



Tewkesbury Academy **Sports Centre**

Pool Supervisor Handbook 2026 – Version 2

Record of Issue

Date	Page(s)	Change	Origin of Change (e.g. routine update, request for review)
01/08/2026	Whole document	Full document reviewed	Audit

Contents

1. Introduction	5
2. Contact Details	5
2.1 Address.....	5
2.2 Contact numbers.....	5
2.3 Staff	5
3. Bookings	5
3.1 General facility and birthday party bookings.....	6
3.2 Swimming lesson bookings	6
3.3 Holiday course bookings	6
3.4 General enquires.....	6
4. Opening Hours	6
5. Car Parking	6
6. Emergency Alarm System	6
7. Fire Evacuation Procedure	7
9. Plans and Information about the pool.....	8
9.1 Plan of the Swimming Pool Surround	8
9.2 Plan of the Swimming Pool Building	9
9.3 Details of the Swimming Pool	10
9.4 Alarm Systems.....	10
9.4.1 Emergency Alarm	10
9.4.2 Fire Alarm	10
9.5 Emergency Equipment	10
10. Conditions of hire to external organisations supervising the pool.....	10
10.1 The pool can be hired by external organisations for the following activities:	10
10.2 Pool Supervision Arrangements.....	11
10.3 Pre-requisites for Pool Supervision.....	11
10.3.1 Pool Supervision Qualifications.....	11
10.4 Responsibilities of Groups Supervising the Pool.....	12
10. Maximum Bather Load/Occupancy	13
10.1 Session Specific Bather Load	13
11. Control of Access/Admission	13

11.1 Access.....	13
11.2 Admissions Policy.....	13
11.2.1 Adult-to-child ratios (applicable to unprogrammed sessions)	13
11.2.2 Non/weak swimmer.....	13
12. Pool Rules.....	14
13. Potential Risk Factors.....	16
14. Lifeguard Responsibilities	17
14.1 Generic Responsibilities	18
14.2 Guidelines.....	18
14.3 Positions	18
14.4 Zones	19
14.5 Rotations	19
14.6 Fitness for Duty	19
14.7 Unexpected Lifeguard Absence and Short Staffing	20
15 First Aid Provisions and Training.....	20
15.1 Equipment	20
15.2 First Aid Employees Trained.....	20
15.3 First Aid Procedure.....	21
15.3 First Aid Guidance	21
15.4 When to call the emergency services	21
15.5 Conditions resulting in discontinued use of Sports Centre	22
15.6 Providing the Tewkesbury Academy Sports Centre Address.....	22
16. Use of Photo and Video Equipment.....	22
17. Reporting Pool Accidents, Incidents and Near Misses.....	23
18. Emergency Action Plan	23
18.1 Introduction	23
18.2 Emergency Action Plans.....	23
18.2.1 Overcrowding.....	24
18.2.2 Disorderly Behaviour (including violence to staff).....	24
18.2.3 Lack of Water Clarity or Chemical Reading Outside of Parameters	24
18.2.4 Broken Glass in the pool	24
18.2.5 Emission of Toxic Gases/Chemical(s)	24
18.2.6 Outbreak of Fire (or building evacuation)	24
18.2.7 Controlled or Partial Evacuation	24
18.2.8 Bomb Threat/Terrorism Threat/Discovery of Suspicious Packages	24

18.2.9 Lighting Failure	24
18.2.10 Electrical Failure	24
18.2.11 Structural Failure	24
18.2.12 Serious Injury to Swimming Pool User	24
18.2.13 Minor Injury to Swimming Pool User	24
18.2.14 Weather Conditions	24
18.2.15 Discovery of a Casualty in the Water (including drowning)	24
18.2.16 Dealing with Blood, Vomit, Urine and Needles and Sharps.....	24
18.2.17 Faecal Release in the Swimming Pool.....	24
18.2.18 Lost, Found or Left Child	24
18.2.19 First Aid	24
18.2.20 Robbery or Theft	24
18.2.21 Failure of Technology.....	24
18.2.22 Accident, Incident and Follow-up Action	24
18.2.23 Suspected Spinal Injury	24
19. Site map.....	25

1. Introduction

Tewkesbury Academy Sports Centre is a dual use facility that is based on the grounds of Tewkesbury Academy in Tewkesbury, Gloucestershire.

The Sports Centre benefits from a wide range of facilities. During school hours the facilities allow us to provide school students with a full range of sporting activities within the curriculum and via the extra-curricular programme. In the evenings throughout the week and on weekends, the facilities are used extensively by the local community.

The facilities that can be hired by the public include: Grass Football Pitches, All Weather Pitch, Swimming Pool, Athletics Track, Classrooms, Dance Studio, Drama Hall, Small Drama Hall, Gymnasium, Mini Pitch, MUGA, Rounders Pitch, Sixth Form Centre, Sports Hall and Tennis Courts.

The facility is open 7 days a week throughout the year, except for two weeks at Christmas. There is ample parking available onsite, and our friendly staff are always available to help.

2. Contact Details

2.1 Address

Tewkesbury Academy Sports Centre
Tewkesbury Academy
Ashchurch Road
GL20 8DF

2.2 Contact numbers

Sports Centre office: 01684 293953
Duty Officer on shift: 07580890101

Please note that the Duty Officer number is not for making bookings – it is only for requesting on-site support or in an emergency.

These numbers will only be in operation during our opening times below.

2.3 Staff

Sports Centre Manager: Natalie Potter
Swimming Pool Manager: Nikki Williams

3. Bookings

3.1 General facility and birthday party bookings

To make, amend or cancel a booking, please visit our School Hire website:

www.tewkesbury.schoolhire.co.uk

If you have any queries regarding facility hire, there is a messaging feature that you can use to contact us.

