

Outcomes

- To ensure a safe environment that generates confidence in all customers
- To ensure that all lifeguards are trained to a recognised national qualification and a programme of on-going competency training is in place
- Swimming pools are appropriately risk assessed and resources allocated in accordance with defined normal operating procedures and emergency action plans

MV

General Observations (Not Scored)

EXAMPLES OF BEST PRACTICE

- Pool hall feels safe and inviting

GUIDANCE

Are lifeguards:

- Sat or stood upright and looking vigilant
- Clearly scanning pool, and clearly scanning a technology monitor (if applicable)
- In correct uniform
- In possession of a whistle
- Stood next to or holding a torpedo buoy
- Lifeguards have a way of summoning assistance in an emergency (e.g. two-way radio, alarm button)

EXAMPLES OF BEST PRACTICE

- Observation

GUIDANCE

- Lifeguards are not engaged in lengthy conversation with staff or customers, distracting them from core duty
- Lifeguards are intervening in any situations which appear dangerous or contravene the advertised pool programme
- Lifeguards are not undertaking additional duties such as putting lane ropes in whilst supervising the pool
- Lifeguards ensure there is continuous, undistracted supervision of the pool when they rotate in and out of their positions with other Lifeguards.

PLAN

How do you plan pool supervision to ensure it adheres to current best practice?

EXAMPLES OF BEST PRACTICE

- Design
- Managing Health and Safety in Swimming Pools MHSISP (HSG 179 – 4th Edition, 2018)
- Lifeguard Zone Visibility Test (LZVT)
- Pool programme
- Pool Safety Operating Procedure / Plan

GUIDANCE

- Has the amount of glazing, orientation of life guarding positions, lighting, pool access, pool surround, location of changing rooms and features been considered from a safety and risk assessment point of view
- Are the lifeguard requirements based on pool design, size, pool access and operating procedures from MHSISP
- Has a LZVT been carried out to ensure Lifeguards have a clear view of their whole zone
- Has a LZVT been carried out for activities on the pool programme where equipment has been introduced which may affect visibility i.e. a pool inflatable
- Has a LZVT been conducted at different periods through-out the day to ensure changes in lighting, reflection and glare have been understood and accommodated
- Where applicable has a LZVT been conducted using the in-built pool technology such as CCTV

underwater camera systems or drowning detection systems

- Were Lifeguards involved in conducting the LZVT, to ensure they understand its purpose and have an opportunity to express any concerns.
- Has the Lifeguard zone been tested by a range of Lifeguards to ensure it can be scanned within 10 seconds and the most furtherly point can be reached within 20 seconds
- Are lifeguarding arrangements in place for all elements of the pool programme and do they comply with governing body standards, such as safe supervision for teaching swimming, British Canoning and British Sub Aqua Club
- Has a detailed Pool Safety Operating Procedure / Plan been created and does this provide a good level of detail on Lifeguard responsibilities and action in reasonable eventualities.

DO

How are you trained and informed of the lifeguarding standards you are to deliver? (Challenge for the operational staff)

EXAMPLES OF BEST PRACTICE

- Qualification
- On-going training
- Competency training
- Rotated training
- Non-attendance at training
- Training in uniform
- Safeguarding
- DBS checking
- Safe systems of work (SSOW)
- Induction/ training plan new lifeguards
- Recruitment
- Qualification delivery
- Incident support

GUIDANCE

- Are lifeguards qualified via National Pool Lifeguard Qualification (NPLQ) or National Aquatic Rescue Standard (NARS) or Highfield Level 2 Award in Pool Lifeguarding
- Do lifeguards complete regular training including, site specific activity, incidents and Cardio Pulmonary Resuscitation (CPR), Pool Safe Operating Procedures (PSOP) and the use of Technology systems (where applicable)
- Do Lifeguards have access to the current qualification syllabus materials and any associated updates.
- Are lifeguards assessed regularly and equally for performance in the day to day requirements of their role
- Are competency tests consistently carried out when staff return to work after prolonged absence
- Is training part of staff members normal working hours
- Is there an escalation process in place when staff miss training session, and is appropriate action taken to prevent a re-occurrence
- Do lifeguards carry out training in the uniform and kit they wear and use on poolside
- Are all Lifeguards qualified or assessed for competence in the use of the rescue board present at the site e.g. Ferno Aqua Board or Ferno PXB
- Are staff trained in safeguarding
- Has current DBS guidance been considered and are disclosure checks undertaken for Lifeguards
- Are staff trained on site specific SSOW such as use of chemicals, use of Personal Protective Equipment and set up/use of equipment
- Is there a comprehensive induction/ training plan in place for new lifeguards
- Is there a process in place for recruiting new lifeguards, for example from local swimming clubs and partnership with local colleges/ sixth form
- Is there a process in place to ensure Lifeguard Qualifications are delivered and assessed by Trainer

Assessors as per the awarding body's guidance

- Is there a support service available to Lifeguards who are actively involved in incidents.

