

Emergency Action Plan

Ashville Sports Centre

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Section 1 - Introduction

1.1 Purpose & Scope

The purpose of this Emergency Action Plan (EAP) is to set out the procedures and responsibilities necessary to protect the health, safety, and welfare of all persons within Ashville Sports Centre in the event of an emergency. The plan provides a clear framework for preventing harm, ensuring swift and coordinated responses, and minimising the impact of incidents.

This EAP applies to:

- All employees, contractors, visitors, and members of the public using the Sports Centre.
- All operational areas of the facility, including:
 - Swimming pool and surrounding poolside areas
 - Changing rooms and showers
 - Gym and fitness studios
 - Sports halls and other activity spaces
 - Reception and café areas
 - Plant rooms and storage areas
 - External access points, car parks, and designated assembly points

The plan covers both pool-related and non-pool emergencies, ensuring compliance with:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- HSE publication “Managing Health and Safety in Swimming Pools” (HSG179)
- Relevant Royal Life Saving Society UK (RLSS UK) guidance
- Any additional statutory requirements applicable to the operation of the Sports Centre

The EAP ensures that:

- The safety of human life is the overriding priority in all situations.
- All staff are trained, competent, and confident in carrying out emergency procedures.
- Clear lines of communication and responsibility are established and maintained during any incident.

1.2 Legislative and Guidance References

This Emergency Action Plan has been developed in accordance with, and should be read alongside, the following legislation, regulations, and industry guidance:

- **Health and Safety at Work etc. Act 1974** – the overarching legal duty to ensure, so far as is reasonably practicable, the health, safety, and welfare of employees and others affected by our operations.
- **Management of Health and Safety at Work Regulations 1999** – requirements for risk assessment, emergency planning, training, and arrangements for the protection of all persons on site.
- **Health and Safety (First Aid) Regulations 1981** – obligations for provision of adequate and appropriate first aid facilities and personnel.
- **The Regulatory Reform (Fire Safety) Order 2005** – legal requirements for fire risk assessment, prevention, and evacuation arrangements.
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013** – duties to report certain incidents, injuries, and dangerous occurrences to the HSE.
- **Equality Act 2010** – requirements to ensure emergency procedures are inclusive and make reasonable adjustments for persons with disabilities.

- **HSE Publication HSG179: Managing Health and Safety in Swimming Pools** – nationally recognised best practice for pool safety management, including emergency planning.
- **RLSS UK Guidance** – operational standards and recommendations for swimming pool supervision, incident management, and lifeguard procedures.
- **Control of Substances Hazardous to Health (COSHH) Regulations 2002** – requirements for the safe handling and emergency response to hazardous substances used on site (e.g. pool chemicals).

This plan will be reviewed regularly to ensure continued compliance with the above legislation and guidance, as well as any updates issued by relevant authorities.

1.3 Principles of the EAP

The following principles underpin all emergency procedures within Ashville Sports Centre and apply to every type of incident covered by this plan:

- **Life Safety First** – The preservation of human life takes absolute priority over the protection of property, equipment, or the environment.
- **Clear Chain of Command** – In any emergency, the most senior trained manager on site will assume control and coordinate the response, delegating tasks to trained staff as required.
- **Rapid and Coordinated Response** – All staff must act immediately when an emergency is identified, following the procedures in this plan and ensuring effective communication throughout.
- **Staff Competence** – All employees must be familiar with the EAP, attend regular training sessions and drills, and be confident in carrying out their assigned roles during an incident.
- **Public Reassurance** – During emergencies, staff should act calmly and provide clear instructions to prevent panic among members of the public.
- **Accessibility and Inclusion** – Procedures must take into account the needs of persons with disabilities or other specific requirements to ensure safe evacuation and assistance.
- **Communication Protocol** – Internal communications will be made via the agreed radio channels or face-to-face where safe. External communications with emergency services or the media will be handled by authorised personnel only.
- **Post-Incident Actions** – All emergencies must be followed by a review, debrief, and any necessary updates to the EAP to improve future response.

1.4 Roles and Responsibilities

Clear allocation of roles and responsibilities is essential to ensure an effective and coordinated response to any emergency. The following outlines the key duties of staff during incidents at Ashville Sports Centre.

Sports Centre Manager (*Highest authority*)

- Acts as the Incident Controller in any emergency when on site.
- Assumes full responsibility for coordinating the response, allocating tasks, and liaising with emergency services.
- Ensures the Emergency Action Plan is implemented in full.
- Provides post-incident debrief and ensures all required reporting is completed.
- Oversees review and updating of emergency procedures in line with RLSS, HSE, and legislative requirements.

Senior Duty Manager (*Second highest authority*)

- Acts as the Incident Controller in the absence of the Sports Centre Manager.
- Directs staff, assigns evacuation zones, and ensures all areas are cleared or made safe.

- Maintains communication with emergency services, other managers, and staff via radio or direct contact.
- Coordinates with reception to restrict access and control entry/exit points.
- Ensures the assembly point is managed and that information about any persons unaccounted for is provided to the emergency services.

Duty Managers

- Support the Incident Controller (Sports Centre Manager or Senior Duty Manager) in carrying out emergency procedures.
- Take lead control if neither the Sports Centre Manager nor Senior Duty Manager are present.
- Manage specific incident areas or tasks as delegated.

Lifeguards / Sports Assistants

- Carry out pool-specific emergency procedures, including swimmer rescue and pool evacuation.
- Provide first aid within their level of training and competence.
- Assist with general evacuation procedures and building sweeps when directed.
- Maintain supervision of all areas under their control until relieved or directed otherwise.

Reception Staff

- Immediately contact the relevant emergency service when instructed or when a clear emergency is identified.
- Control access to the building during an incident.
- Direct members of the public to the correct assembly point.
- Keep phone lines clear for emergency communications.

All Staff

- Remain calm and follow instructions from the Incident Controller.
- Ensure their own safety before assisting others.
- Support the evacuation of members of the public, with particular attention to those requiring assistance.
- Report any hazards or persons unaccounted for to the Incident Controller.

1.5 Communication Protocol

Clear, timely, and accurate communication is essential to an effective emergency response. The following protocols apply to all incidents at Ashville Sports Centre:

Internal Communication

- Radios are the primary method of communication between staff during an incident. All staff on shift must carry a working radio unless their role does not require it.
- Verbal, face-to-face communication should be used where safe and appropriate, particularly in noisy environments or if radio use could cause confusion (e.g. during a suspected gas leak).
- All communications must be clear, concise, and factual. Avoid speculation or personal opinion.
- When reporting an incident, include:
 - Nature of the incident (e.g. fire, casualty in pool)
 - Exact location

- Any immediate hazards present
- Assistance required
- The Incident Controller (Sports Centre Manager, Senior Duty Manager, or Duty Manager) must be kept informed of all developments until the incident is resolved.

