

Quest 2014 – Splus 19

Pool Water Management



Outcomes

- A safe and clean environment for customers to swim
- Qualified and competent staff to deliver effective pool supervision and water quality
- A clear Pool at all times that inspires confidence for customers in water management

MV

General observation (not scored)

EXAMPLES OF BEST PRACTICE

- Pool hall feels safe and inviting

GUIDANCE

- Does the air and water temperature feels comfortable and within the current parameters of the air being 1°C higher than the water
- Is the smell in and around the pool hall pleasant, no smell!!

EXAMPLES OF BEST PRACTICE

- Water quality
- Pool test
- Glare

GUIDANCE

- Does the water sparkle, is it clear and can the pool bottom be seen at all depths
- If a pool test is completed is the water sample taking correct
- Are there any glare issues

EXAMPLES OF BEST PRACTICE

- Cleanliness, housekeeping and environment

GUIDANCE

- Are poolside and pool changing rooms and toilets clean and well presented
- Are ancillary facilities all working
- Is the pool surround and bottom clean, are they free from debris and filter medium
- Are staff observed inspecting and rectifying any issues concerning presentation standards
- Are customers encouraged to shower before bathing

PLAN

How do you plan to ensure that the Pool is managed within current corporate and national guidance and best practice?

EXAMPLES OF BEST PRACTICE

- Pool hall
- Managing Health and Safety in Swimming Pools (MHSSP HSG 179)
- Pool Water Treatment Advisory Groups (PWTAG)
- Corporate and Facility Objectives
- Maintenance

GUIDANCE

- From a safety point of view, has the guidance within MHSSP HSG 179 been considered, including the amount of glazing, orientation, lighting, pool access, pool surround, location of changing rooms and features
- Has the facility created plans that address the required targets within the PWTAG guidance
- Are actions in place that address the corporate and facility objectives of the organisation, including the reporting process if the organisation does not wish to follow the current guidelines
- Is there a programme of planned and reactive maintenance in place to ensure the effective upkeep of the pool plant and equipment

DO

How do you communicate the standards to both customers and staff?

- Standards/ procedures

- Pool Safe Operating Procedures (PSOP)
- Plant Room Staff and Contractors
- Communication of Temperatures
- Customer posters/ information

GUIDANCE

- Are there clear standards of operation that inform the day to day processes; to include pool water testing, cleanliness, water quality, training and the sharing of information with the operational team
- Has a PSOP, including the Normal Operating Procedure (NOP) and Emergency Action Plan (EAP) been developed that provides operational guidance to the team, including water testing parameters
- Has a procedure been developed within the PSOP, for communication between the plant room staff/ contractors and those that would assist in case of an emergency
- Are customers informed at Reception of any changes to the normal operating ranges, which would allow an informed decision
- Are customers encouraged to wear overshoes when in changing rooms and on poolside
- Are customers educated (by poster, website, leaflet) not to swim if they have recently experienced diarrhoea or other medical conditions
- Are customers educated to shower before using the pool
- Are aqua nappies sold

What external influences, good practice and legislation have you considered?

EXAMPLES OF BEST PRACTICE

- PWTAG Guidance
- Pool water Test
- Microbiological Test
- Weekly Balanced Water Test
- Temperature
- Backwash
- Planned Preventative Maintenance (PPM)

GUIDANCE

- Is pool water managed in accordance with current PWTAG guidance (publication 2009)
- Are regular water tests completed and recorded within agreed ranges
- Is the pool test kit in good condition
- If an electronic pool test kit is used does it have an up to date calibration certificate
- Is there a backup pool test kit available, is it in good condition
- Where colour matching is required operators must check to ensure staff have no colour blindness
- Are microbiological tests completed every month (PAS 39), with actions taken and recorded if not meeting recommended ranges
- Are weekly balanced water checks carried out, with actions taken and recorded if they are outside the recommended ranges
- Is the pool programme considered when setting temperature ranges
- Are backwashes timed to create the least amount of disruption and customer complaints, following advisable guidance to undertake last thing at night
- Is there a PPM programme in place to reduce the chances of plant failure and pool closure

What training has been delivered to achieve the commitment?

