

Quest – Splus 19 - Pool Water Management

Guidance Notes



Module Outcome
<ul style="list-style-type: none"> A safe and clean environment for customers to swim
<ul style="list-style-type: none"> Qualified and competent staff to deliver effective pool supervision and water quality
<ul style="list-style-type: none"> A clear pool at all times that inspires confidence in customers in water management

PLAN
Challenge: How do you plan to ensure that the pool is managed within current corporate and national guidance and best practices?
Examples of best practice <ul style="list-style-type: none"> Health and Safety in Swimming Pools (HSSP HSG 179) Pool Water Treatment Advisory Groups (PWTAG) Corporate and Facility Objectives Maintenance Staff training
Suggested Guidance <ul style="list-style-type: none"> From a safety point of view, has the guidance within HSSP 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 Are staff trained to competently complete water checks and basic pool plant room operations?

DO
Challenge: How do you communicate the standards to both customers and staff?
Examples of best practice <ul style="list-style-type: none"> Standards/ procedures Pool Safety Operating Procedures (PSOP) Plant room staff and contractors Communication of temperatures Customer posters/ information Website, social media, and apps

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Suggested Guidance

- Are there clear standards of operation that inform the day-to-day processes, including 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 who would assist in case of an emergency
- Are customers informed in advance of any changes to the normal operating ranges, which would allow an informed decision, for example via the website, an app, social media or in person at the reception desk
- Are customers encouraged to remove outdoor footwear, and/or wear recyclable 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

Challenge: 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)

Suggested Guidance

- Is pool water managed by current PWTAG guidance (
- 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 and is it in good condition
- Where colour matching is required, do operators check to ensure staff have no colour blindness
- Are microbiological tests completed every month, 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

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- Are backwashes timed to create the least amount of disruption and customer complaints, following advisable guidance to undertake the last thing at night, to allow the filters to settle
- Is there a PPM programme in place to reduce the chances of plant failure and pool closure?

Challenge: What training has been delivered to achieve the commitment?

Examples of best practice

- Pool Plant Operator Training
- Refresher Training and Continuous Professional Development (CPD)
- Health and Safety
- Internal induction and training (by a competent person) on conducting pool water tests

Suggested 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), PSOPs, use of chemicals, use of personal protective equipment and set up of equipment with records maintained on-site?

Challenge: What resources have you in place to achieve the commitment?

Examples of best practice

- Safe systems of work
- Control of Substances Hazardous to Health (COSHH)
- Personal Protective Equipment (PPE)
- Technology, for example, smart pool monitoring systems, automated pool cleaners, and chemical dosing systems
- Water Tests
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Suggested Guidance

- 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 before the access of a potential risk of chemical leak
- Is PPE checked regularly for availability and function, with records maintained

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- Has the use of technology been considered to assist the team in delivering 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, inverters, and chemical dosing systems

MEASURE

Challenge: 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
- Staff training and qualifications

Suggested 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 increased or decreased 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
- Are staff training, qualifications, and competencies up to date?

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REVIEW

Challenge: How do you review what you measure?

Examples of best practice

- Accidents and Near Misses
- Water Tests
- Utility and Chemical Consumption
- Internet
- Staff training records

Suggested 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)
- Are staff training records reviewed on a regular basis and monitored against set timescales?

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IMPACT	
Challenge: Has what you have done made a difference?	
Examples of best practice	<ul style="list-style-type: none">• Fewer Accidents and Near Misses• Reduced Down Time• Reduced spending on reactive maintenance• Increased Customer Satisfaction• Greater Participation• More Referrals/Compliments• Reduced utility and chemical consumption• Higher levels of staff qualifications and competencies
Suggested Guidance	<ul style="list-style-type: none">• 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.• Is feedback from customers improving• Are customers using the pool more often• Are customers recommending the pool to friends, colleagues, and family• Has there been fewer chemicals and utilities been consumed over time• Are there fewer closure events due to faecal release events• Has spending on reactive maintenance decreased• Have more staff become qualified and received training in this area?