External Communication – Emergency Services

- The reception staff or delegated person will contact the appropriate emergency service as directed by the Incident Controller, or immediately if the situation is clearly life-threatening.
- Provide:
 - **Name and address of the facility:** Ashville Sports Centre, Yew Tree Lane, Harrogate, HG2 9JP
 - **What3words location references:**
 - Main Entrance: **young.vibrate.town**
 - Astro Pitches: **moves.pots.indoor**
 - Exact location of the incident within the site
 - Nature and scale of the incident
 - Number of casualties and any specific hazards (e.g. chemicals, electricity)
- Ensure a staff member is positioned at the main entrance to meet and direct emergency services.

External Communication – Media, Public, and Stakeholders

- Only the **Sports Centre Manager** or authorised **College Communications representative** may provide information to the media or issue public statements.
- The Senior Duty Manager, Duty Managers, and all other staff are not authorised to make statements to the media.
- If approached by the media, staff must refer them to the authorised contact and state: *“I’m sorry, but all information is being provided by the Sports Centre Manager or College Communications team. I am not able to comment.”*
- All public messaging (e.g. social media updates, emails to members) must be approved by the Sports Centre Manager or College Communications team before release.

Post-Incident Communication

- The Incident Controller will coordinate an internal debrief with staff involved in the incident.
- All relevant details must be recorded in the incident report log.
- Follow-up communications to staff, members, or stakeholders will be issued where required to inform them of changes, safety measures, or reopening arrangements.

Section 2 - General Emergency Procedures

These procedures apply to all emergency situations unless a specific incident type procedure provides different instructions. All staff must be familiar with and follow these steps.

2.1 Raising the Alarm

- Any person discovering an emergency situation must **immediately alert the Incident Controller** (Sports Centre Manager, Senior Duty Manager, or Duty Manager) by:
 - Using the nearest fire alarm call point (for fire or building evacuation).
 - Using the pool alarm (for pool-related emergencies).
 - Radio communication (for other incident types, unless radio use could create a hazard such as during a suspected gas leak).
 - Verbal communication if radio use is unsafe or unavailable.
- Provide clear details:
 - Nature of the incident.
 - Exact location.
 - Any immediate dangers or hazards present.
- The Incident Controller will determine if a full or partial evacuation is required and will coordinate the appropriate response.

2.2 Evacuation Principles

- The **safety of human life** is the overriding priority during all evacuations.
- Staff should:
 - Remain calm and give clear, firm instructions to members of the public.
 - Direct people to the **nearest safe exit**; avoid routes that may be compromised by fire, smoke, or other hazards.
 - Assist anyone requiring help, including those with disabilities or mobility impairments.
 - Ensure the lift is not used during evacuations.
- The Incident Controller will allocate staff to perform a **zone sweep** using the pre-assigned zone cards stored at Reception.
- No person is to re-enter the building until the Incident Controller confirms it is safe to do so.
- Where applicable (e.g. in the pool), safety blankets should be provided to evacuated swimmers.

2.3 Assembly Points

- All evacuees must proceed to the designated assembly point and remain there until further instruction.
- **Primary Assembly Point (all incidents except bomb threat):**
 - Blue Hard Courts (left of the Main Entrance).
 - **What3words:** young.vibrate.town (main entrance location for emergency services).
- **Bomb Threat Assembly Point:**
 - Astro Pitches.
 - **What3words:** moves.pots.indoor.
- Assembly point marshals (as designated by the Incident Controller) will:
 - Keep groups together and away from buildings.
 - Report any missing persons to the Incident Controller immediately.
- No person may leave the assembly point until authorised by the Incident Controller or emergency services.

Section 3 – Specific Emergencies

3.1 Outbreak of Fire (Full Building Evacuation)

Description

Fire or smoke within the building requiring a full evacuation.

Immediate Actions

Staff Member Discovering the Fire/Smoke

- Activate the nearest fire alarm call point immediately.
- Inform the **Duty Manager / Senior Duty Manager** of:
 - Exact location.
 - Nature of fire/smoke.
 - Any immediate hazards.
- Do not attempt to fight the fire unless trained, confident, and it is safe to do so.

Duty Manager / Senior Duty Manager (Incident Controller)

- Proceed to the fire alarm panel (if safe) to identify location.
- Direct a full evacuation in line with **Section 2 - General Emergency Procedures**.
- Allocate staff to sweep all zones using the zone cards stored at Reception.
- Instruct Reception to call **999** and provide:
 - Facility address: Ashville Sports Centre, Yew Tree Lane, Harrogate, HG2 9JP
 - Main Entrance What3words: **young.vibrate.town**
 - Nature and location of fire.
- Assign a staff member to meet the Fire Service at the main entrance and guide them to the incident.
- Liaise with emergency services on arrival, providing details of hazards and any missing persons.

Reception Staff

- Call **999** immediately when instructed or upon clear confirmation of fire.
- Stop all admissions and secure the entrance, allowing exit only.
- Direct members of the public outside towards the assembly point at the Blue Hard Courts.
- Keep phone lines clear for emergency service communication.

Lifeguards on Poolside

- On hearing the alarm:
 - Instruct swimmers to move to the nearest fire exit.
 - Evacuate pool using designated fire route.
 - Issue safety blankets to swimmers if required due to outdoor weather conditions.
- Check all poolside changing areas and toilets before leaving (if safe).
- Escort pool users to the assembly point.

Sports Assistants

- Assist in sweeping assigned zones.
- Direct people to the nearest safe exit.
- Prevent re-entry to the building once evacuated.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Confirm with Fire Service when it is safe to re-enter.
- Record full details of the incident in the logbook and complete an incident report.

Sports Centre Manager

- Review the incident, coordinate debrief, and ensure any corrective actions are taken.

3.2 Controlled or Partial Evacuation (Non-Fire)

Description

An incident requiring evacuation of part of the building while other areas remain operational.

Immediate Actions

Staff Member Discovering the Incident

- Alert the **Duty Manager / Senior Duty Manager** immediately via radio or in person.
- Provide details of:
 - Type of incident.
 - Exact location.
 - Any immediate hazards present.

