

## Normal Operating Procedure (NOP)

*Please note that this is a model NOP that may be adapted for use. Swimming Pools on the Defence Estate will have their own NOP.*

Normal Operating Procedures typically includes the following:

### Plan of the pool including:

- Building Plan
- Dimensions and depths
- Features and equipment (includes safety check of equipment such as ramps, hoists and changing facilities)
- Entries and the emergency exit routes
- Pool alarms and fire alarms
- Maximum bather capacity
- Pool address
- Name of responsible person
- Telephone number

### Potential Risks

- List the key hazards to alert users to things they need to be aware and the hazards to be avoided

### Lifeguards Duties and Responsibilities:

- Requirements for equipment
- Lifeguard training
- Numbers of lifeguards for activities

### Rules of supervision to include:

- Ratios of staff to pupils
- Qualifications staff require

- Arrangements for lifeguarding
- Training arrangements and frequency
- What to observe in the pool?
- Where to be positioned (i.e. in/out of water)?

**Detailed work instructions to include:**

- Pool cleaning
- Pool plant operations
- Pool testing
- Chemical safety
- How to use equipment

**First Aid supplies and training to include:**

- Equipment provided by the school and its location
- Arrangements for checking contents and replenishing stock
- Named First Aiders and training they have received
- Disposal of sharps
- Dealing with blood and vomit spillages
- Reporting and recording of incidents and accidents

**Details of alarm systems and other emergency equipment:**

- All alarm systems and emergency equipment provided
- Location and operation
- Action to be taken on hearing the alarm
- Testing arrangements and maintenance
- Back up if alarm fails

**Operational System:**

- Controlling access to a pool or pools intended to be of use
- The safe use of pool covers

**Systems of work:**

- Lines of supervision
- Call out procedures
- Lifeguard rota times
- Conditions of hire, which will include the duties and responsibilities of each party, and arrangements for safety during hirer's use.

## Model Normal Operating Procedure

**Please Note. RISK ASSESSMENT IS A CONTINUOUS PROCESS – SIGNIFICANT CHANGES IN THE WORKING ENVIRONMENT REQUIRES A RE-ASSESSMENT OF THE WORK AND MAY REQUIRE CHANGES TO THE NORMAL OPERATING PROCEDURE**

The **Risk Assessment** is to be signed by a senior member of the School Management Team and/or Governors, and must be reviewed, signed and dated on an annual basis.

The **Normal Operating Procedure** and **Emergency Action Plans** are compiled from the findings of a **Risk Assessment**, and therefore, there may be alterations that need to be made to meet individual schools' operations.

Once set and agreed, the **NOP** and **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 it use be tested using the assessment template below:

	Assessor and Date	Approval and Date	Adopted as School Policy and Date
Initial NOP Assessment:			
Review #1			
Review #2			
Review #3			
Review #4			
Review #5			

**1.0 THE POOL**

**1.1 Details of the Pool:**

[A plan of the pool, and its associated facilities (changing areas, plant room, emergency escape routes etc), should be attached as an Appendix to this document]

Length of pool (metres):

.....  
.....

Width of pool (metres):

.....  
.....

Depth of pool (metres) *(range of depth if variable:*

.....  
.....

Sketch of pool profile *(if there are sudden slope in the pool floor):*

.....  
.....

Maximum Bathing Load (per hour):

.....  
.....

Maximum Bather Capacity (at any one time)

.....  
.....

**1.2 Operational Scope**

The Pool is normally available for use during the following times. *(Please give details of when the pool is used by the school and when it is hired out if appropriate. A timetable of use may be attached as an appendix this may also include times when the pool is closed for maintenance.)*

.....

**1.3 Access and Egress, [including Emergency Exits]**

Access to the swimming pool, is made via

.....

This access point is controlled by

.....

The exit and emergency exits are located at the following locations

.....

**1.4 Deep Water Pool(s) (greater than 1.2 metres)**

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 .....

Swimmers are advised of the deep end and the shallow end of the pool by prominent signs located .....

Swimmers are advised of the pool depth profile by a pool profile diagram prominently which is displayed .....