EXAMPLES OF BEST PRACTICE

- Pool Plant Training
- Refresher Training and Continuous Professional Development (CPD)
- Training Records
- Health and Safety

GUIDANCE

- Are all staff who carry out water tests and plant room duties trained, qualified and competent

- Is there a process in place for staff to undertake refresher training and attend seminars to enable CPD
- Are qualifications such as the Pool Plant Operator (PPO) and other training monitored with a process in place to record refresher/ revalidation dates
- Are staff trained on safe systems of work (SSOW), PSOP's, use of chemicals, use of Personal Protective Equipment and set up of equipment with records maintained on site

What resources have you in place to achieve the commitment?

- Safe systems of work
- Control of Substances Hazardous to Health (COSHH)
- Personal Protective Equipment (PPE)
- Technology
- Water Test
- Environmental

- Have safe systems of work been developed to assist staff with plant room duties, for example, how to complete backwashes in a simple step by step process
- Are COSHH assessments completed for pool chemicals which are readily available in appropriate areas
- Is PPE provided as defined within the COSHH assessments
- Is PPE for plant room use stored appropriately and available prior to the access of a potential risk of chemical leak
- Is PPE checked regularly for availability and function, with records maintained
- Has the use of technology been considered to assist the team to deliver their duties and reduce risk; for example gas detection, chlorine generation and UV
- Are testing methods reviewed, including the display of posters and the use of electronic photometers
- Has management considered/ implemented initiatives to reduce the impact on the environment and utility costs; such as pool covers, variable speed drives, invertors and chemical dosing systems (be aware that inverters could compromise the auto dosing system!)

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- Near Misses
- Water Quality Testing
- Accidents
- Customer Feedback
- Chemical and Utility Consumption
- Plant Room Records
- Faecal release events and pool closures

GUIDANCE

- Are near miss incidents within the plant room recorded and investigated
- Are there records of water chemical testing in place which record the ranges and actual readings before opening, during the day and before closing the pool in place
- Is there a process in place to record the actions that are taken to address readings that are outside of the range
- Are monthly microbiological water tests completed by external analysis
- Are accidents within the plant room recorded and investigated
- Is feedback from customers encouraged via satisfaction surveys, swimming lesson exit questionnaires and customer comment forms
- Does the facility record chemical and utility consumption with findings recorded; are the findings compared with previous periods to inform investigation into increase or decrease usage
- Are records maintained of backwashing and other plant interventions such as the rotation of circulation pumps and freshwater dilution



- Are records of faecal release events and pool closures recorded along with closure times and actions

REVIEW

How do you review what you measure?

EXAMPLES OF BEST PRACTICE

- Accidents and Near Miss
- Water Tests
- Utility and Chemical Consumption
- Internet
- National Water Safety Forum (NWSF)

GUIDANCE

- Are near miss incidents and accidents within the plant room reviewed for trends; are actions implemented as a result
- Are regular reviews undertaken to ensure the provision of good quality water and the identification of training needs; including water quality checks and microbiological readings to ensure compliance with standards
- Is utility and chemical consumption compared with other pools to ascertain increased or reduced consumption opportunities
- Is the internet used as a resource to keep up to date with incidents and accidents within swimming pool environments
- Do management review the PWTAG (www.PWTAG.org) and the NWSF (<http://www.nationalwatersafety.org.uk>) website to keep up to date

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- Less Accidents and Near Miss
- Reduced Down Time
- Increased Customer Satisfaction
- Greater Participation
- More Referrals/ Compliments
- Reduced Utility and Chemical Consumption

- Does the accident and near miss recording systems demonstrate a reduction in incidents
- Is there less time lost within the programme due to plant failure or lack of qualified lifeguards
- Is feedback from customers improving
- Are customers using the pool more often
- Are customers recommending the pool to friends, colleagues and family
- Is less chemical and utilities been consumed over time
- Less closure events due to faecal release events