Duty Manager / Senior Duty Manager

- Assess the affected area to confirm the need for a partial evacuation.
- Determine evacuation boundaries and designate safe areas for continued operation.
- Instruct Reception to stop admitting customers to the affected area.
- Allocate staff to sweep the affected zone(s) and direct customers to safety.
- If the pool is involved, direct lifeguards to follow **3.3 Incident in the Pool** procedures.
- Assign a staff member to restrict access to the affected area until declared safe.

Reception Staff

- Stop admissions to the affected area as directed.
- Politely explain to customers that the area is temporarily closed for safety reasons.
- If instructed, make announcements to inform all users in the affected area.

Lifeguards / Sports Assistants

- Assist with evacuating customers from the affected area, prioritising safety and reassurance.
- Provide assistance to anyone with disabilities or mobility impairments.
- Maintain supervision of any operational areas still in use (e.g. main pool if unaffected).

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Confirm with maintenance or other relevant staff that the hazard has been fully resolved before reopening the affected area.
- Record the incident details in the logbook and submit an incident report.

Sports Centre Manager

- Review the cause and ensure any corrective actions are implemented to prevent recurrence.

3.3 Incident in the Pool – Casualty Recovery / Drowning

Description

A swimmer in distress, unconscious, or submerged requiring rescue and possible life support.

Immediate Actions

Lifeguard on Poolside (First Responder)

- On recognising the emergency, raise the alarm by:
 - Activating the nearest pool alarm.
 - Giving the three short blasts whistle signal.
- Attempt the safest and most appropriate rescue method (land-based where possible).
- Bring casualty to poolside using appropriate equipment (e.g. torpedo buoy, reaching pole).
- Begin first aid immediately within your level of training, including CPR and AED use if required.
- Maintain continuous care of the casualty until relieved by another trained staff member or emergency services.

Additional Lifeguard(s) on Poolside

- Stop all pool activities.
- Assist in the rescue and casualty handling as directed by the first responder.
- Clear other swimmers from the immediate rescue area.
- Maintain supervision of the rest of the pool if not directly involved in rescue.

Duty Manager / Senior Duty Manager

- Take control of the overall incident on arrival.
- Direct additional staff to assist with evacuation of the pool if required.
- Assign a staff member to meet the ambulance crew at the main entrance (What3words: **young.vibrate.town**) and guide them to the casualty.
- Oversee crowd control, ensuring public are moved away from the casualty area.
- Ensure incident details are recorded and follow-up actions are taken.

Reception Staff

- Call **999** immediately when notified, providing:
 - Facility address: Ashville Sports Centre, Yew Tree Lane, Harrogate, HG2 9JP.
 - Exact location within site: Swimming Pool Hall.
 - Nature of incident and casualty's condition.
 - Hazards present (e.g. wet floors, chlorine use).
- Keep phone line free for updates and instructions from emergency services.

Sports Assistants off Poolside (if present)

- Assist with evacuation of pool users if required.
- Retrieve first aid kit, AED, oxygen therapy equipment, and any other necessary items.
- Support lifeguards or Duty Manager as directed.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Complete incident report and record all witness details.
- Notify Sports Centre Manager.
- Ensure lifeguard rotation is maintained or pool closed if minimum supervision cannot be restored.

Sports Centre Manager

- Review incident and initiate debrief with involved staff.
- Arrange RLSS-required post-incident support for staff (e.g. after a serious or fatal drowning).

3.4 Overcrowding in Pool or Facility

Description

Bather or visitor numbers exceed safe capacity.

Immediate Actions

Lifeguard (Pool Area)

- Monitor bather numbers and notify the Duty Manager immediately if capacity limits (*NOP – Section 7.1 Maximum Bather Load*) are reached or supervision is compromised.
- Halt entry to the pool by signalling to Reception via radio and physically preventing further access via the poolside entrance.
- Maintain supervision of swimmers already in the pool until instructed otherwise.

Duty Manager / Senior Duty Manager

- Respond to lifeguard's alert and assess the situation.
- Authorise closure of pool entry and/or other affected areas if necessary.
- Direct an additional staff member to control the pool entrance or facility access point until numbers return to safe levels.
- Coordinate with Reception to suspend issuing further pool admissions.

Reception Staff

- Stop admitting customers to the affected area as instructed by the Duty Manager.
- Provide clear, polite explanation to members/public about temporary access restriction.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Record the cause, time, and duration of overcrowding in the incident log.
- Report repeated issues to the Sports Centre Manager for review.

Sports Centre Manager

- Review programming, booking procedures, or staffing levels to prevent recurrence.

3.5 Disorderly Behaviour (Including Violence to Staff)

Description

Any behaviour by a member of the public or visitor that is unsafe, disruptive, aggressive, or threatening towards staff or other customers. This includes refusal to follow pool rules, dangerous activity, verbal abuse, or physical assault.

Immediate Actions

Lifeguards / Frontline Staff

- Approach the individual calmly and professionally, reminding them of the relevant rules.
- If behaviour continues, issue a clear **final warning** stating that continued misconduct will result in removal from the facility.
- If behaviour escalates or involves aggression:
 - Notify the **Duty Manager / Senior Duty Manager** immediately via radio.
 - Maintain safe distance; do not engage physically unless it is to protect yourself or others.
- Continue supervising your assigned area — do not become distracted from lifeguarding duties.

Duty Manager / Senior Duty Manager

- Respond promptly to the location of the incident.
- Assess the situation and decide whether to:
 - Issue a final verbal warning, or
 - Instruct the individual to leave the premises.
- If the person refuses to leave or becomes aggressive:
 - Contact the police via **999**.
 - Assign staff to monitor the person's movements from a safe distance until they leave, or police arrive.
- Ensure bystanders and other customers are safe and away from the incident.

Reception Staff

- Be ready to restrict re-entry to the building for the individual once removed.
- If instructed, provide a written record of the person's details (from booking records, membership data, or CCTV images) for follow-up.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Complete an incident report with detailed notes of the behaviour and action taken.
- Collect witness statements from staff and customers if relevant.
- Inform the Sports Centre Manager of the incident.

Sports Centre Manager

- Review the incident and consider further action (e.g. issuing a formal ban, involving police for follow-up, or adjusting security measures).

3.6 Lack of Water Clarity (Turbidity) or Chemical Readings Outside Parameters

Description

If pool water becomes cloudy so that the pool floor at the deep end cannot be seen, or if chemical readings fall outside safe limits, the pool must be cleared, and corrective action taken.

Immediate Actions

Lifeguards

- Continuously monitor water clarity during supervision.
- If the pool floor is not visible at the deep end or an immediate risk is identified:
 - Clear swimmers from the water without delay.
 - Inform the Duty Manager via radio immediately.
- Report any unusual smell, irritation, or water appearance to the Duty Manager.