3.2 Swimming lesson bookings

To book a child onto one of our swim school courses or to find out more information, please contact us

via: SwimmingLessons@ta.clf.uk

3.3 Holiday course bookings

Please see our website for further detail: [Sports Centre - Tewkesbury Academy](#)

3.4 General enquires

For general enquiries, please email: sportscentre@ta.clf.uk

4. Opening Hours

Mon-Fri: 15:30-22:30 (09:00-22:30 in school holiday periods)

Sat: 08:00-18:30

Sun: 09:00-19:30

5. Car Parking

Please drive considerately and safely when on site and only park in the authorised car parks shown on the highlighted site map below.

The tennis courts closest to the swimming pool can also be used as a car park during letting's hours.

6. Emergency Alarm System

TA Sports Centre emergency alarm system is designed to allow any member of staff or public to indicate an emergency situation. This is only to be activated in an emergency. Activation of the alarm system will initiate action from the Duty Officer who will respond by going to the area stated and supporting with the situation as necessary.

The emergency alarm buttons are located as follows:

- | | |
|------------------------|--|
| 1 x Green Button Press | - Fitness Studio - adjacent to door |
| 1 x Break Glass Type | - Sports Centre entrance - adjacent to office door |
| 1 x Break Glass Type | - AWP Block - adjacent to kitchen windows |
| 3 x Green Button Press | - Swimming pool |

Other contact numbers in an emergency:

Main emergency number: 999

Universal emergency number (active across a number of countries, including the UK): 112

National non-emergency medical number: 111

7. Fire Evacuation Procedure

The fire evacuation point is highlighted with a red dot on the site map below. It is the area in front of the Sports Centre Reception.

On hearing the fire alarm, please make your way straight to the evacuation point, via the nearest fire exit. Do not stop to collect personal belongings. Only re-enter the building when authorised to do so.

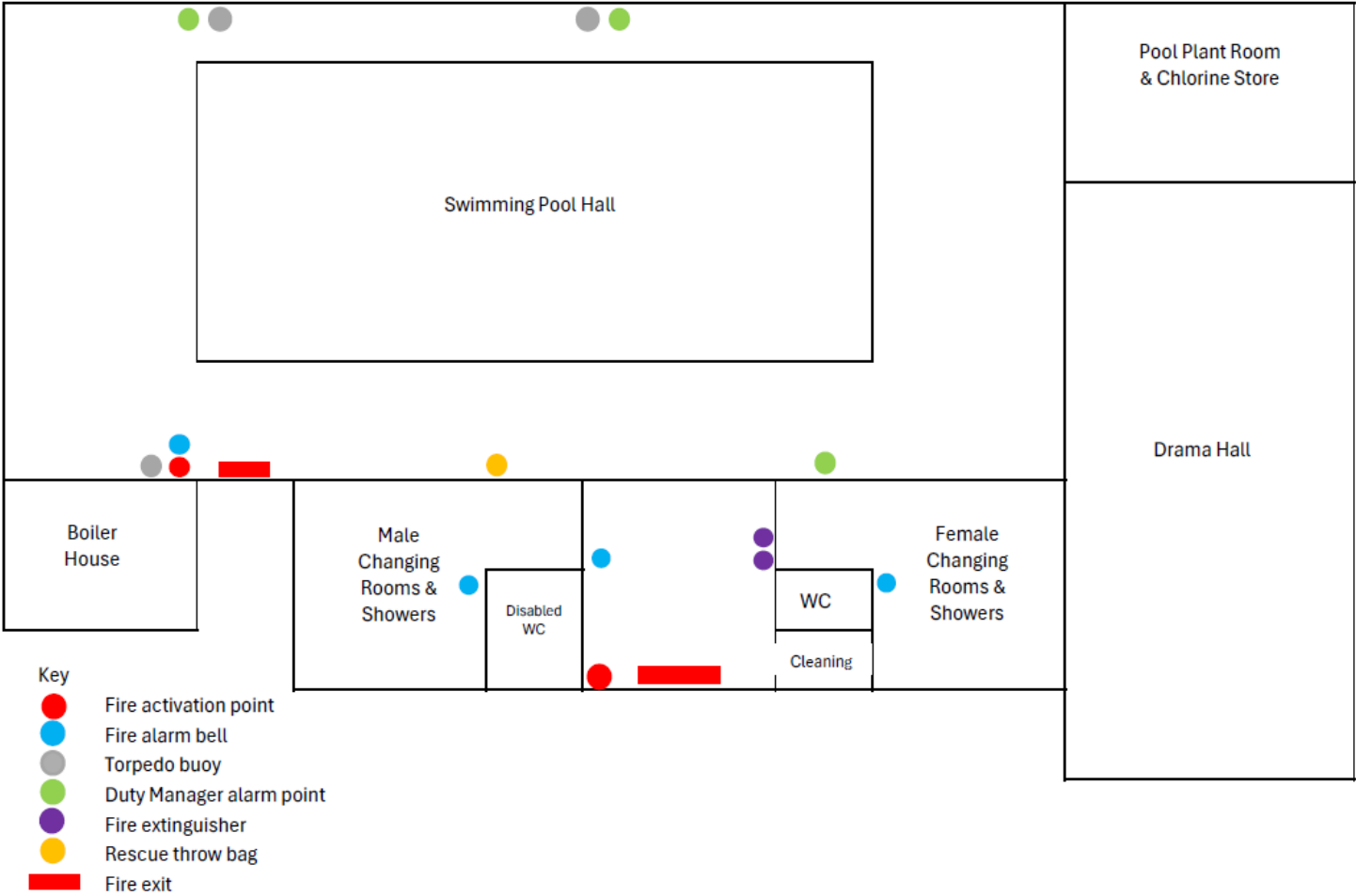
If you are on the All Weather Pitch, East Tennis Courts and Swimming Pool on hearing the fire alarm, please remain in position and await further instruction from the staff on duty, unless in imminent danger.