## 2.0 POOL SUPERVISION ARRANGEMENTS

### 2.1 Supervision of Swimming Activities

- There must be a minimum of two qualified pool supervisors (responsible for overseeing the use of the pool) present at all times; one person must be nominated as the lead supervisor. Supervisors must be on the pool side. Staff in the water do **not** count in the pool supervision ratios.
- When dealing with minor first aid and other minor incidents that may reduce the poolside supervision ratios, the class should stop all activity and remain at the poolside until full supervision levels are resumed.
- Pool supervisors must carry a whistle with them at all times.
- Pool supervisors must be in position on the poolside before swimmers are permitted to enter the water. In addition, supervisors must remain on the pool side at the end of a session until all swimmers have left the area and the pool is secured.
- Supervisors should be positioned so that the pool can be scanned in 10 seconds and a casualty can be reached within approximately 20 seconds.
- Supervisors must work together to ensure that they monitor all areas of the pool and all pool users. They should be located on poolside so that they can achieve this and know who is looking out for which area or group of children.

### 2.2 Pool Rules:

The following are examples of standard pool rules: *(They should be adapted by the school for its own pool situation):*

- Pupils must not enter onto the poolside unless a member of staff is present
- Pupils must not enter the water until instructed to do so
- No jewellery is to be worn in the pool
- No food is to be consumed on the poolside
- No running on the poolside

- No diving or jumping in from the side into the pool unless instructed to do so
- Entry and exit to the pool must be made by the steps, only
- No shouting in the pool
- No acrobatics to be performed in the pool
- No pushing or ducking of other swimmers
- No outdoor shoes are permitted on the poolside in indoor pools
- Swim caps must be worn
- Pupils must leave the pool immediately when instructed to do so by the person supervising them

The pool rules will be displayed at the following points around the pool.

.....  
 .....

### **2.3 Standard Procedures for School Lessons**

- To ensure unauthorised access the pool will be locked when not in use.
- Swimming will not take place until at least one hour after a meal.
- Before a lesson commences all emergency equipment will be in place.
- The person in charge of swimming will keep a register of all those participating in swimming lessons.
- A headcount will be taken of those entering the pool and this will be recorded.



- All staff responsible for teaching and pool safety should be aware of any existing health issues e.g. heart trouble, asthma, epilepsy. Ventilators should be within easy access to swimmers who may need them. Where epilepsy is totally controlled by medication no special precautions are necessary.
- All supervisors should carry a whistle.
- Swimmers must practice a simple whistle drill at the beginning of a new swimming programme –
  - **One short blast** calls for attention of pool users
  - **Two short blasts** calls for the attention of a lifeguard or member of staff
  - **Three short blasts** - indicates a lifeguard taking emergency action
  - **Continuous blast** - means go to the side of the pool and wait for instructions.
- If the pool water becomes unclear and swimmers' feet cannot be seen on the bottom of the pool all swimming activity must stop. This may be caused by the condition of the water or wind or heavy rain creating surface distortion.
- Swimmers must not be allowed to go back into the pool area unattended.
- At least two supervisors should be at the poolside before swimmers are admitted to the pool area from the changing rooms.
- All swimmers should be counted out of the pool at the end of the session, and a supervisor should be the last to leave locking the door behind them.

## 2.4 Unacceptable Behaviour

Any behaviour which is deemed to be unacceptable, or is likely to put the health or safety of other persons at risk must be dealt with immediately.

Standards of acceptable behaviour will be determined by the swimming supervisor. Those involved in unacceptable behaviour will be required to stop it immediately, if that behaviour continues they will be required to leave the pool. All pool activities will be stopped, until the perpetrator has left the pool.

Reports of unacceptable behaviour within a private letting will be investigated by a member of school staff, and if it continues, the letting agreement may be terminated with immediate effect.

## 2.5 Overcrowding

At no time will the maximum bathing load be exceeded. This figure is ..... and as specified in the “Details of the Pool” section of this Normal Operating Procedure.

## 2.6 Location of Rescue Equipment

The following Rescue Equipment is provided:-

- [Reaching poles]
- [Torpedo buoy]
- [Throwing rope]
- [Lifebelt]

and is located at the points indicated at the side all sides of the pool when it is in use.

All swimming supervisors are required to carry a whistle which they should check each day They should be within reach of one of the items of rescue equipment, at all times.

## 2.7 First Aid Supplies, Training and Procedures

- A Pool First Aid kit is provided at (*indicate the location where it is kept available*):  
.....
- If a swimmer has a minor injury and requires one of the staff to deal with it then swimming activity must stop with pupils supervised at the side of the pool until both supervisors are able to resume their normal roles.
- One member of staff who is first aid trained and qualified, must be in attendance at the swimming pool, whenever it is in use.

## 2.8 Swimmers with Special Needs

Provision for swimmers with special needs will be catered for in accordance with the Governments Advice and Policy for teaching swimmers with special needs, and Buckinghamshire County Council’s internal policies and advisory notes.