Duty Manager / Senior Duty Manager

- Carry out manual water tests at least every 3 hours (free chlorine, combined chlorine, pH) from both the pool and the Ezetrol machine.
- If readings are slightly out of range (≤ 1 ppm deviation):
 - Take corrective action to rebalance and continue to monitor.
- If readings are significantly out of range, or if turbidity prevents safe supervision:
 - Close the pool immediately.
 - Record the test results on the weekly pool test sheet.
 - Notify the Sports Centre Manager.
- Contact Maintenance if dosing systems require intervention.

Sports Centre Manager / Senior Duty Manager

- Authorise reopening following closure, only once safe readings and water clarity are confirmed.
- Oversee any further investigation or maintenance action required.

Follow-Up Actions

Duty Manager

- Retest water after corrective action has been applied.
- Do not reopen until clearance is given by the Senior Duty Manager or Sports Centre Manager.
- Record final safe readings on the test sheet.

Sports Centre Manager / Senior Duty Manager

- Review the incident and determine if additional staff training, maintenance, or plant adjustments are required.

Operational Limits at Ashville Sports Centre

- **Free Chlorine:** 1–5 ppm (ideal 1–3 ppm)
- **Combined Chlorine:** < 1 ppm
- **pH:** 7.0–7.4
- Tests must be carried out **at least every 3 hours**, with samples taken directly from the pool and via the Ezetrol unit to allow recalibration.

3.7 Broken Glass in the Pool

Description

Broken glass in or near the swimming pool is a serious hazard. Even small fragments pose a significant injury risk and cannot be removed safely without specialist intervention.

Immediate Actions

Lifeguards

- If glass is seen or strongly suspected in the pool or on poolside:
 - Immediately instruct all swimmers to leave the water.
 - Supervise the evacuation until all swimmers are clear of the water and off poolside.
 - Remain on poolside (unless glass is present on the side too) to continue supervision until relieved.
- Inform the **Duty Manager** immediately via radio.

Duty Manager / Senior Duty Manager

- Attend poolside to confirm the report.
- Close the pool immediately.
- Ensure pumps/filtration systems are switched off to prevent circulation of glass fragments.
- Prevent all access to the pool hall and lock doors if necessary.
- Contact the Sports Centre Manager to arrange a professional diving team for glass removal.

Reception Staff

- Stop admitting pool users immediately.
- Inform members clearly:
 - “The pool has been closed due to broken glass. A specialist team is required to remove it safely, and the pool will remain closed until this work has been completed and the water is safe.”

Follow-Up Actions

Sports Centre Manager

- Arrange professional diving team to remove the glass.
- Only authorise reopening once the diving team confirms the pool is safe.

Duty Manager / Senior Duty Manager

- Complete an **incident form** even if no glass is ultimately found.
- Collect written staff statements, identifying the group or individual responsible if known.
- Ensure the log records when pumps were shut down and when the diving team confirmed clearance.

Notes

- No staff or swimmers are permitted to attempt manual removal of glass.
- Pool remains closed until professional clearance is confirmed in writing to the Sports Centre Manager.

3.8 Emission of Toxic Gases / Chemical Spills

Description

A release of chlorine gas, chemical vapour, or other hazardous substance poses a serious risk to health. These incidents may occur due to plant room failures, chemical handling errors, or leaks.

Immediate Actions

Any Staff Member

- If a gas/chemical leak is suspected (e.g. chlorine smell, haze in air, staff/public reporting irritation):
 - Raise the alarm verbally (do not use radios).
 - Use a phone if too far away to communicate verbally.
 - Immediately clear people from the affected area (pool hall, changing rooms, plant room) and close doors behind you if safe to do so.
- Report directly to the **Duty Manager** as soon as possible.

Lifeguards

- Evacuate the pool immediately if chlorine gas or fumes are suspected.
- Direct swimmers and poolside users out through the nearest safe fire exit.
- Guide people to the **Astro Pitches assembly point** (What3words: **moves.pots.indoor**).
- Do not re-enter the pool hall.

Duty Manager / Senior Duty Manager (Incident Controller)

- On receiving a report, confirm the situation from a safe distance.
- Direct full evacuation of the building if the leak cannot be immediately contained or presents a risk beyond the pool/plant area.
- Ensure Reception calls **999 (Fire Service)** immediately. Provide:
 - Facility address: Ashville Sports Centre, Yew Tree Lane, Harrogate, HG2 9JP
 - Assembly Point What3words: **moves.pots.indoor**
 - Nature of the leak (chlorine gas suspected / chemical spill).
- Instruct staff to meet emergency services at the main entrance.
- Restrict all access to the building until declared safe.

Reception Staff

- Call **999 Fire Service** immediately when instructed or when the situation is clearly life-threatening.
- Stop admissions and direct members of the public to the Astro assembly point.
- Keep phone lines clear for communication with emergency services.

Follow-Up Actions

Emergency Services

- Assess and declare when the building is safe to re-enter.

Sports Centre Manager

- Following clearance by emergency services, inspect the facility and confirm if reopening is safe.
- Conduct an investigation into the cause of the incident with Maintenance and Duty Managers.
- Ensure corrective actions are implemented before operations resume.

All Staff Involved

- Complete individual incident reports and written statements.
- Provide details of what was seen, smelled, or reported at the time of the leak.

Note on Ventilation

HSE best practice recommends:

- **Close doors to contain the leak** if it is clearly confined (e.g. plant room).

- **Open external doors/windows** only if it safely disperses fumes away from people and prevents build-up inside.
- The priority is always evacuation and waiting for the **Fire Service**, who are trained and equipped to decide on safe ventilation.

3.9 Bomb Threat / Terrorism Threat / Discovery of Suspicious Packages

Description

A bomb threat may be received by telephone, email, or verbally. A suspicious package or item may also be discovered within or around the Sports Centre. Both must be treated as genuine until confirmed otherwise by police.

Immediate Actions

Reception Staff / Staff Member Receiving the Threat

- Remain calm and keep the caller/speaker on the line for as long as possible.
- Write down the exact words used. Record useful details such as:
 - Voice, accent, tone.
 - Background noise.
 - Any information on the type, location, or timing of device.
- Do not alert members of the public during the call.
- Immediately inform the **Duty Manager / Senior Duty Manager**.

Staff Discovering a Suspicious Package

- Do not touch, move, or attempt to investigate the package.
- Clear immediate bystanders away quietly without causing alarm.
- Inform the **Duty Manager / Senior Duty Manager** at once.