9. Plans and Information about the pool

9.1 Plan of the Swimming Pool Surround



9.2 Plan of the Swimming Pool Building



9.3 Details of the Swimming Pool

- The swimming pool is a traditional rectangular pool measuring 20m (length) x 8m (width).
- The pool ranges in depth from 0.9m (shallow end) to 3m (deep end).
- The pool floor has an abrupt change in depth from 1.65-3m (over a distance of 2m).
- When the lane ropes are in place, it comprises of 4 standard lanes.
- Signage on the poolside includes generic pool rules posters, shallow/deep end signs and related depths, no diving signs, wet floor signs, fire exit signs and fire/emergency alarm alarm signs.
- The pool is used for a variety of pre-programmed activities, including swimming lessons, public sessions, club sessions, sub-aqua sessions, paddle sports and private party bookings.
- There are two fire exits located in the swimming pool building: the main entrance door to the swimming pool and at the deep end of the pool.

9.4 Alarm Systems

9.4.1 Emergency Alarm

There are three emergency alarms located on poolside: opposite the main entrance (LGP1), at the deep end of the pool (LGP2) and adjacent to the main poolside doors.

9.4.2 Fire Alarm

There is one fire alarm on poolside, located next to the fire exit. There is another fire alarm located in the lobby adjacent to the main pool building entrance.

9.5 Emergency Equipment

The following safety equipment must be in place in the pool hall at the commencement of any activity:

- 3 Torpedo Buoys – these are positioned next to the deep end emergency alarm (LGP2), the alarm opposite the main entrance (LGP1) and the poolside fire exit.
- Throw Bag – adjacent with the main entrance onto poolside, opposite LGP1.
- Spinal Board – Spinal Board – adjacent to shallow end whiteboard. This equipment must only be used by appropriately trained personnel. A spinal board rescue should only be undertaken where sufficient trained individuals are present to complete the rescue safely.
- First Aid equipment (see below) – located in storage area at deep end of the pool.
- AED (defibrillator) – on the external wall adjacent to the swimming pool main entrance.
- Fire Extinguisher – located in the foyer.
- Fire blankets – located in the storage area at the deep end of the pool.
- A Sports Centre radio – positioned next to the LG position 1 alarm.

10. Conditions of hire to external organisations supervising the pool

10.1 The pool can be hired by external organisations for the following activities:

- Swimming Lessons
- Club Hire (e.g. Swim Club, Tri Club, Cadets)
- Diving (sub-aqua) Sessions

- Canoe/Kayak/Paddleboarding sessions
- Other activities will be considered by management

10.2 Pool Supervision Arrangements

Dependent upon the activity, the hirer can request a lifeguard to support with the supervision of the activity. Alternatively, the group can request to provide their own supervision of the pool. This will be dependent upon their risk assessment, whether their staff hold the required qualifications and whether they understand the swimming pool procedures, which are set out within this Pool Supervisor Handbook.

10.3 Pre-requisites for Pool Supervision

All groups that wish to take responsibility for supervising the pool during their session will need to:

- Provide public liability insurance (minimum £5m cover).
- Provide a safeguarding policy.
- Provide a risk assessment – the hirer is required to complete and provide a written, activity specific risk assessment for their session. This must take into consideration current industry guidance and the information contained within this document relating to the pool.
- Provide a copy of relevant qualifications requested by the centre. This must include an acceptable pool rescue qualification, which must be clear in their risk assessment. All groups must ensure that staff responsible for supervision and emergency response are suitably qualified, experienced and competent to operate within the depth of water and conditions present in this facility.
- The designated individual responsible for rescue supervision must be competent to safely operate within the maximum depth of water used during the session. The centre reserves the right to require evidence of deep-water competence relevant to the activity and pool depth, which may include qualifications, experience, or successful completion of a centre-approved deep-water competence assessment.
- Ensure all their coaches are DBS checked and have received appropriate safeguarding training.
- Ensure their staff undertake and maintain ongoing training relevant to the qualifications they hold.
- Be 18 years or over.
- Sign to say they have read, understand and will abide by the procedures set out in the Pool Supervisor Handbook and associated documents. This will be renewed on a yearly basis.
- Provide a passport photo, which will be used to identify individuals that are permitted to supervise the pool.

10.3.1 Pool Supervision Qualifications

The following qualifications are recognised for individuals taking responsibility for the supervision of the pool:

- RLSS NPLQ or equivalent.
- Accredited rescue qualification for swimming teachers.
- Dive qualifications - accepted qualifications include, but are not limited to, awards issued by recognised national and international dive organisations (e.g. BASC, PADI, SSI, RAID, NAUI, or equivalent). Providers must ensure that their designated supervisor is appropriately trained and qualified for the type of dive activity being undertaken and is operating within the scope of their qualification.
- Paddle UK instructor, coach, leader, safety and rescue qualifications, or equivalent.
- Acceptance of a qualification does not automatically demonstrate competence within the maximum depth of this facility. The centre may require additional evidence of deep-water competence where considered necessary.