## 2.9 External Lettings

- External hirers are made aware prior to hire of the maximum bathing load that is allowed, and that a hiring agreement is voided if that figure is exceeded

- The members of staff responsible for swimming shall ensure that private organisations are aware of the requirements and rules when confirming the booking. A formal application and agreement must be issued to confirm the arrangements to be in place. The organisation shall be issued with a copy of this Procedure and given a copy of the Emergency Action Plan (EAP).

*(Delete either Option 1 or Option 2)*

**Option 1:**

- ❖ The swimming pool has a maximum depth is no more than 1.2 m, and therefore external lettings are required to provide the following staffing and qualifications:-  
.....
- ❖ One representative of the hirer shall be on duty on the poolside at all times. Such person shall be competent to test pool water and to allow or prevent usage, based upon those readings.
- ❖ The hirer shall arrange to carry out a pool water test prior to and at the end of the hiring session, and record readings on the appropriate form.
- ❖ One representative of the hirer shall be on poolside duty at all times, taking the role of supervisor/lifeguard. That person shall be qualified to at least Swimming Teachers Association NaRS Pool Attendant standard.
- ❖ The swimming pool can be used only by members of a recognised group, under these provisions. Any session that allows un-programmed use of the pool, will require lifeguard staff to be qualified to RLSS NPLQ standard.

**Option 2:**

- ❖ The swimming pool has a maximum depth in excess of 1.2m, and therefore external lettings are required to provide the following staffing and qualifications:-  
.....
- ❖ One representative of the hirer shall be on duty on the poolside at all times. Such person shall be competent to test pool water and to allow or prevent usage, based upon those readings.
- ❖ The hirer shall arrange to carry out a pool water test prior to and at the end of the hiring session, and record readings on the appropriate form.
- ❖ One representative of the hirer shall be on poolside duty at all times, taking the role of supervisor/lifeguard. That person shall be qualified to at least RLSS NPLQ standard.

- ❖ The members of staff responsible for swimming shall ensure that all qualified Lifeguards and supervisors provided by private organisations are inducted in the necessary operating procedures and emergency action. This training and their qualifications must be signed off on the hire agreement form.
- ❖ The members of staff responsible for swimming shall monitor club/private hire use to ensure the requirements and rules are being adhered to.
- ❖ All clubs shall also provide evidence of CRB checks for their personnel

## **WATER TREATMENT AND POOL PLANT MANAGEMENT**

For MOD Schools, if the school has its own swimming pool, then the water treatment and plant management is the responsibility of the DIO which should have a prime contract arrangement in place for all infrastructure work. Where the school uses a MOD Station/Garrison swimming pool, these responsibilities again would be carried out by the DIO prime contractor working for the Station Commander. For other arrangements, the school head teacher should gain assurance from the authority/organisation who own/operate the swimming pool that adequate arrangements relating to the paragraphs below are in place.

### **Cleaning and Hygiene:**

#### **Pool Surrounds:**

The following regime of cleanliness is carried out around the swimming pool, to prevent the transmission of infection:-

Process	Frequency
Litter Pick	Prior to the daily use of the pool, and as required
Full Clean: Rinse the poolside with pool water Scrub with deck-scrubber or stiff brush Rinse the area with pool water Soft sweep or squeegee excess water	Prior to the daily use of the pool.

#### **Cleaning the Bottom of the Pool**

The pool floor is swept/vacuumed at a minimum frequency of once per week. If there is excessive foliage or detritus, the frequency is increased.

#### **Cleaning Pool Covers**

The pool cover will be cleaned by back-rolling, spraying and brushing with a mild disinfectant, once during each term, or before opening and immediately after the outdoor season.

### **Legionella Control**

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:-

- All showers will be run for 1-2 minutes, each day, prior to the pool being used;
- All showers will be subject to the County Council Water Hygiene and Legionella Management programme involving regular cleaning and descaling of the shower heads (*for further information see the Legionella log*);
- All wash-basin taps will be run for 1 – 2 minutes, each day, prior to the pool being used;
- All hose pipes will be run to drain for 2 minutes prior to be used;
- Domestic hot water mixer valves are included in our planned maintenance programme.

### **Water Treatment Procedures**

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.

### **Working in the Plant Room, Chemical Stores and Associated Areas**

The area may be hazardous owing to its remoteness from other persons due to the nature of the equipment there, and also due to the presence of potentially toxic chemicals, that may need to be handled.