Duty Manager / Senior Duty Manager (Incident Controller)

- On receiving report of a threat or package:
 - Ensure Reception (or self) calls **999 (Police)** immediately using discreet language, e.g.:
 “A possible bomb threat/suspicious package has been reported at Ashville Sports Centre, Yew Tree Lane, Harrogate, HG2 9JP.”
- Do not activate the fire alarm.
- Await police instruction before ordering evacuation.
- If evacuation is ordered by police:
 - Direct staff to guide members calmly to the **Astro Pitches assembly point** (What3words: **moves.pots.indoor**).
 - If the Astro is unsafe, use the **Cricket Pitches** as the secondary assembly point.
 - Ensure a staff member meets police at the **Main Entrance** (What3words: **young.vibrate.town**).

Reception Staff (on evacuation order)

- Stop admissions and calmly direct members to the correct assembly point.
- Keep phone lines clear for emergency services.

All Staff

- Remain calm, reassure members, and follow instructions from the Incident Controller.
- Do not re-enter the building until cleared by police.

Follow-Up Actions

Highest-Level Manager on Site (Sports Centre Manager, or Senior Duty Manager, or Duty Manager)

- Liaise with police as the Incident Controller until the Sports Centre Manager is present.
- Ensure incident details are logged and incident report is completed.

Sports Centre Manager

- Coordinate with College Communications team for all media and public statements.
- Oversee debrief with staff involved to ensure wellbeing and refine future response.
- Ensure an internal investigation is carried out if the threat or package was genuine, hoax, or malicious.

All Staff Involved

- Complete written statements of their own account.
- Witness statements from customers may be collected if they are willing.

3.10 Lighting Failure

Description

Lighting failure in the Sports Centre can create serious safety risks, particularly in the swimming pool. Emergency lighting is installed throughout the building but may not be sufficient for safe operation of activities.

Immediate Actions

Lifeguards

- If pool lights fail, **immediately clear all swimmers from the water.**
- Supervise evacuation calmly, directing swimmers to exit safely.
- Inform the **Duty Manager** via radio as soon as possible.

Instructors / Sports Assistants (Off Poolside)

- Immediately stop all activities in the affected area (gym, sports hall, fitness studio, café).
- Ensure participants are guided safely out of the area using emergency lighting.
- Report the failure to the **Duty Manager**.

Duty Manager / Senior Duty Manager (Incident Controller)

- Assess the extent of the failure:
 - Pool only.
 - One or more activity areas.
 - Entire building.
- Actions:
 - **Pool lights:** keep the pool closed until lighting is restored.
 - **Localised failure:** close only the affected area(s), restrict access, and pause activities.
 - **Whole-building failure:** pause all activities immediately. Call Estates/Maintenance. If lighting cannot be restored within **1 hour**, clear the building and direct users to the assembly point (Tennis Courts or alternative as appropriate).
- Ensure Reception informs members of closures as soon as confirmation is made.

Reception Staff

- Inform members politely:
 - “The area is closed due to lighting failure. Please wait at the assembly point while we resolve the issue.”
- If the situation cannot be resolved quickly, advise customers they may leave but cannot re-enter until the building is declared safe.
- Keep phone lines clear for communication with maintenance and emergency services if needed.

Follow-Up Actions

Duty Manager

- Contact Estates/Maintenance immediately to report the failure.
- Ensure incident details are logged.
- Once lighting is restored, confirm safety of the affected area before reopening.
- Authorise reopening of the pool or other activity areas.

Maintenance Team

- Undertake repairs or escalate to contractors as required.
- Ensure emergency lighting continues to function during the outage.

Sports Centre Manager

- Review incident reports if a full building closure occurred.
- Ensure recurring faults are escalated for long-term resolution.

3.11 Electrical Failure

Description

Electrical failure can affect part of the Sports Centre or the entire building. This may include mains power loss, partial outages (e.g. gym, studios, sports hall), or failure of critical systems such as pool plant and boilers. Power cuts create safety risks due to loss of lighting, filtration, chemical dosing, heating, and access systems.

Immediate Actions

Lifeguards

- If pool lighting or power fails:
 - Immediately clear all swimmers from the water.
 - Supervise evacuation calmly using emergency lighting.
- Remain poolside until all swimmers and pool users have exited safely.
- Inform the **Duty Manager** via radio.

Instructors / Sports Assistants (Off Poolside)

- Stop all activities in the affected area if safe lighting is no longer available.
- Direct participants safely out of the activity area using emergency lighting.
- Report the failure to the **Duty Manager**.

Duty Manager / Senior Duty Manager (Incident Controller)

- Assess whether the failure is partial or building-wide.
- Take immediate actions:
 - Stop all affected activities.
 - Ensure the swimming pool is cleared.
 - Inform Estates/Maintenance immediately via call-out procedure.
 - Inform the Sports Centre Manager.
- Decide whether to:
 - Allow users to remain in the building under emergency lighting if outage appears short.
 - After **30 minutes**, evacuate all users to the **Blue Hardcourts assembly point**.
 - After **1 hour**, close the centre completely until power is restored.

Reception Staff

- Inform members politely of closures:
 - “The centre is temporarily closed due to a power failure. Please wait at the assembly point for further updates.”
- Stop admitting new users to the building.
- Keep phone lines clear for Maintenance or emergency services.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Once power is restored:
 - Confirm all systems (lighting, fire alarms, security, plant room) are functioning.
 - Conduct a pool water test if the outage lasted **longer than 1 hour**.
 - Record incident details in the logbook.
- Authorise reopening of the affected areas once safe.

Sports Centre Manager

- Review prolonged or repeated outages.
- Ensure Estates/Maintenance complete investigation and implement long-term fixes if required.

3.12 Structural Failure

Description

Structural failure may include roof or ceiling collapse, falling glazing, damaged walls or flooring, or failures in plant room infrastructure (e.g. tanks, large pipework). Both major and minor issues must be treated seriously if they pose a risk to staff, customers, or the building.

Immediate Actions

Any Staff Member

- If structural damage is observed:
 - Evacuate the immediate area straight away.
 - Inform the **Duty Manager** by radio.
 - If in the pool hall or nearby and there is a possible risk to swimmers, notify lifeguards immediately.

Lifeguards

- If structural damage is observed in the pool hall (e.g. ceiling, glazing, or tiles):
 - Clear all swimmers from the pool and evacuate them to a safe area.
 - Maintain supervision until the pool is fully clear.
 - Report directly to the Duty Manager.