10.4 Responsibilities of Groups Supervising the Pool

Once a centre member of staff has opened the pool building and confirmed that it is suitable for use, full responsibility for supervision and the safe operation of the session transfers to the hiring organisation for the duration of the booked hire. This includes always providing suitably competent poolside supervision at all times, including while participants are changing and while centre staff are carrying out all necessary opening, closing, or safety checks.

At the end of the hiring period, the hirer responsible for the booking must inform a member of centre staff via radio that the session has finished. The hiring organisation remains responsible for poolside supervision and participant safety until all participants have changed and left the building.

Groups supervising the pool are responsible for:

- **Pool Supervision**
 - Maintaining continuous and effective supervision of all pool users throughout the session.
 - Ensuring that supervision is appropriate for the activity, numbers, age, ability and risk level of participants.
 - Ensuring the designated supervisor(s) remain poolside, alert, and not distracted at any time.
- **Qualified and Competent Staff**
 - Ensuring that all supervising staff hold the required and agreed qualifications for the activity being delivered.
 - Operating strictly within the scope and limitations of those qualifications.
 - Ensuring adequate cover is provided for breaks, emergencies, or changes in supervision needs.
- **Compliance with Procedures**
 - Ensure staff are familiar with and follow all relevant procedures set out in the Pool Supervisor Handbook and in the individual activity operational procedures.
- **Risk Management**
 - Implementing their own activity-specific risk assessment at all times.
 - Reviewing and adapting control measures as necessary during the session (e.g. numbers, ability levels, environmental conditions).
 - Immediately addressing unsafe behaviour or conditions.
- **Emergency Response**
 - Taking immediate action in the event of an incident or emergency, including performing rescues, as per the operational procedures and emergency action plans.
 - Raising the alarm and requesting assistance from centre staff where necessary.
 - Ensuring that incidents, near misses or equipment defects are reported to centre staff as soon as practicable.
- **Control of Participants**
 - Managing access to the pool so that only authorised participants and staff are present.
 - Ensuring participants understand and follow the rules relevant to the activity and pool environment.
 - Ensuring ratios, depths and zones of use are appropriate and controlled.
- **Equipment and Environment**
 - Ensuring any equipment used is appropriate, safe, and suitable for pool use.

- Not introducing equipment or activities that have not been risk assessed and agreed by management.
- Leaving the pool and surrounding areas in a tidy and safe condition at the end of the session.

Failure to meet these responsibilities may result in the suspension or withdrawal of permission for the group to supervise the pool.

10. Maximum Bather Load/Occupancy

10.1 Session Specific Bather Load

See session risk assessment and operational procedure.

11. Control of Access/Admission

11.1 Access

Access to the swimming pool facilities is controlled by trained members of staff. Entry to the pool building is only permitted when an appropriately qualified member of staff is present on poolside and the session is scheduled to operate.

The external main entrance door to the swimming pool and the external plant room door must remain secured against unauthorised access when not in use. The deep-end fire exit must remain secured during normal operation but shall not be obstructed and must be available for immediate use in the event of an evacuation, emergency procedure, or when required for operational purposes.

No bathers are permitted access to the pool building unless a suitably qualified member of staff is present on poolside and positioned appropriately to supervise the specific activity being delivered.

All swimming activity operates on a pre-programmed schedule. Sessions are planned in advance, allowing staff to confirm activity type, swimmer numbers, and supervision requirements, always supporting safe occupancy levels and appropriate pool supervision.

A CCTV system is installed on poolside to monitor the swimming pool and assist in the management of unauthorised access.

11.2 Admissions Policy

11.2.1 Adult-to-child ratios (applicable to unprogrammed sessions)

- Under 8's and non-swimmers under 16 must be accompanied by a competent adult swimmer (18+).
- No more than two under 8's or non-swimmers under 16 to each competent adult swimmer (18+).
- The competent adult swimmer must actively supervise under 8's and non-swimmers under 16.
- Children less than 4 years old must be accompanied by a competent adult swimmer (18+) on a 1 to 1 basis.

11.2.2 Non/weak swimmer

- All non-swimmers must remain in shallow water in unprogrammed sessions.
- We strongly recommend all non-swimmers use armbands and/or an appropriate buoyancy aid.
- It is recommended that non-swimmers over the age of 16 are accompanied in the water by a competent adult swimmer.

12. Pool Rules

Diving and jumping

Diving is not permitted in water depth of less than 1.8m. Safe jumping is permitted but bombing, running jumps, somersaults, twists, jumping backwards are prohibited.

No Running or Rough Play

Running, pushing, horseplay, or any other disruptive or unsafe behaviour is prohibited in and around the pool area.

Swim Within Your Ability

Users must only swim in areas appropriate to their swimming ability and confidence.

No Glassware, Crockery or Food Poolside

For health and safety reasons, glass items, crockery, and food are strictly prohibited in the pool area. Plastic bottles and resealable containers for hydration are permitted.

Supervision of Children

Children under 8 years of age must be supervised at all times by a parent, guardian, or a responsible adult acting on behalf of the club, group or organisation delivering the session. Pool admission and supervision requirements are detailed within the Pool Admissions Policy.

Health Conditions

Persons must not enter the pool if they are unwell, including if experiencing diarrhoea, fever, or infectious illness. Entry is prohibited for 48 hours following any gastrointestinal illness. Bathers who have been diagnosed with cryptosporidiosis must not swim for 14 days after diarrhoea has stopped.

No Photography or Filming

For privacy and safeguarding, photography and video recording are not permitted in the pool or changing areas without prior authorisation from management.

No Electrical Equipment

No electrical equipment is permitted on the poolside, except low-voltage battery-powered items (12V or below) approved by the centre.

