rescue and First Aid

7.1. Rescue Equipment

The following rescue equipment is provided:

- 'Squistles' (hygienic squeezable whistle) to attract attention
- Reaching poles of various lengths
- Torpedo buoy
- Throw-and-grab ropes

7.2. First Aid Supplies, Training and Procedures

- A Pool First Aid kit of appropriate size is provided and is located in the reception area.
- A safety supervisor or other first aid trained and qualified person must be in attendance at the swimming pool, whenever it is in use.
- Those dealing with incidents that require first aid treatment must not compromise their responsibility as a safety supervisor to safeguard swimmers. If the pool is to remain open, safety supervisors should consider delegating the required actions, or asking swimmers to temporarily get out of the pool whilst the incident is dealt with. A safety supervisor should never leave the poolside whilst the pool is open and available for use by swimmers. All incidents requiring first aid treatment must be logged in the accident book with the first aid bag.

7.3. Emergency Assistance

As part of the Emergency Action Plan, it may be required to contact the emergency services. A fixed line telephone has been provided for this purpose, and is located in the office.

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8. Cleaning and Hygiene:

8.1. Prevention of walking-in of dirt

To help keep the changing rooms and poolside clean, outdoor footwear must not be worn on the poolside or in the changing rooms.

- Shoes and socks must be removed and left in the foyer area, or;
- Over-shoes must be fitted (and removed and disposed after use).

It is the responsibility of the Person in Charge to ensure that the importance of this requirement is communicated to all users of the pool, and to ensure compliance.

8.2. Cleaning the Pool Surrounds

The area around the pool must be cleared at the end of each session. If necessary, the area should be cleaned at the end of the session (for example, if someone does not heed the requirement not to wear outdoor shoes on the poolside, and walks mud onto the poolside).

The area around the pool is inspected every month, and if necessary a deep clean is scheduled and undertaken.

8.3. Cleaning the pool liner

- A robotic cleaner is placed in the pool at the end of every day, and cleans the pool liner overnight.
- In the event of extended failure of the robot, the pool liner is swept or vacuumed at a minimum frequency of once per week.
- If there is excessive detritus, or a faecal/vomit incident the frequency is increased.
- The pool liner is inspected periodically to ensure that it remains in a clean condition.

8.4. Cleaning the changing rooms

- The changing rooms must be cleaned at the end of every session, regardless of whether or not another session immediately follows, and regardless of the state of the changing rooms at the time the session commenced.
- Cleaning should include:
 - removal of any rubbish left behind
 - flushing of all toilets

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- clean of all floors to remove any lying dirt
- squeegee of all floors to remove any standing water

It is the responsibility of the hirer or operator to clean the changing rooms at the end of every session.

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9. Water Treatment and Pool Plant Management

9.1. Control of Legionella

The Wendover Swimming Pool is a “low risk system” with respect to legionella, as defined by HSE guidance:

- Daily water usage is inevitable and sufficient to turn over the entire system;
- Cold water comes directly from a wholesome mains supply (there are no stored water tanks);
- Hot water is fed from instantaneous heaters (supplying outlets at 50 °C);
- Swimming Pool water is chemically treated.

It has been assessed that the risk of scalding in showers is not low, and so thermostatic mixer valves are used to control the temperature of water at the point of delivery.

The thermostatic mixer valves are sited as close to the shower heads as possible to minimise the storage of blended water.

The following actions are taken to prevent the build up of standing water in pipe work, and the risk of the presence of the legionella virus:

- Monthly check water temperatures at an outlet to confirm the heater operates at 50–60 °C.
- Monthly take temperatures at a representative selection of cold water outlets to confirm they are below 20 °C.
- Annually dismantle, clean and descale removable parts, heads, inserts for showers and taps.
- Where the building has been unused for a period of time, all taps and showers should be run for a period of at least 3 minutes before the building is made available to users.

9.2. Water Treatment Procedures

A pool plant maintenance contract is in place with a competent contractor (Barnet Pools), who keep a record of all servicing and maintenance carried out with when it has been completed.

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The Swimming Pool Plant and associated services have been designed to deal with anticipated demands and loads. However, care must be taken to ensure that it is not overused. This can happen when the level of pollution being introduced exceeds the ability of the plant or the chemical treatment system to be able to deal with that pollution.

9.3. Control of Cryptosporidium

The presence of the cryptosporidium parasite is controlled by the use of appropriate plant equipment and operational procedures, and by issuing guidance to swimmers and those in charge of swimming sessions.

9.3.1. Flocculator

The plant equipment at The Wendover Swimming Pool includes a floc doser to help catch any cryptosporidium spores in the pool's filtrations system.

9.3.2. Guidance to swimmers

Clear guidance in the form of prominently displayed posters is issued to swimmers:

- *Do not swim if you have an upset stomach or diarrhoea, or have had diarrhoea within the past 48 hours.*
- *If you have been to the doctor because of an upset stomach or diarrhoea, and you have received a diagnosis, then do not swim for 14 days. You should tell your doctor that you swim, and seek their direct advice.*
- *Please take a shower before swimming, and wash your hands after using the toilet or changing nappies.*
- *Please ensure that babies and children who need nappies wear purpose made swimming nappies. Ordinary nappies are not good enough.*
- *Please take your child to the toilet before they go swimming, and immediately if they need to use the toilet whilst swimming.*
- *Please don't swallow or drink the water!*

9.3.3. Dealing with fouling incidents.

Dealing with incidents of faecal or other fouling is detailed in the emergency action plan, including:

- Method for dealing with faecal fouling
- Detailing of circumstances where pool closure is required.