Duty Manager / Senior Duty Manager (Incident Controller)

- Attend the affected area to confirm the situation.
- If there is a **major risk** or if persons are **trapped or injured**:
 - Call **999 (Fire Service)** immediately.
- If the issue poses a **lesser risk** (e.g. damage contained and no immediate danger):
 - Contact Estates/Maintenance to attend.
- Evacuate only the affected area unless there is a risk of further collapse in adjacent spaces.
- If a full building evacuation is required, direct users to the **Blue Hardcourts assembly point**.
- Ensure Reception stop admitting customers and secure access to affected areas.

Reception Staff

- On instruction, stop admissions and inform members:
 - “The area is closed due to a safety issue. Please follow staff instructions.”
- Keep phone lines clear for contact with emergency services or Maintenance.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Complete an incident report and ensure all details are logged.
- Take staff witness statements if relevant.
- Monitor the affected area until Maintenance or emergency services attend.

Sports Centre Manager

- Coordinate with Estates/Maintenance for full inspection of the damaged area.
- Authorise reopening only after written or verbal confirmation that the structure is safe.
- Provide updates to staff and members if the closure is prolonged.
- Ensure corrective actions or repairs are implemented before resuming activity.

3.13 Serious Injury to a Swimming Pool User

Description

A serious injury includes (but is not limited to) head injuries, suspected spinal injuries, unconscious casualty, broken bones, heavy bleeding, or any incident requiring emergency medical treatment. All serious incidents must be treated as life-threatening until confirmed otherwise.

Immediate Actions

Lifeguards / Sports Assistants (First Responders)

- Immediately stop all pool activities.
- Prioritise the injured person and begin first aid within the scope of training (including spinal management if suspected).
- Signal for assistance using pool alarm.
- Remain with the casualty until relieved by another trained staff member or emergency services.
- Additional lifeguards:
 - Clear the pool and direct swimmers to changing rooms or safe areas away from the casualty.
 - Support with first aid/rescue as directed by the Duty Manager.

Duty Manager / Senior Duty Manager (Incident Controller)

- Attend immediately, assess the situation, and take control.
- Ensure a lifeguard remains with the casualty at all times.
- Instruct Reception to call **999**, passing on injury details and exact location.
- Assign staff to:
 - Manage crowd control and direct public away from casualty area.
 - Meet the ambulance crew at the entrance (default: Main Entrance, What3words: **young.vibrate.town**; or other entrance if more suitable).
 - Retrieve additional first aid equipment (AED, oxygen, spine board).
- If multiple casualties are present, allocate additional NPLQ-trained staff to assist.

Reception Staff

- Call **999** immediately when instructed, providing:
 - Facility address: Ashville Sports Centre, Yew Tree Lane, Harrogate, HG2 9JP.
 - Type and severity of injury (as directed by Duty Manager).
 - Exact location within the building.
- Meet ambulance crew on arrival and escort them to the casualty via the most suitable entrance.
- Stop new admissions until incident is resolved.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Collect witness statements from staff, and public (where willing).
- Complete an incident report with full details of injury and actions taken.
- Inform the Sports Centre Manager immediately.

Sports Centre Manager

- Inform the Health & Safety Manager.
- Oversee a staff debrief after the incident to support wellbeing and identify any training or procedural improvements.

All Staff Involved

- Submit individual incident reports and personal witness statements.

Special Notes

- Suspected spinal injuries in the water must be managed using RLSS spinal rescue protocols.
- Casualties in changing rooms: swimmers may be allowed to take their kit to an alternative changing area to get dressed and leave safely.

3.14 Severe Weather Conditions Affecting Safety

Description

Severe weather can impact both outdoor and indoor safety at the Sports Centre. Risks include snow, ice, flooding, storms, high winds, and heatwaves. All incidents must be managed to prioritise the safety of staff, customers, and facilities.

Immediate Actions

Any Staff Member

- Report any weather-related hazard immediately to the Duty Manager (e.g. icy paths, water ingress, high winds, heat exhaustion).
- If imminent danger is present (e.g. lightning close to outdoor activities, collapsing structures), stop activity immediately and move customers to safety.

Duty Manager / Senior Duty Manager (Incident Controller)

- Assess weather impact on all areas:
 - **Outdoor:** car park, pathways, astro pitches, blue hardcourts.
 - **Indoor:** flooding, leaks, temperature extremes.
- Actions:
 - Pause or cancel activities in areas directly at risk.
 - Direct customers to leave the building safely if weather conditions allow, or allow them to remain inside until safe to travel.
 - If staff/customer travel is unsafe, consult the Sports Centre Manager to authorise early closure of the centre. If the risk is immediate and severe, close the centre without delay.
- Ensure Reception informs customers of closures once confirmed.
- Issue a group text to all members and booked groups to update them on closure or cancellations.
- Contact Maintenance immediately for flooding or weather-related damage to the building.

Lifeguards / Sports Assistants

- Stop outdoor activities immediately if lightning, strong winds, or other severe weather creates danger.
- Support safe evacuation of outdoor areas.
- Assist with indoor evacuation if flooding or damage occurs.

Reception Staff

- Communicate closures and cancellations clearly to customers, using wording confirmed by the Duty Manager.
- Stop new admissions if areas are unsafe or if the centre is closing.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Complete an incident report for all closures, accidents, or weather-related damage.
- Keep the Sports Centre Manager updated on developing weather conditions.

Sports Centre Manager

- Review all reports and decide on reopening following bad weather closures.
- Coordinate with Maintenance and Estates to address damage or safety issues.
- Ensure communication updates are issued to staff and members where needed.

3.15 Dealing with Blood, Vomit, Urine, Needles and Sharps

Description

Incidents involving body fluids or sharps present a health and safety risk. This includes blood, vomit, urine contamination, and discovery of needles/sharps.

Immediate Actions

Lifeguards / Sports Assistants

- If blood/vomit is seen in the pool:
 - Clear the pool immediately.
 - Inform the Duty Manager to confirm closure.
- If contamination is on poolside or elsewhere in the building:
 - Wear PPE (gloves, apron, mask, eye protection if required).
 - Remove any solid matter using paper towels and place into a **yellow hazard bag**.
 - Clean the area using **Safeclean floor cleaner** (poolside version for pool areas, general version for other areas).
 - Place cones and signage around the area until cleaning is complete and safe.
- If a needle/sharp is found:
 - Immediately cordon off the area using cones or direct people away.
 - Using the sharps kit (located in the Sports Centre office), carefully place the sharp into the sharps disposal box.
 - Do not attempt to re-cap, bend, or break the needle.

