



- 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
- In correct uniform
- With appropriate equip
- Stood next to or holding a torpedo buoy

EXAMPLES OF BEST PRACTICE

- Observation

GUIDANCE

- Lifeguards are not engaged in lengthy conversation distracting them from core duty

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 MHSSP (HSG 179)
- Drag test
- Corporate objectives
- Pool programme

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, pool access and operating procedures from MHSSP
- Has a drag test been carried out to ensure the whole of pool can be observed in 10 seconds and incidents attended in 20 seconds
- Have actions been put in place that address the corporate objectives of the organisation
- 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 Canoe Union and British Sub Aqua Club

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
- Pool plant operator (PPO)
- Safeguarding
- Disclosure check Safe systems of work (SSOW)
- Personal and corporate responsibilities
- Induction/ training plan new lifeguards
- Recruitment

GUIDANCE

- Are lifeguards qualified via National Pool Lifeguard Qualification (NPLQ) or National Aquatic Rescue Standard (NARS)
- Do lifeguards complete regular (monthly) training including, site specific activity, incidents and Cardio Pulmonary Resuscitation (CPR) and Pool Safe Operating Procedures (PSOP)
- Are lifeguards assessed regularly for performance in the day to day requirements of their role, such as competency tests
- Are competency tests carried out when staff return to work after prolonged absence
- Is training part of staff members working hours
- Is there an escalation process in place when staff miss training and action taken
- Do lifeguards carry out training in the uniform and kit they wear on poolside
- Are staff who complete water tests and plant room duties trained, qualified and competent, such as PPO
- Are staff trained in safeguarding; have awards such as Leisure Watch been considered
- If disclosure checks are undertaken do the reasons for this comply with Home Office guidance
- Are staff trained on SSOW such as use of chemicals, use of Personal Protective Equipment and set up of equipment
- Are staff aware of the personal and corporate responsibilities in the event of a failure in lifeguarding
- 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

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 MHSSP, 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 Pool Safety Award been considered and findings actioned
- Has a risk assessment been completed to ascertain the need for rescue equipment such as spine boards, torpedo buoys and high chairs
- Are regularly checks in place for function and presence of safety equipment, such as emergency alarms and rescue equipment

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
- Personal protective equipment (PPE)
- Uniform
- Technology

- Communication methods
- Training records

GUIDANCE

- Are first aid kits regularly checked and standards are in place to inform these checks and those of the defibrillator if on site
- Are pocket masks easily accessed where needed
- Is uniform provided and worn by all lifeguards that is identifiable, by the customer
- Are whistles provided to all Lifeguards
- Has technology been considered to assist the team to deliver their duties and reduce risk, such as drown detection devices, underwater cameras
- Have communication methods been considered, such as radios, alarms and telephones
- Is information technology and software used to record training attendance

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- Near miss
- Accidents
- Customer feedback
- Training records
- Ongoing competency assessments
- Qualification matrix
- Approved facility status
- Mystery visits
- Training questionnaires

GUIDANCE

- Are near miss incidents within the pool recorded and investigated
- Are records kept of all accidents to customers and team members
- 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 hours logged for re-qualification and up to date plant qualifications
- Are records maintain that demonstrate planned ongoing competency assessments are undertaken
- Is there a process in place that flags up when essential qualifications require renewal
- Where appropriate is the facility registered as an approved centre for the delivery of lifeguard training
- 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?

EXAMPLES OF BEST PRACTICE

- Accident trends
- Accident investigations
- Training records
- Competency records
- Internet

GUIDANCE

- Are near miss incidents and accidents within the pool reviewed for trends
- Is action instigated as a result of near miss and accident investigations
- Does the facility review the training records to ensure that they all are up to date, with an escalation



process in place for non-attendance

- 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
- Testimonials
- Attendance at training
- Mystery visit scores
- Training questionnaires

GUIDANCE

- Does the accident 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 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