What legislation, regulations and guidance are you aware of that inform how you lifeguard? (Challenge for the operational staff)

EXAMPLES OF BEST PRACTICE

- Lifeguard numbers
- Other awards
- Rescue equipment
- Equipment checks

GUIDANCE

- Have the number of lifeguards required been assessed based on guidance within MHSISP, the need of the programme and the design features of the pool; is the risk assessment documented and available for staff
- Have other awards such as the, National Rescue Award for Swimming Teachers and Coaches (NRASTC) or Pool Safety Award been considered, and findings actioned
- Have other awards such as the National Pool Supervisor Qualification (NPSQ) and National Pool Management Qualification and Trainer Assessor courses been considered for staff development
- Has a risk assessment been completed to ascertain the need for rescue equipment such as rescue boards, torpedo buoys and high chairs
- Has the effectiveness of whistles been assessed and other means of communication (e.g. air horns) been considered (Lido's and outdoor pools)
- Are regular checks in place for function and presence of safety equipment, such as emergency alarms and rescue equipment
- Is there a policy in place to ensure Lifeguards are not using devices such as mobile phones, smart watches or tablets whilst supervising the pool.

What resources are allocated to ensure that you can lifeguard to the defined standards? (Challenge for the operational staff)

EXAMPLES OF BEST PRACTICE

- First aid provision, including defibrillators
- Personal protective equipment (PPE)
- Uniform
- Technology
- Communication methods
- Training records

GUIDANCE

- Are first aid kits and defibrillators (where applicable) regularly checked and is there a record in place confirming these checks are undertaken
- Is there a good supply and are pocket masks easily accessible by Lifeguards
- Is uniform provided and worn consistently by all members of staff undertaking Lifeguarding duties
- Is the uniform provided clear and easily identifiable to customers
- Are whistles / air horns provided to all Lifeguards
- Are polarised sunglasses provided to all Lifeguards (Lido's and outdoor pools only)
- Has technology been considered to assist the team to deliver their duties and reduce risk, such as drowning detection devices / systems, underwater cameras
- Have communication methods been considered, such as two way radios and alarms
- Is information technology and software used to record training attendance
- Has the trainer who delivers the staff training received an induction into the facility and shown competence in the site-specific content they are delivering

MEASURE
How do you measure?
<p>EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> • Accidents, Incidents and Near Misses • Customer feedback • Training records • Ongoing competency assessments • Qualification matrix • Approved facility status • Mystery visits • Training questionnaires
<p>GUIDANCE</p> <ul style="list-style-type: none"> • Are all accidents, incidents and near misses within the pool and pool surround recorded and investigated, including those related directly to staff • Is feedback from customers encouraged via satisfaction surveys, swimming lesson exit questionnaires and customer comment forms • Are records maintained of all training attended, including a process that identifies staff who are not up to date with training • Are up to date records kept of Trainer Assessor qualifications and membership details. • Are ongoing training records up to date and is there a clear list of staff competent to work available to the staff responsible for organising shifts and arranging cover • Is there a process in place that flags up when essential qualifications require renewal • Where appropriate is the facility registered as an Approved Training Centre for the delivery of lifeguard training. Is an up to date plaque displayed to customers • Are mystery visits used to ascertain the quality lifeguarding standards • Are training questionnaires in place for lifeguards to feedback to management the standard, quality and relevance of the training being delivered by Trainer Assessors
REVIEW
How do you review what you measure?
<p>EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> • Accident trends • Accident investigations • Training records • Competency records • Internet
<p>GUIDANCE</p> <ul style="list-style-type: none"> • Are accidents, incidents and near misses within the pool and pool surround reviewed for trends • Is action instigated as a result of near miss, incident and accident investigations • Does the facility review the training records to ensure that they are all up to date, with an escalation process in place for non-attendance • Does the centre conduct internal / external quality assurance audits on training session, records and assessments • Does the facility review lifeguard competency with an escalation process in place for failings in set lifeguarding standards • Is the internet used as a resource to keep up to date with incidents and accidents within the swimming environment

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- Less accidents and near miss
- Increased participation
- Customer feedback
- Internal quality assurance
- Re-qualification
- Testimonials
- Attendance at training
- Mystery visit scores
- Training questionnaires
- Involvement in incidents

GUIDANCE

- Does the accident, incident and near miss recording systems highlight a reduction in incidents
- Are participation numbers increasing in swimming lessons, casual swimming and use of the pool hall
- Is feedback from customers improving
- Are customers recommending the pool to friends, colleagues and family
- Are internal / external quality assurance scores improving
- Are lifeguards passing their re-qualifications
- Are all lifeguards attending training as specified by the management
- Are lifeguard training courses generating new employable lifeguards
- Are mystery visit scores and observation improving
- Is the feedback from lifeguards in relation to training improving
- Have Lifeguards who have been involved in incidents returned to their normal duties