Duty Manager / Senior Duty Manager

- Attend to confirm contamination or sharp.
- For pool contamination (blood/vomit):
 - Ensure dolphin cleaner is placed in the pool and run full cleaning cycle.
 - If large debris remains, remove dolphin, empty bag, and restart.
 - Increase chlorine set point on the Ezetrol to **2ppm** for the duration of the 6-hour cycle.
 - Close the pool for at least **one full turnover cycle (6 hours)**.
 - After 6 hours, perform a backwash (if trained) or assign to Senior Duty Manager/Sports Centre Manager.
 - Test water and confirm chemical levels are within safe operating limits before reopening.
 - Return chlorine set point to normal operating levels.
- Ensure poolside or building cleaning has been completed to standard if sports assistants/cleaner undertook the work.
- Record all incidents requiring closure or plant adjustments in the incident log.

Reception Staff

- Inform customers and members politely of a **technical issue** resulting in temporary pool closure.
- Stop admissions to the pool until the Duty Manager authorises reopening.
- Provide updates to members as directed by the Duty Manager.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Complete an incident report for all cases requiring pool closure or plant intervention.
- Collect staff statements to support debrief.

Sports Centre Manager

- Review incidents and conduct debrief with staff involved.
- Ensure corrective actions are taken if required.

All Staff Involved

- Submit written statements of their actions and observations during the incident.

Notes

- Urine incidents alone do not require closure or chemical adjustments but should still be monitored.
- All contamination incidents requiring plant action (blood/vomit) must follow the full closure and backwash process.
- Only NPLQ-trained staff are authorised to use the sharps kit.

3.16 Faecal Release in the Swimming Pool

Description

Faecal contamination presents a significant health risk. The response depends on whether the release is **solid (formed stool)** or **loose/liquid (diarrhoea)**.

Immediate Actions

Lifeguards / Sports Assistants

- On observing faecal contamination:
 - Clear the pool immediately.
 - Inform the Duty Manager via radio.
- If solid stool:
 - Remove using a scoop/net.
 - Dispose into a **yellow hazard bag** or flush down a poolside toilet.
- If diarrhoea:
 - Remove what can be collected using the scoop/net and dispose appropriately.
- Do not allow swimmers back into the pool until Duty Manager authorises.

Duty Manager / Senior Duty Manager (Incident Controller)

- Attend poolside to confirm contamination type.
- For **solid stool**:
 - Close pool until contamination is fully removed.
 - Increase chlorine set point on the Ezetrol to **2ppm**.
 - Maintain at 2ppm during normal circulation period.
 - Reopen only once chlorine level has stabilised and water quality is safe.
- For **diarrhoea (liquid stool)**:
 - Close pool immediately.
 - Place dolphin cleaner into the pool to assist with removal.
 - Increase chlorine set point to recommended level for diarrhoea contamination (above 2ppm).
 - Run pool circulation for **6 hours** (one full turnover).
 - At the end of the cycle, complete a **backwash** (if trained) or delegate to Senior Duty Manager/Sports Centre Manager.
 - Retest chemical levels and ensure they are within safe operating range before reopening.
 - Return chlorine set point to **1.5ppm normal operating level**.
- Record all actions in the incident log.

Reception Staff

- Inform customers politely that the pool is closed due to a **technical issue**.
- If the closure is expected to last the remainder of the shift, send out a closure text to all members.
- Stop admitting new pool users until reopening is authorised.

Follow-Up Actions

Duty Manager / Senior Duty Manager

- Complete an incident report for every faecal incident.
- Collect staff statements where viable.
- Log all plant adjustments (chlorine increase, backwash).

Sports Centre Manager

- Review the incident and ensure debrief with involved staff if required.
- Confirm corrective actions or additional training if needed.

3.17 Lost, Found, or Left Child

Description

A child may be reported missing, found unsupervised, or left behind after a session. All incidents must be treated as safeguarding concerns and handled with urgency, discretion, and care.

Immediate Actions

Lost Child (reported missing by parent/guardian or staff)

Reception Staff

- Lock down all entrances/exits immediately and monitor main entrance to prevent unauthorised exit.
- Make an announcement across all areas requesting staff to assist with the search.

Duty Manager (Incident Controller)

- Take control of the situation immediately.
- Coordinate a full site sweep (pool, changing rooms, halls, café, outdoor areas).
- Assign staff to specific zones.
- Inform the Sports Centre Manager.
- If the child is not found within 10–15 minutes, call **999 (Police)**.

Lifeguards

- The lifeguard on active pool duty must remain in supervision.
- Off-duty lifeguards/sports assistants must assist in the search.

Found Child (unsupervised or refusing to leave with an unknown adult)

Staff Member Discovering Child

- Remain with the child in a public area (preferably Reception).
- Do not take the child into a room alone.
- Reassure them and await arrival of parent/guardian.

Reception / Duty Manager

- Check ID or confirm guardian relationship before allowing child to leave.
- If uncertain, hold the child in Reception until verification is made.

Left Child (not collected after session)

Session Lead (Coach/Instructor)

- Remain with the child until guardian arrives.
- If unable, hand responsibility to the Duty Manager.

Duty Manager

- Attempt to contact parents/guardians using provided details.
- If no response after **30 minutes**, call **999 (Police)**.
- Stay with the child until collected by a verified guardian or police/social services.

Follow-Up Actions

Duty Manager

- Complete an **incident report** detailing all actions taken.
- Collect staff statements if relevant.
- Inform the Sports Centre Manager once the incident is resolved.

Sports Centre Manager

- Escalate safeguarding concerns to the **School Safeguarding Lead**.
- Ensure a full debrief with staff involved to review actions, staff wellbeing, and any lessons learned.

All Staff Involved

- Provide written statements of their observations and actions.

3.18 Lift Failure

Description

The Sports Centre has one passenger lift located in Reception, providing access to the swimming pool level and the gym level. The lift is for use by disabled users only. A lift failure may leave users trapped and requires urgent but controlled action.

Immediate Actions

Any Staff Member (Receiving the Report)

- If informed that the lift has failed or that someone is trapped, immediately notify the **Duty Manager**.
- Reassure the individual(s) trapped and confirm their wellbeing using the communication phone located at the top of the elevator.

Duty Manager (Incident Controller)

- Attend the lift immediately.
- Establish communication with the trapped person via the lift intercom/phone.
- Reassure them and explain that professional assistance has been called.
- Instruct Reception (or self if required) to contact:
 - **Maintenance call-out** or the **emergency lift engineer number displayed on the lift**.
 - **999 (Fire Service)** if the person trapped is unwell, distressed, or at risk.
- Ensure the lift is not used until it is inspected and cleared by engineers.