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.

Staff should notify ..... when they are going to the pool or plant room alone and advise how long they expect to be there. They should also advise when they return from the plant room.

They should take with them to the plant room some form of personal communication in case of emergency such as fully charged short wave radio, mobile phone etc.

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

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 their line manager. A noise risk assessment may need to be carried out.

### **Excessive Bather Loads**

Bather loads are controlled by restricting use to ....[number] .... at any one time in the pool. During the school-day, this number is enforced by the class teacher and/or swimming assistant.

For external lettings this number is included on the letting contract, and can be checked at any time by a representative of the School, or Buckinghamshire County Council.

### **Chemical Use and Chemical Control**

*(One of the two options below must be included, and the other must be deleted)*

#### **Option 1**

We will control chemical dosing of the pool through the use of a fully automatic chemical dosing system. The probes will be cleaned weekly, 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.

A pool plant maintenance contract is in place with a competent contractor who will leave a record of all servicing and maintenance carried with the school when it has been completed.

#### **Option 2**

We will control chemical use through the use of a shunt feeder (trichlorinator) dosing system. The feeder will be checked daily, to ensure that there is sufficient disinfectant product available.

A pH stabiliser will be added to the pool, when necessary, by mixing into a solution of, preferably, warmed water, and introducing into the pool, after the last use has been made in the day, or at a time when there is a minimum of four hours non-use, to allow the stabiliser to disperse.

The principal chemicals used in the School Swimming Pool, are:-

Disinfectant: .....

Stabiliser: .....

The complete list of chemicals held for use in the swimming pool, are:-

<b>Chemical name</b>	<b>Purpose</b>	<b>Acid/Alkali</b>


**Water Testing Regime**

Pool water chemicals levels are tested a minimum of three times per operating day, at the times stated on the Water Test Sheet.

A manual water test will be carried out at the beginning of the operating day, and at least two further times throughout the day, thereafter.

If, for any reason a test cannot be carried out, the Head of the School will be informed, for exceptional arrangements to be made to carry out that test.

Tests are carried out as follows:-

Test	Parameters	Frequency	Carried out by
Free Chlorine			
Combined Chlorine			
Total Chlorine/Bromine			
pH			
Cyanuric Acid			
Total Alkalinity			
Calcium Hardness			
Total Dissolved Solids			

The Water Test Sheet will record the time that the test was taken.

Should the swimming pool be used for more than the academic day, then additional tests will be taken, at three hourly intervals.

The final test will be taken at the end of the operating day, to ascertain whether any chemical treatment is to be introduced.

Water Test Sheets and Microbiological Test Reports will be kept for a minimum of three years.

Option #1

Total Alkalinity, Calcium Hardness, and Total Dissolved Testing shall be carried out, by the School's Pool Operator, on a weekly basis.

### Option #2

Total Alkalinity, Calcium Hardness, and Total Dissolved Testing shall be carried out, by the School's Pool Maintenance Contractor, on each visit.

### **Water Treatment Equipment Maintenance**

Filter cleaning [back-washing] will be carried out at least once per week by ..... This frequency will increase during time of particularly high use; excessive pollution or prolonged periods of strong sunlight. Hi-rate filters may require a minimum of twice a week backwashing.

In order to allow the filter media to 'ripen'; i.e.: to return to its most effective condition, backwashing process will be carried out at the end of the operating day, or when there is a minimum of four hours non-use.

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.

### **Microbiological Testing**

Microbiological tests are carried out on a ..... basis, before opening after a significant period of closure or after a contamination incident and the results are communicated directly to the School. The Report also stipulates the acceptable standards for each test.

*(In pools open all year microbiological testing should be carried out monthly, after a contamination incident or after a significant period of closure. In hydrotherapy pools microbiological testing should be carried out weekly, after a contamination incident or after a significant period of closure, in seasonal pools, microbiological testing should be carried out before opening, monthly, after a contamination incident or after a significant period of closure.)*

**The swimming pool will be closed if unacceptable test results are received, until such time as the cause and remedial work has been carried out, and a further microbiological test has been carried out, with acceptable results. Such reports and actions will be reported to ..... immediately.**

### **COSHH Assessments**

The School requires its suppliers to provide an up-to-date Safety Data Sheet [SDS] with all its pool water treatment chemicals. The relevant information from the SDS is transferred onto our internal Control of Substances Hazardous to Health Sheet [COSHH].

The SDS and COSHH sheets are retained in the School's administrative office.

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