



# Industry Research into Health and Safety Management of Swimming Pools

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# Background to this year's survey

- Changes to legislation
- Increasing pressures on operations / training
- Need to find out industry's perspective

And

- Identify any gaps in understanding/training



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# Methodology

- Online self completion survey

Results to then be checked and corroborated by

- In depth telephone interviews with 7 organisations (at 3 levels within each organisation)



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# Online Sample

- Sample – on line survey
  - 171 General Managers
  - 164 Duty Managers
  - 57 Senior managers
- Good representative sample from all sectors of the industry



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# Profile

- 68% of Duty Managers Male
- 32% Female
- 27% between 16 and 24, 62% under 32 years old
- 53% have worked in industry for more than 10 years.
- 34% have worked for less than 5 years.
- 56% of Duty Managers have a NPLQ.
- 20% have a degree.
- 34% have a TA qualification.
- Around 53% of lifeguards are 21 or under



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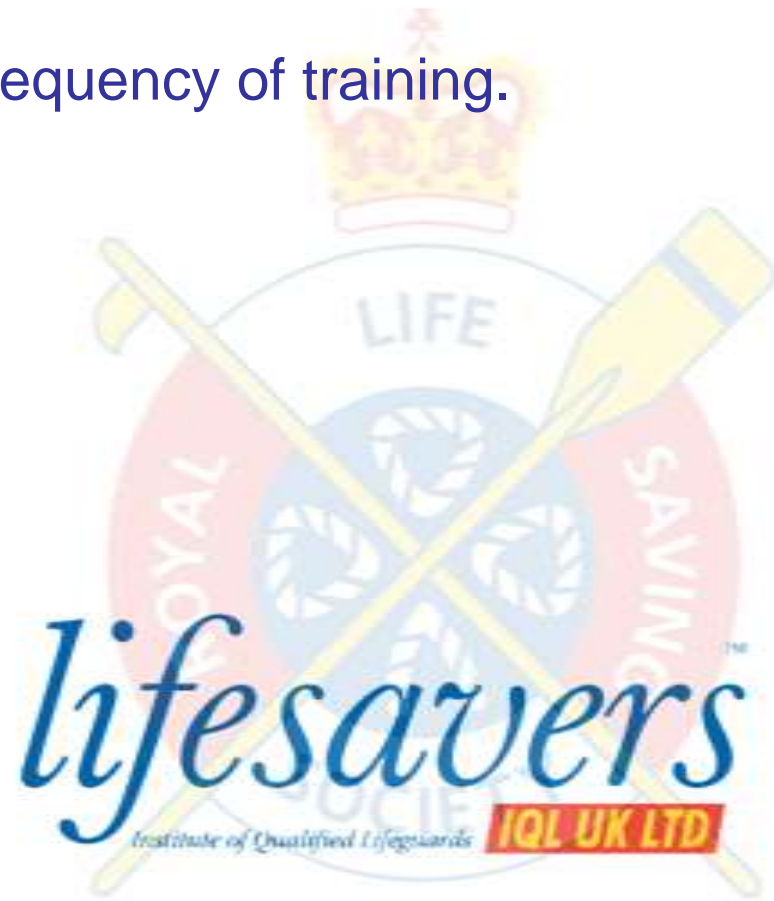


# Training

- Around 32% have weekly lifeguard training.
- Around 78% have it at least monthly.
- 100% have a minimum qualification for lifeguarding.
- For 91%, it's the NPLQ.
- 92% have a policy on frequency of training.



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# Training

- 87% have a policy on competency standards.
- 82% require pool tests prior to employment.
- Generally the internal TA is responsible for producing the lifeguard training and assessment plan, although around 20% stated this was done through a corporate programme.
- Around 65% of the sample stated that the internal TA was responsible for running the plan.



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# Training policies and procedures

- 62% of Duty Managers stated that training was undertaken during normal working hours, although interestingly, 77% of Senior Managers stated it was undertaken in normal working hours
- Around 32% stated that it was undertaken at a session of the staff members choice.
- The above statistics suggest around a third to thirds are not complying with management of Health and Safety at Regulations 1999.
- Just under 10% of the sample stated that specified training requirements differed between part timers and full timers.
- PSOPs are generally written by Operation/Assistant Managers supported by Duty Managers and Health and Safety Managers/Co-ordinators and reviewed every 6 to 12 months.