Changing

Children under the age of 8 should be accompanied by a parent in the changing room and should use the changing room based upon the parent's gender. Children that are 8 or over must change in the changing room of the appropriate gender. Valuables are brought onto the premises at the pool users own risk. The centre is unable to accept liability for loss or damage.

Mandatory Pre-Swim Showering

All pool users are strongly encouraged to toilet and shower before using the pool. Showering before swimming significantly reduces the introduction of sweat, cosmetics, showering fluids into the pool water. Clear signage is posted to remind users to shower before entering the pool.

Personal Cleanliness

Users must ensure good personal hygiene before swimming. Anyone with verrucas, cuts, open wounds, or skin sores must cover the affected area with a waterproof dressing or an appropriate swim sock/plaster before entering the pool. Outdoor footwear must be removed before entering the poolside.

Swimming Attire

The following swimwear is permitted:

- Swimming costumes.
- Swimming trunks or swim shorts designed for use in the pool.
- Rash vests or fitted swim tops.

- Lycra or similar material leggings and full-body swimsuits designed specifically for swimming, provided they allow a full range of movement and do not become loose or restrictive when wet.

Hair must be secured appropriately. Long hair should be tied back or covered by a swim cap to maintain visibility, reduce obstruction when swimming, and minimise hair entering the water.

Jewellery should be removed before entering the pool wherever possible. Management reserves the right to require the removal of any item considered to present a safety risk to the wearer or other pool users.

The centre accepts no liability for loss or damage to jewellery brought onto the premises.

Breath-Holding

Extended breath holding, prolonged underwater swimming, hyperventilation, or breath-holding games are not permitted during unprogrammed swimming sessions. These activities are only allowed within structured sessions that have been formally risk-assessed and are supervised by someone with the appropriate competence (qualified instructor with the appropriate pool rescue training) - not a generic lifeguard.

13. Potential Risk Factors

Pool users should be aware of the following factors that are known to significantly increase the risk of injury, illness or drowning in our pool. These are not an exhaustive list. They are expanded upon in our specific swimming pool risk assessments.

Slips and Trips: Slip resistant tiles used. Regular cleaning. Signs in place. Pre-use inspections. No running pool rule.

Depth of Water: Signs in place. Suitable lifeguard/supervisor positioning. Activity specific risk assessment controls in place.

Overcrowding: Managed through maximum bather loads per activity.

Unauthorised Access: Lock and key used to secure building. CCTV in place.

Inadequate lifeguard positioning and visibility: LZVTs carried out to determine optimum positioning.

Inadequate signage: Signage reviewed. Signs are large, visible and with contrasting colours.

Inadequate emergency procedures: An EAP is in place, which staff are trained in.

Use of electrical equipment: Only low-voltage, battery-operated portable equipment (12V DC or below) approved by the centre may be used on poolside when the pool is in use. 240V electrical equipment and fixed electrical supplies are never used on poolside while the pool is in use. A sign is displayed to this effect and the rule is enforced.

Non/weak swimmers: Staff are trained to identify these bathers. Bathers reminded to swim in areas appropriate to their ability. Risk evaluated in activity specific risk assessments.

Individuals with disabilities/medical conditions: Pool users are advised to declare any relevant information prior to entering the pool.

Insufficient supervision: Risk assessed for each individual activity to determine adequate supervision levels.

Inadequate staff training/qualifications: Staff hold relevant qualification and undertake regular training applicable to their role.

Inadequate bather capacities: Instantaneous bather load is 53 bathers. Risk assessed further based upon each activity.

Inadequate control of under 8's swimming: admissions policy in place. Risk evaluated in activity specific risk assessments.

Access to poolside from the changing rooms (close to the poolside and entrance from male changing rooms to poolside is located at the deep end of the pool): Lifeguard/supervisor to be aware of this hazard and pay closer attention to these areas. Pool map shared with pool users.

Pre-Swim Hygiene: All pool users are strongly encouraged to toilet and shower before using the pool.

Abrupt change in pool depth from 1.65-3.0m: Pool map shared with all users. Risk evaluated in activity specific risk assessments.

Insufficient, blocked or poorly signed emergency exits: Emergency exits are adequately signed and sited. They are kept clear at all times.

Insufficient emergency equipment and alarms: Poolside emergency and fire alarms in place. Regularly checked to ensure working correctly.

Contractors carrying out work on poolside: Risk assessments and method statements collected from

external contractors. Clear communication and access control in place. Supervision provided, where required.

Pool user misbehaviour: Pool rules shared with pool users. Staff to challenge misbehaviour.

Unmaintained and faulty equipment: Regular checks carried out and any damaged/faulty equipment removed from use.

Diving into insufficient depth of water: No diving in a water depth less than 1.8m. Risk evaluated in activity specific risk assessments.

Entrapment: all entrapment risks evaluated to ensure compliance with guidance and/or control measures put in place.

Overhead suspended air handling ducts: inspected for structural safety.

Illness of bather: health conditions pool rule in place.

Inadequate pool cleaning: regular cleaning procedures in place.

Use of incorrect changing room: Changing room procedures in place.

Alcohol or drug use: Pool rule in place. No swimming under the influence.

Poor water quality: Automatic dosing system in place. Regular water testing carried out throughout the day. Microbiological testing once a month.

Poolside obstructions: regular checks to ensure the poolside is free from obstructions.

Inadequate supervision of children: Children under 16 must be supervised at all times by a parent/guardian or by a responsible adult from the club, group, or organisation delivering the session.

Misbehaviour of bathers: Monitored by lifeguard/supervisor with action taken where required. Pool rules in place.

Insufficient lighting: lighting has been assessed to ensure a suitable level is provided. Emergency lighting is in place, should it be required.