Reception Staff

- On instruction, call the lift engineer/emergency number or **999** if required.
- Stop any other users from attempting to use the lift.
- Keep phone lines clear for communication with emergency services or engineers.

Sports Assistants / Lifeguards

- If not directly involved in rescue, one staff member must remain outside the lift, communicating with the trapped person and reassuring them until help arrives.
- Do not attempt to open the lift doors or carry out a rescue.

Follow-Up Actions

Duty Manager

- Complete an incident report for all lift failures, regardless of whether someone was trapped.
- Record details of actions taken, including who was contacted and arrival time of engineers/emergency services.

Sports Centre Manager

- Ensure the lift is not placed back into service until confirmed safe by Maintenance/engineers.
- Authorise reopening and communicate updates to staff.
- If required, escalate to College Health & Safety Manager for review.

3.19 Robbery or Theft

Description

Incidents may involve theft of customer property (e.g. from lockers, changing rooms, café), theft from the Sports Centre itself (stock, equipment, cash), or robbery/attempted robbery involving threat of violence. All incidents must be treated seriously, prioritising safety over property.

Immediate Actions

Any Staff Member

- If a theft or robbery is observed or reported:
 - Do **not confront** the suspect.
 - Alert the **Duty Manager** immediately.
 - If there is an immediate threat to life or serious risk, call **999 (Police)** if safe to do so.
- If threatened, staff must comply with the suspect's demands to protect personal and public safety.

Duty Manager (Incident Controller)

- Take control of the situation.
- Contact the **Police** if not already done.
- Ensure Reception stops admissions until safe.
- Direct Sports Assistants to discreetly monitor exits if safe, without intervention.
- Preserve evidence:
 - Secure the area.
 - Instruct staff not to touch or clean where the incident occurred.
- Record suspect details and witness accounts.
- Inform the **Sports Centre Manager**.
- If school pupils are involved, notify the **College Safeguarding Team** immediately.

Reception Staff

- If safe, discreetly note details of suspect appearance, clothing, direction of travel, and any distinguishing features.
- Keep phone lines free for communication with police and Duty Manager.
- Inform customers only in general terms (e.g. "security incident") to avoid panic.

Sports Assistants / Lifeguards

- Assist in monitoring doors/exits if safe, avoiding confrontation.
- Provide reassurance to customers and move them away from affected areas.

Follow-Up Actions

Duty Manager

- Complete an **incident report** and log details of the theft/robbery.
- Collect witness contact information and written statements where possible.

Sports Centre Manager

- Liaise with police and College Safeguarding/Health & Safety team if appropriate.
- Review the incident with staff and ensure additional safety/security measures are considered.

All Staff Involved

- Submit written statements of observations and actions taken.

3.20 Failure of Technology

Description

Technology failures can disrupt critical safety systems (e.g. pool plant controls, fire alarms, CCTV, access control), or essential operational systems (e.g. booking and payment systems, IT connectivity). All failures must be managed to maintain safety and service continuity.

Immediate Actions

Any Staff Member

- Report any observed technology/system failure immediately to the **Duty Manager**.
- If safe to do so, apply manual alternatives (e.g. paper sign-in) until instructed otherwise.

Duty Manager (Incident Controller)

- Assess which system has failed and respond accordingly:
 - **Ezetrol (pool dosing/monitoring)**: switch to **manual water testing every hour** directly from the pool. Continue until system is repaired.
 - **Fire alarm system**: report fault immediately to Maintenance. If unresolved within **1 hour**, clear the building until safe operation is restored.
 - **CCTV/Access control**: secure entrances manually and ensure staff monitor entry/exit points.
 - **Booking/payment system**: Reception to implement manual log of customer details, time/date of entry, and payment records.
 - **General IT systems**: report faults to the College IT helpdesk.
- Record all actions taken and confirm with Reception what customers should be told.
- Inform the **Sports Centre Manager** of any major or prolonged system failures.

Reception Staff

- Switch to **manual sign-in and payment recording** if electronic systems are down.
- Record all transactions with date, time, and method.
- Inform customers of a **“technical issue”**, avoiding technical detail.
- Stop admitting customers to affected areas if directed by the Duty Manager.

Sports Assistants / Lifeguards

- Continue normal supervision duties but remain alert to additional risks posed by loss of systems (e.g. no CCTV, reliance on radios/whistles).
- Support manual monitoring of access points if requested by the Duty Manager.

Follow-Up Actions

Duty Manager

- Complete an **incident report** for all failures of critical systems.
- Collect staff observations/statements if relevant.

Sports Centre Manager

- Review all failures and escalate to Estates/Maintenance or IT Helpdesk as required.
- Authorise return to normal operation once the fault is resolved and systems are confirmed safe.
- Lead a debrief with staff for prolonged or repeated failures to improve temporary procedures.

3.21 Accident, Incident, and Follow-Up Action

Description

This section covers the reporting, recording, and follow-up of **emergency incidents only**. All emergencies must be reported immediately, recorded accurately, and reviewed to ensure corrective actions and training are carried out.

Immediate Actions

Any Staff Member

- Report all emergency incidents immediately to the **Duty Manager**.
- If first aid is administered, the staff member providing treatment must complete the **Accident Report Form**.
- In a life-threatening situation, staff may call **999** immediately, but must inform the Duty Manager as soon as possible.

Duty Manager (Incident Controller)

- Take control of the incident.
- Decide if external emergency services (ambulance, police, fire) are required.
- Collect staff and public witness statements, or delegate this to another staff member.
- Ensure Reception logs minor treatments (plasters, small cuts) in the treatment log.
- Ensure all incident reports are submitted for upload to **Evolve** at the earliest opportunity.

Reception Staff

- Log all minor treatments (e.g. plasters) in the **minor treatment log**.
- Support the Duty Manager in collecting names and details of witnesses.

Follow-Up Actions

Sports Centre Manager

- Review all incident reports and ensure they are uploaded to **Evolve**.
- Escalate **major incidents** to the **College Health & Safety Officer**.
- Arrange staff debriefs following any serious incident to ensure wellbeing and capture learning points.
- Arrange additional staff training where required.

College Health & Safety Officer

- Review major incidents and provide oversight on follow-up actions.

Duty Managers (Monthly Meeting)

- Review smaller incidents and near misses collectively to identify patterns and improvements.

Communications

- Customers/members should be reassured that the incident has been dealt with, with **minimum information provided**.
- Only the **Sports Centre Manager** and **College Communications Team** are authorised to communicate externally regarding incidents.