

Heckington Community Swimming Pool (HCSP)

Normal Operating Policy (NOP)

Version: 2026

Approved by: HCSP Management Committee

Review frequency: Annual or following significant change

Applies to: All HCSP volunteers, visitors, hirers, and pool users

1. Introduction

The Health and Safety Executive (HSE) recommends that all swimming pool operators prepare a written Normal Operating Policy (NOP) and Emergency Action Plan (EAP) in accordance with HSG 179 – Managing Health and Safety in Swimming Pools. This NOP sets out the organisational arrangements, safety procedures and operational requirements necessary to ensure a safe, clean, friendly and welcoming environment for all users of Heckington Community Swimming Pool (HCSP).

HCSP is a volunteer-run, open-air swimming pool operating for five months each year (May to September). As a small community facility with a limited operating budget, HCSP strives to meet — and wherever possible exceed — regulatory requirements. Where financial or practical constraints exist, the Committee adopts a pragmatic and risk-assessed approach to ensure continued safe operation for the benefit of the local community and visitors.

This policy should be read in conjunction with:

- Emergency Action Plan (EAP)
- Risk Assessment Portfolio
- Safeguarding Policy
- Water Quality Management Logs

Throughout this document, Heckington Community Swimming Pool is referred to as HCSP.

2. Health and Safety Policy Statement

Under the Health and Safety at Work Act 1974, HCSP has a duty to provide and maintain safe and healthy conditions for all volunteers, swimmers and visitors. HCSP follows guidance contained in:

- HSG 179 Managing Health and Safety in Swimming Pools
- PWTAG standards for water treatment and pool management

HCSP will:

- Provide suitable information, instruction, training, supervision and equipment to volunteers.
- Take all reasonably practicable steps to ensure activities do not pose danger to volunteers, swimmers or other persons.
- Review policies and procedures following organisational changes, incidents, or changes in legislation.

3. Essential Reading for Volunteers

All volunteers must read and follow:

- Normal Operating Policy (NOP)
- Emergency Action Plan (EAP)
- Risk Assessments
- Safeguarding Policy
- Volunteer Operating Procedures and Duty Guidance

4. Pool Details

- Location: Howell Road, Heckington, NG34 9RX
- Pool size: 12m x 6m
- Depth: Constant 1.1 metres
- Maximum bathers: 28
- Supervision model:
 - No lifeguard is required (due to constant shallow depth).
 - A trained First Aid volunteer must be on site during all sessions.
- Thermal pool cover: Used overnight and during closed periods.

- Restricted access areas: Boiler room and chemical store (volunteers and authorised contractors only).
- Evacuation routes:
 - Main entrance gate
 - Emergency door into the school changing corridor
- Assembly point: Sports field entrance gate onto Howell Road.

5. Swimming Pool Rules

General Rules

- Emergency exits must remain clear.
- HCSP accepts no responsibility for loss of personal property.
- The Committee reserves the right to refuse entry or remove individuals who do not follow rules.
- Appropriate swimwear must be worn.
- No running, pushing, diving, or misuse of equipment.
- No smoking or vaping anywhere on site.
- Non-toilet-trained infants must wear approved swim nappies.
- No photography or video recording during public swim sessions.
 - Private hires may permit photography at the hirer's discretion.
- Volunteers' instructions must be followed at all times.

Supervision Ratios

- Children under 6 years: must be in the water with an adult (16+).
- Children 7–16 years: must be accompanied by a responsible adult (may supervise from poolside).
- One adult may supervise:
 - Up to 2 children under 6 with compliant buoyancy aids
 - Up to 4 non-swimmers under 7 with buoyancy aids

ROSPA Safety Code Summary

- Spot the dangers
- Stay within your ability
- Avoid alcohol and heavy meals before swimming
- Follow volunteer instructions
- Learn how to respond safely in an emergency

6. Risks and Hazards

Risk assessments identify hazards including:

- Pool design and access points
- Age, number and behaviour of swimmers
- Non-swimmers without buoyancy aids
- Unruly behaviour and equipment misuse
- Jumping/diving into shallow water
- Parties and high-energy sessions
- Slippery surfaces (poolside/changing rooms)
- Neurodivergent users or users with disabilities
- General medical risks (epilepsy, asthma, diabetes)

Volunteers must remain vigilant for signs of distress, including:

- Panic or worried facial expressions
- Cries for help
- Unusual waving
- Erratic movement
- Sudden submersion

7. Communication and Volunteer Conduct

Volunteers must:

- Be calm, professional and approachable
- Use clear instructions and explain reasons when appropriate
- Avoid confrontation or inappropriate language
- Maintain control of situations without intimidation

8. Pool Activities

- Public swimming sessions
- Adult-only sessions
- Tots sessions
- Senior sessions
- Aqua Fit
- Private hire

- Swim School and intensive lessons

9. **Accident and Incident Reporting**

- All accidents (minor or major) must be recorded in the Accident Book (located in the Snack Shack).
- Records must include:
 - Date, time, location
 - Names of those involved
 - Injury details and treatment
 - What happened afterwards
 - Name and signature of the attending volunteer
- Aggression, threats or dangerous behaviour must be logged in the Incident Book.

10. **First Aid Provision**

- First aid kit: Snack Shack
- Checked before May opening and restocked as required
- First Aid volunteers are trained in basic first aid
- Dial 999 if required
- All first aid incidents must be recorded in the Accident Book

11. **Safeguarding**

- All volunteers must read the HCSP Safeguarding Policy.
- If a safeguarding concern arises:
 - Ensure immediate safety if someone is at risk
 - Contact the Designated Safeguarding Lead (DSL) or Deputy DSL
 - Contact details are displayed in the Snack Shack

12. **Disability Access**

HCSP aims to be inclusive but has limitations due to pool size and budget:

- Flat access throughout poolside
 - No hoist or specialist changing equipment
 - Volunteers do not have specialist manual handling training
- All reasonable adjustments will be made where practical.

13. **Emergency Action Plan (EAP)**

(Summary — full details in EAP document)

Covers response to:

- Poor visibility / inability to see pool bottom
- Faeces, diarrhoea, blood or vomit contamination
- Hair entrapment
- Thunder and lightning
- Smoke, fumes or fire
- Gas leak
- Cloudy water

All procedures include pool evacuation, calling emergency services where needed, water testing protocols and reopening criteria.

14. **Water Treatment & Management**

Performed by trained Chemical Team volunteers.

Daily Tasks

- Test and record water quality twice daily
- Check pumps, filters and skimmers
- Ensure pool temperature remains 29–30°C
- Top up chemicals when required
- Visual inspection of pool and surrounds

Weekly Tasks

- Vacuum the pool (more frequently if required)
- Backwash filter
- Test and record calcium hardness and alkalinity

- Clean the waterline tiles

Standard Water Parameters

- Free chlorine: 2.5–5 mg/L
- Combined chlorine: < 50% of free chlorine
- pH: 7.0 – 7.2
- Total alkalinity: 120–150 mg/L
- Calcium hardness: 100–200 mg/L
- Circulation turnover: 4 hours

15. Daily Poolside Volunteer Duties

- Open/close the pool
- Remove/replace pool cover
- Check safety equipment
- Clean and restock toilets
- Welcome visitors and manage entry
- Monitor pool water level
- Clean changing rooms and toilets
- Lock up securely
- Cash handling (if required)