Staff impairment due to alcohol, drugs, medication, fatigue or illness: Staff are required to be fit for duty at all times. Any employee suspected of being impaired will be removed from operational duties pending management review.

Insufficient heating, ventilation and air conditioning: Water temperature set at appropriate level on automatic dosing system. Air handling system suitably ventilates the pool.

Inadequate use of the pool cover: Operated in line with manufacturer's guidance and only by trained individuals.

Training aids: Must be appropriate to ability, used under staff supervision, and withdrawn if unsafe. Equipment must be pool-approved, not misused, and kept clear of poolside when not in use.

14. Lifeguard Responsibilities

An approved supervising person must be supervising the poolside whenever a water-based activity is taking place, no matter how many people are involved.

The type and minimum number of qualified staff is determined by what the booking is for. See activity specific risk assessments and procedures for more information.

14.1 Generic Responsibilities

Where a lifeguard is required, their duties involve:

- Making sure the swimming environment is safe, clean and tidy.
- Making sure that swimmers follow safety rules in and around the water.
- Providing emergency rescue, first aid, and CPR to swimmers in danger or hurt.
- Providing customer service to swimmers so that they have an enjoyable experience

14.2 Guidelines

The following guidelines are intended to support all lifeguards in carrying out their duties consistently and effectively. While they outline the expected standards of practice, they cannot anticipate every possible situation. Staff must therefore apply their professional judgment, experience, and training when making decisions in circumstances not explicitly covered.

- Professionalism - always maintain a professional demeanour. For example, being punctual, wearing appropriate attire, not talking to others whilst lifeguarding, maintaining the correct positioning, following instructions from other staff, demonstrating respect towards swimmers and colleagues.
- Stay alert - Always be vigilant for any dangerous situations that may occur and avoid distractions.
- Continually monitor the pool - Use 360-degree scanning techniques to constantly monitor bathers in the pool area.
- Preventative lifeguarding - Identify potential hazards and take steps to prevent accidents before they occur.
- Facility safety - Ensure the safety of the facility by checking the environment, equipment and maintaining cleanliness. Report any issues identified in the pool building to the manager on duty.
- Follow procedures - Follow the procedures set out in the centre's NOP and EAP, instructions given by other members of staff.
- Emergency response - Be prepared to respond quickly and efficiently to emergencies.
- Communication - Communicate clearly with swimmers and other lifeguards. Use signals and verbal commands to enforce rules and provide instructions.
- Continuous training – Attend monthly staff training sessions and renew qualification at the appropriate time.

14.3 Positions

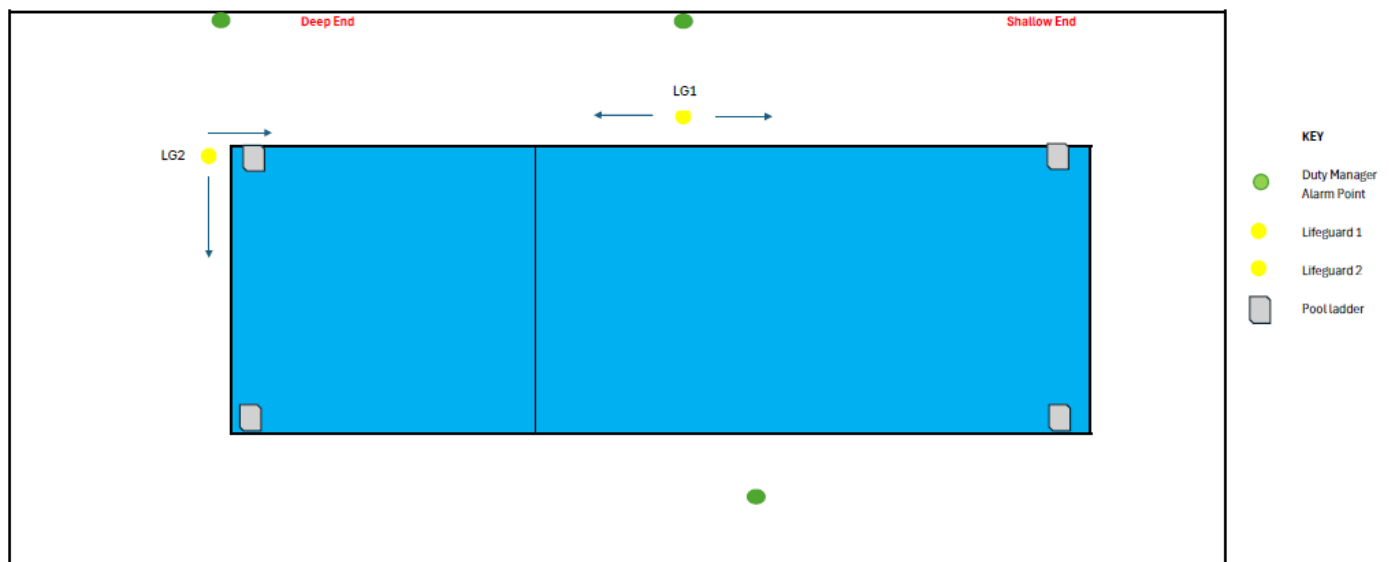
There are two lifeguard main positions that are used:

Lifeguard position 1 – this is the opposite side of the pool from the main entrance, in front of the emergency alarm point. The lifeguard in this position should continually move between the two windows that are either side of the emergency alarm point. The lifeguard should reach the end of each window and, when turning, should check the blind spots (as indicated by the LZVT) on the pool basin that are nearest to the wall. The movement of this lifeguard will overcome the glare that the light via the main windows can cause.