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- 85% stated that their EAP included Serious Incident Management Procedures but only around 50% stated that these procedures included how to deal with the press, HSE/EHO and PTSD.
- 78% of Duty Managers stated that they included advice on how to deal with liaising with the Emergency Services, 58% on dealing with customers following an emergency, but only 9% gave advice on dealing the coroner.
- Only 23% of Duty Managers stated that the EAP included details of their own responsibilities but 33% of Senior Management felt it did



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- Between 70 and 80% of operations analyse near miss incidents
- Almost half of senior managers said that they would be happy to share their analysis with the RLSS
- Most operators review this analysis at least every 6 months.
- The most commonly dealt with issue on pool side are behavioural / supervision issues, followed by customer enquires and then customer complaints/first aid.
- Around 85% of TAs are employed internally.
- Most centres have access to 2-3 TAs.



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# Duty Managers

- Around 80% of organisations require their Duty Managers to have a minimum qualification prior to appointment.
- But for most organisations this is just an NPLQ.
- Around 20% state they require a Degree.
- Around 40% state that must have a minimum length of experience.
- Around 40% state that they run emergency management training for Duty Managers.

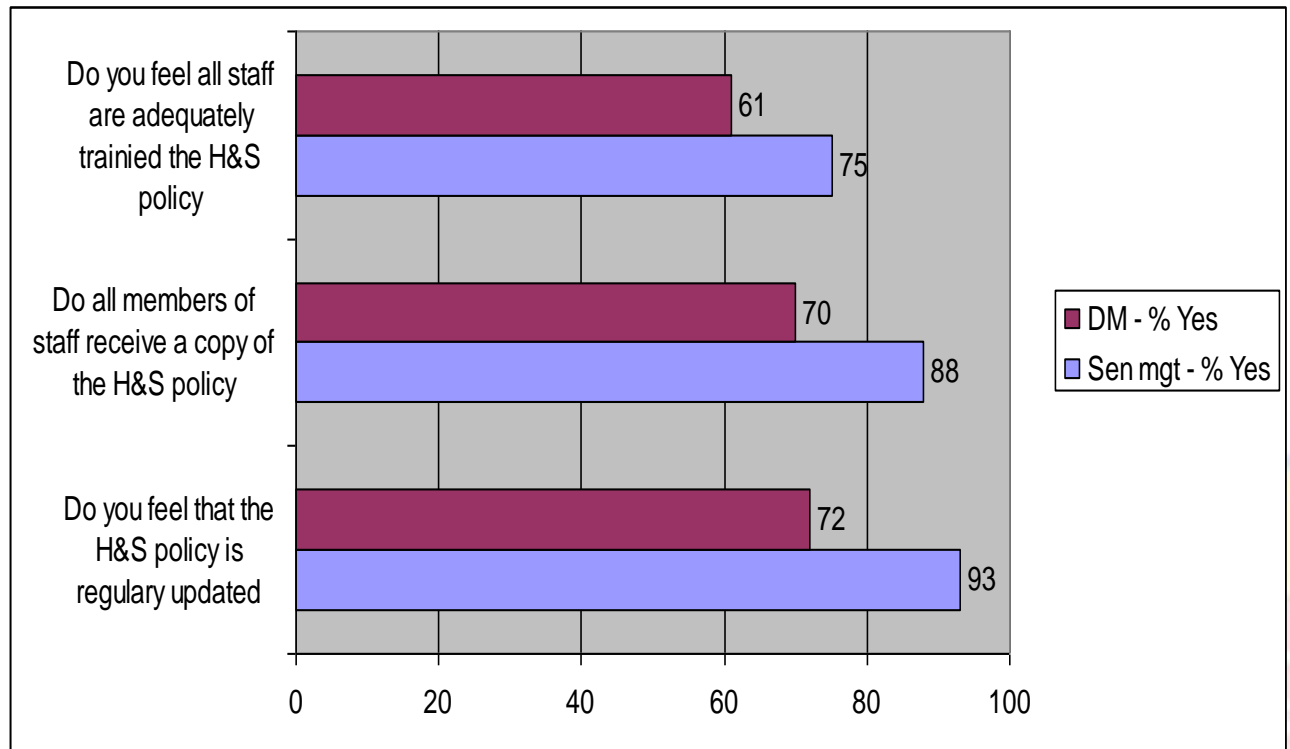


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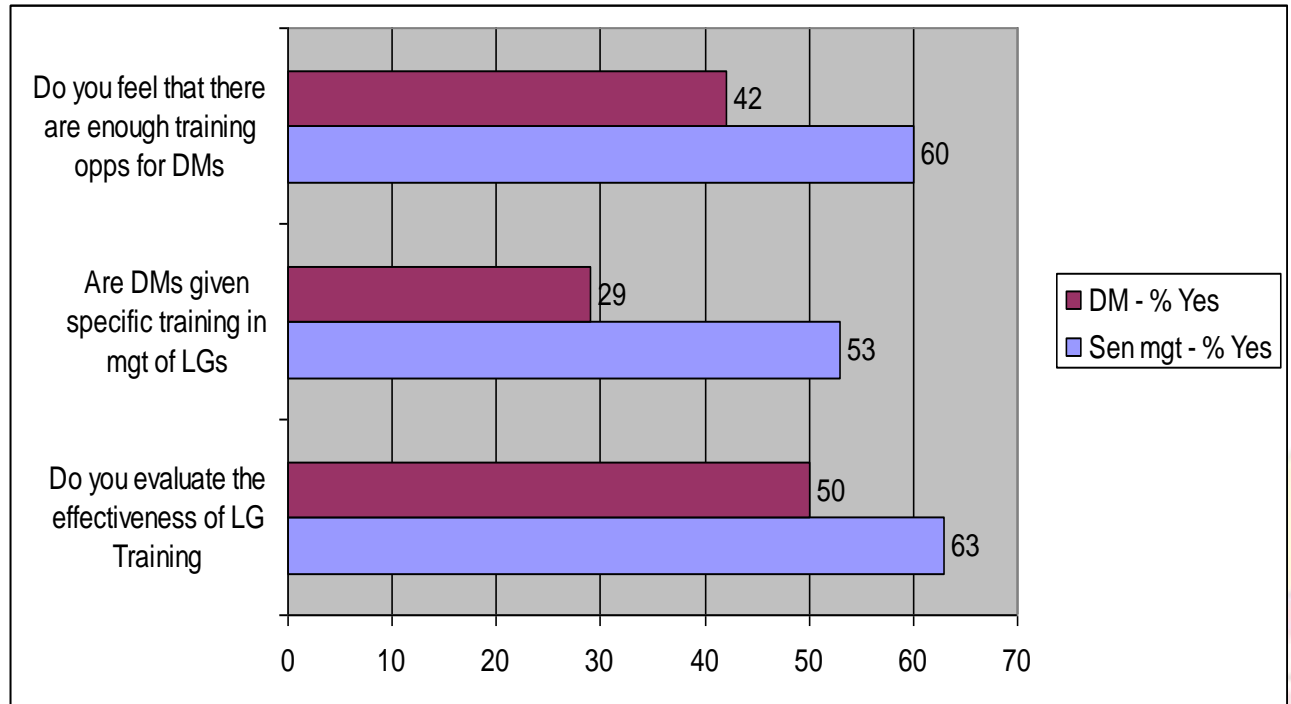
# Health and Safety Policies



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# Training





- The key areas Duty Managers feel they need more training are:
  - Corporate Manslaughter (their responsibilities under CM&HA)
  - Managing Health and Safety in Swimming Pools (HSG179)
  - Incident Management
  - PTSD for lifeguards



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# Telephone interviews

- Generally backed up results of on line surveys.
- Even though the organisations interviewed were probably some of the more organised organisations as they had strong links with the RLSS
- Key findings:
  - A lot of basics in place;
  - However some of the basic “hygiene” factors not happening consistently;
  - Difference in views between the Senior and Duty Managers;
  - Gaps in training identified – particularly by the Duty Managers themselves.



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**Thank You!**



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