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9.3.4. Requirements of external hirers

As part of the hire agreement, external hirers of the pool must adhere to the same requirements, including issuing the guidance for swimmers to their customers, and in dealing with any incidents.

9.4. Chemical Use and Chemical Control

Chemical dosing of the pool is through the use of a fully automatic chemical dosing system. The probes will be cleaned monthly, and the calibration will be checked weekly, against manual testing. Chemical day tanks will be checked daily, to ensure that there is sufficient disinfectant and stabiliser available.

The principal chemicals used in the Wendover Swimming Pool are:

Chemical Name	Purpose	Chemical Type
Sodium Hypochlorite 14/15% .	Disinfectant	Alkali
Sodium Bisulphate (solid)	Stabiliser	Acid
Poly Aluminium Chloride	Flocculant	Acid
Sodium Carbonate (soda ash)	Stabiliser	Alkali
Sodium Bicarbonate	Cleaner/ alkalinity control	Alkali

9.5. Water Testing

Pool water chemical levels are tested by trained operators according to approved guidelines. The time of the test, and the results are recorded and kept on file.

Test to be carried out a minimum of three times per operating day:

Test Type	Parameters
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Test Type	Parameters
Free Chlorine	0.5 – 5.0 Ideally 1.0-1.5
Combined Chlorine	Less than 50% of free chlorine
Total Chlorine	Used to calculate combined chlorine
pH	7.2-7.8 - Ideally 7.2-7.4

Test to be carried out a minimum of once per week:

Test Type	Parameters
Total Alkalinity	80mg/l – 150mg/l
Calcium Hardness	100 mg/l plus
Total Dissolved Solids	1000mg/l above mains water TDS
pH	7.2-7.8 - Ideally 7.2-7.4

9.6. Microbiological Testing

Microbiological tests are carried out on a monthly basis by a reputable contractor (Kingfisher).

The swimming pool will be closed if unacceptable test results are received. The pool may not be re-opened until such time as:

- The cause of the unacceptable test result has been identified

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- Corrective work has been carried out
- A further microbiological test has been carried out, with acceptable results.

Such reports and actions will be reported to the relevant authorities.

Microbiological Test Reports are kept on file.

9.7. Water Treatment Equipment Maintenance

- Filter cleaning (back-washing) will be carried out at least once per week. This frequency will increase during times of particularly high use or excessive pollution.
- Filter cleaning is scheduled at a time where the operating schedule allows that the filter media has time to 'ripen'; ie: to return to its most effective condition.
- All backwashing will be recorded on the Water Test Sheet
- Filters will be opened on an annual basis by the swimming pool contractor and will be inspected and filter media topped up if required.

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10. Working in the Plant Room, Chemical Stores and Associated Areas

10.1. Working with hazardous substances

The plant room may be hazardous because of its remoteness from other persons, because of the nature of the equipment, and because of the presence of potentially toxic chemicals.

A lone working risk assessment has been made and should be complied with. Measures to protect members of staff whom work in the plant room have been put in place. They should take with them to the plant room some form of personal communication in case of emergency such as fully charged mobile phone etc.

Staff must wear appropriate protective clothing when working in the plant room.

Equipment	Description	Controlled Risk
Eye/Face Protection	Chemical resistant goggles and visor	Chemical splashes; dust/mist/vapour
Breathing/Respirator	Full face respirator A2,B2,E2,K2,P3. Half mask respirator A1B1E1K1P3 respirator	Toxic gases; dust/mist/vapour
Body/Skin Protection	Rubber; chemical suits	Chemical splashes
Hands/Arms Protection	Chemical impervious gauntlets	Chemical splashes
Feet/Legs Protection	Chemical impervious footwear	Chemical splashes; slipping; impact
Emergency Conditions	Fresh water supply for irrigation; eyewash kit	Chemical splashes to eyes, exposed skin

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10.2. Working in a noisy environment

If the noise in the plant room is such that it is difficult to hear normal conversation at a distance of two metres because of the background noise then the operator should report this to the trustees. A noise risk assessment may need to be carried out.

10.3. COSHH Assessments

Wendover Swimming CIO requires suppliers to provide an up-to-date Safety Data Sheet (SDS) with all pool water treatment chemicals. The relevant information from the SDS is transferred onto Wendover Swimming's internal Control of Substances Hazardous to Health Sheet (COSHH).

Copies of the COSHH sheets are located where listed substances are stored and used.

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11. External Lettings

11.1. Terms of hiring

All hirers (including schools, swim schools, other private hirers) must agree to the terms of this document (NOP), the EAP, and follow the guidelines in those documents.

All hirers are required to sign a contract of hire, indicating their agreement to the above, and other requirements as detailed in the contract.