Lifeguard position 2 – this is located near to the emergency alarm point at the deep end of the pool. The lifeguard should continually move around the deep end corner of the pool, between the middle of the furthest deep end window and in line with the deep end white board.

Lifeguard position 1 is the primary lifeguard position, and when only one lifeguard is required on poolside, they will be in this position. If a second lifeguard is required on poolside, they will take up lifeguard position 2.

Please see below layout that highlights these positions:



14.4 Zones

Lifeguards are responsible for scanning the whole pool, including poolside. When 2 lifeguards are on poolside, the entire zone is shared and not split.

14.5 Rotations

- Lifeguards will supervise the swimming pool for a maximum of 60 minutes before taking a break, except in exceptional circumstances.
- Lifeguards are given a short break every 60 minutes.
- When two lifeguards are present on poolside, they must change positions every 30 minutes. However, this is not possible when only one lifeguard is present on poolside.
- Breaks are provided by another qualified member of staff that hold an NPLQ or NRASTC qualification/STA Safety Award provided bathers are cleared of the water (see specific procedure).

14.6 Fitness for Duty

All lifeguards must report for duty fit to work and capable of maintaining effective pool surveillance and emergency response.

Staff must not report for duty, commence work, or remain on duty if they are:

- Under the influence of alcohol.
- Under the influence of illegal drugs.
- Impaired by prescription or non-prescription medication.
- Excessively fatigued.
- Suffering from any illness or condition that may impair judgement, alertness, mobility, communication, rescue capability or safe supervision.

If a Duty Officer, Sports Centre Manager, Swimming Pool Manager, external hirer or other competent person has reasonable grounds to believe that a lifeguard may be unfit for duty, they must:

1. Remove the individual from poolside duties immediately.
2. Prevent the individual from undertaking lifeguarding or supervisory responsibilities.
3. Arrange suitable cover where available.

4. Assess whether swimming activity can continue safely within the supervision requirements detailed in this PSOP.
5. Close or suspend the affected activity if minimum supervision levels cannot be maintained.
6. Record the incident and notify the appropriate line manager.

Any staff member reporting concerns regarding their own fitness for duty will be supported and must immediately inform the Duty Officer or manager responsible for the session.

14.7 Unexpected Lifeguard Absence and Short Staffing

Where a lifeguard fails to attend work, leaves duty unexpectedly, becomes unfit for work, or is otherwise unavailable, the Duty Officer or responsible manager must assess whether minimum supervision requirements can still be achieved.

The following actions shall be taken:

1. Attempt to contact the absent lifeguard to establish their welfare and estimated arrival time.
2. Attempt to arrange suitably qualified cover.
3. Review the programmed activities and supervision requirements for the affected session.
4. Reduce, modify, delay or cancel activities where necessary.
5. Suspend swimming activity immediately if the minimum supervision levels set out in this PSOP cannot be maintained safely.
6. Record the absence and actions taken.

Swimming activities must not continue solely for operational convenience where the required level of supervision is unavailable.

15 First Aid Provisions and Training

There is a first aid kit located on poolside and in the Sports Centre office. An Automated External Defibrillator is located on the outside wall of the pool building, next to the entrance. The code to open it is C159X. The First Aid Equipment is inspected on a monthly basis and equipment that is missing should be replenished by the SCM/SPM.

15.1 Equipment

The minimum equipment available in the first aid kit is detailed below:

A First Aid Guidance Leaflet	1 x Face Mask
1 x Scissors	1 x Cold pack
1 x Foil blanket	1 x Adherent tape
2 x Conforming bandages	2 x Crepe bandages
2 x Yellow contamination bags	2xTriangular bandages
2 Sets of disposable gloves	2 x Eye pads
2 x Medium dressing's	2 x large dressings
4 x Adhesive wound dressing	10+ Large Plasters
10+ Small Plasters	1 Set of safety pins
Antiseptic wipes	40ml of eye wash

15.2 First Aid Employees Trained

The number of trained first aid staff on site/poolside at any one time, will be determined by the types of pool activities taking place and the risk assessments that have been carried out for those activities.

All designated first aiders must undertake regular training.

A basic first aid guide will be kept in the Sports Centre Office and guidance leaflets are kept in all first aid

kits.

15.3 First Aid Procedure

If first aid is required for a minor incident on poolside, it can either be dealt with by the lifeguard/supervisor, provided supervision of the pool is maintained or the group are temporarily cleared from the pool, or by contacting the primary responder on duty for support.

If first aid is required for a major incident on poolside, the lifeguard will follow the procedure set out in the Emergency Action Plan.

15.3 First Aid Guidance

In order to prevent the transmission of infectious diseases, including Hepatitis and the AIDS virus, it has been recommended that those administering first aid treatments should take the following precautions:

- Whenever possible, First Aiders should encourage the casualty to clean his/her own wound and apply his/her own dressing.
- If a casualty is badly injured or unconscious, the First Aider should administer first aid treatment, but ensure that he/she is protected from possible infection.
- The First Aider should ensure that any exposed cuts or abrasions they have are kept covered at all times with a waterproof plaster.
- Gloves should be worn when dealing with any bodily fluids e.g. blood, saliva or vomit.
- Any spillages of bodily fluids should be covered with 100% solution of disinfectant and left for 10 minutes.
- Contaminated clothing should be washed in the usual way, to destroy any infection.
- Used First Aid equipment should be disposed of correctly - in the yellow contamination bags.
- First Aiders may use face masks when carrying out mouth-to-mouth resuscitation. Spares are stored in the Sports Centre office and in First Aid kits. All duty officers and lifeguards also carry these with them.

15.4 When to call the emergency services

The emergency services should be called in the following situations:

- Signs of a Heart Attack: Chest pain, pressure, heaviness, tightness, or squeezing across the chest.
- Signs of a Stroke: Face dropping on one side, inability to hold both arms up, difficulty speaking.
- Severe Difficulty Breathing: Struggling to breathe, choking, or gasping.
- Unconsciousness: If someone is unresponsive and does not regain consciousness quickly.
- Severe Bleeding: Bleeding that cannot be controlled with pressure or is spurting out.
- Severe Burns: Burns that cover a large area, are deep, or are on sensitive areas like the face, hands, or genitals.
- Major Trauma: Serious injuries from accidents, falls, or violence.
- Seizures: Shaking or jerking due to a fit, or if the person is unconscious.
- Severe Allergic Reactions: Signs of anaphylaxis, such as difficulty breathing, swelling of the face or throat, or hives.
- Sudden Confusion: If someone is suddenly confused and cannot be sure of their own name or age.
- Poisoning: If someone has ingested a toxic substance or is showing symptoms of poisoning.

In any of these situations, it's crucial to call 999 or 112 immediately to get the necessary help.

See the First Aid Emergency Action Plan for the procedure that is to be carried out in the event of first aid emergency.

15.5 Conditions resulting in discontinued use of Sports Centre

Customers receiving first aid treatment who present with any of the conditions listed below must be advised to discontinue their use of the Sports Centre. Staff should clearly inform the individual that, for their safety, they are strongly recommended to seek further medical assessment before returning to physical activity.

Applicable conditions include, but are not limited to:

- Blows to the head
- Bleeding that does not cease within five minutes
- Gastrointestinal symptoms such as sickness or diarrhoea
- Respiratory distress, including asthma attacks
- Any injury or incident requiring further medical evaluation (e.g., suspected fractures)

This approach ensures that customers receive appropriate care and reduces the risk of exacerbating an injury or medical condition.

15.6 Providing the Tewkesbury Academy Sports Centre Address

When telephoning for an ambulance, the following information must be given:

Your name:

Location:

Tewkesbury Academy Sport
Centre
Tewkesbury Academy
Ashchurch Road
Tewkesbury,
Gloucestershire
GL20 8DF

Telephone:

01684 293953 or 07580890101
(DO mobile)

Type of Call:

Urgent/non-urgent

Nature of Incident:

Information required from DO to include
such details of the specific injury.

Once the ambulance has been summoned, a member of staff or public should, whenever possible, be positioned at the junction of the car park entrance and Ashchurch Road, in order to direct the ambulance to the correct location. During this time, the casualty must not be left unattended at any time.

16. Use of Photo and Video Equipment

- For privacy and safeguarding, photography and video recording are not permitted in the pool or changing areas without prior authorisation from management.
- Video and photo equipment may be used by management to take pictures of facilities or activities, however GDPR guidance must be followed.
- Staff to report any unauthorised use of photo and video equipment.

17. Reporting Pool Accidents, Incidents and Near Misses

All accidents, incidents and near misses occurring within or in connection with the swimming pool facilities regardless of severity must be documented by a member of Sports Centre staff via the Accident Reporting Tab on the CLF Navigator. They must also be recorded in the Pool Logbook.

All hiring clubs must ensure that Sports Centre staff have been made aware of all accidents, incidents and near misses.

18. Emergency Action Plan

18.1 Introduction

This plan outlines the responsibilities and actions required in the event of an emergency in the swimming pool area.

A range of situations, incidents, or events may be classed as *emergencies*. The information in this document provides staff with the knowledge of the equipment and procedures needed to respond appropriately to each situation.

Minor Accidents/Incidents are those which, when managed correctly, should not lead to a life-threatening situation. These must be recorded in accordance with the NOP.

Emergencies are incidents that result in serious injury or present a life-threatening risk. In these cases, staff must follow the relevant procedures contained in this plan. All staff are expected to be familiar with these procedures and with the location and use of emergency equipment, and must understand and be able to carry out their role in each situation.

In all circumstances, the primary duty of staff is to prevent injury or loss of life. Staff must remain calm, act decisively, and follow the procedures set out within this document.

18.2 Emergency Action Plans

The below emergency action plans are available as separate documents within the Pool Supervisor folder you have been sent.

- 18.2.1 Overcrowding**
- 18.2.2 Disorderly Behaviour (including violence to staff)**
- 18.2.3 Lack of Water Clarity or Chemical Reading Outside of Parameters**
- 18.2.4 Broken Glass in the pool**
- 18.2.5 Emission of Toxic Gases/Chemical(s)**
- 18.2.6 Outbreak of Fire (or building evacuation)**
- 18.2.7 Controlled or Partial Evacuation**
- 18.2.8 Bomb Threat/Terrorism Threat/Discovery of Suspicious Packages**
- 18.2.9 Lighting Failure**
- 18.2.10 Electrical Failure**
- 18.2.11 Structural Failure**
- 18.2.12 Serious Injury to Swimming Pool User**
- 18.2.13 Minor Injury to Swimming Pool User**
- 18.2.14 Weather Conditions**
- 18.2.15 Discovery of a Casualty in the Water (including drowning)**
- 18.2.16 Dealing with Blood, Vomit, Urine and Needles and Sharps**
- 18.2.17 Faecal Release in the Swimming Pool**
- 18.2.18 Lost, Found or Left Child**
- 18.2.19 First Aid**
- 18.2.20 Robbery or Theft**
- 18.2.21 Failure of Technology**
- 18.2.22 Accident, Incident and Follow-up Action**
- 18.2.23 Suspected Spinal Injury**

19. Site map

