

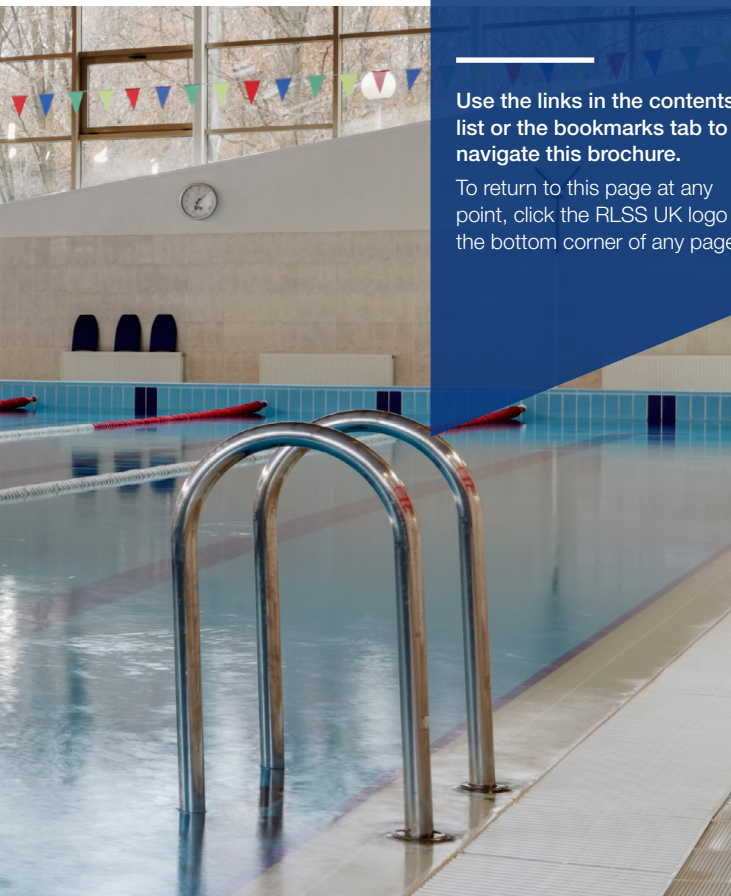


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# Swimming Pool **Safety Services**





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“ We pride ourselves on exceeding standards and providing the industry with the best water-related safety qualifications and support. This provides reassurance and value for operators whilst ensuring optimum safety for users enjoying leisure facilities.”

**Jo Talbot, Commercial Director, RLSS UK**





# Swimming Pool **Safety Services**

**If you're responsible for operating a swimming pool accessible to the public, including guests, members, or residents, you have a duty of care to ensure your staff and visitors are safe.**

As the industry expert in water-related safety and the leader in lifeguarding and lifesaving for the UK and Ireland, the Royal Life Saving Society UK (RLSS UK) is proud to support thousands of pool operators nationwide in complying with UK legislation, industry guidance, best practices, and training their workforce.

# Why choose **RLSS UK?**

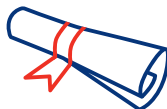
Since 1891, the Royal Life Saving Society UK (RLSS UK) has been sharing expertise in water safety, lifesaving, and lifeguarding.



Leading Awarding  
Organisation (AO)  
for lifeguarding



Offers over 35  
qualifications and  
awards to service  
the Leisure industry



Awards over  
220,000  
qualifications and  
awards yearly

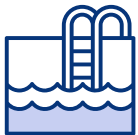


Qualifies more  
lifeguards than  
any other AO –  
43,000 National  
Pool Lifeguard  
Qualifications  
(NPLQs) each year



Supports around  
5,000 RLSS UK  
Trainer Assessors  
operating out  
of over 2,700  
swimming pools





Provides support  
to over 3,000  
public and private  
swimming pools



Industry experts for  
health and safety in  
swimming pools



National charity  
with 100% of profits  
helping educate  
people to enjoy  
water safely



Writes and  
publishes Industry  
Guidance  
documents to offer  
direction and clarity  
on various topics  
or issues relating to  
the industry



**Request  
a call**



# Our Customers

Thousands of swimming pool operators and owners across the UK and Ireland trust us to help them enhance water safety and provide safe swimming pools.



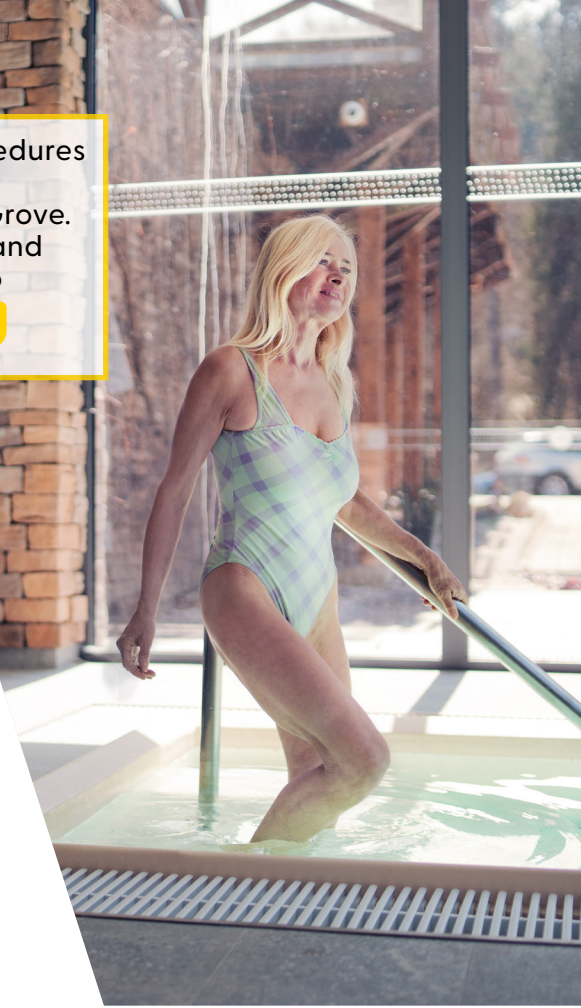


“

The Pool Safety Audit, including a Pool Safety Operating Procedures (PSOP) review from RLSS UK, has been incredibly valuable for ensuring the safety and compliance of our pools here at The Grove. The RLSS UK provided support throughout the entire process, and with these further insights, we can make informed decisions to enhance lifeguarding and safety measures at The Grove.

”

Debbie Rogers, Spa Director, The Grove



# Our Consultants

**You can trust our experienced, impartial experts for a wide range of swimming pool safety services.**

We are proud to have a panel of highly regarded consultants and experts whose knowledge, experience and expertise extend to lifeguarding, pool plant operations, and swimming pool health and safety.

If you have questions about your site, our team will always be happy to help.  
[learnmore@rlss.org.uk](mailto:learnmore@rlss.org.uk)





## Our Support

**Our services help you achieve the highest safety standards for your swimming pool, ensuring compliance with UK legislation, best practices, and industry guidance.**

Whether you need a full safety audit, help reviewing or writing risk assessments, staff training support, or pool design advice, we offer tailored solutions to suit your needs. You can choose individual services or combine them for a complete approach to pool safety, ensuring that every aspect of your aquatic facility is as safe as possible.

We can provide as much or as little support as you need, from ongoing support to helping and advising you as you do things for the first time, helping you become self-sufficient by upskilling team members, and sense-checking things as and when you need them to ensure you're providing optimum safety and achieving best practices.

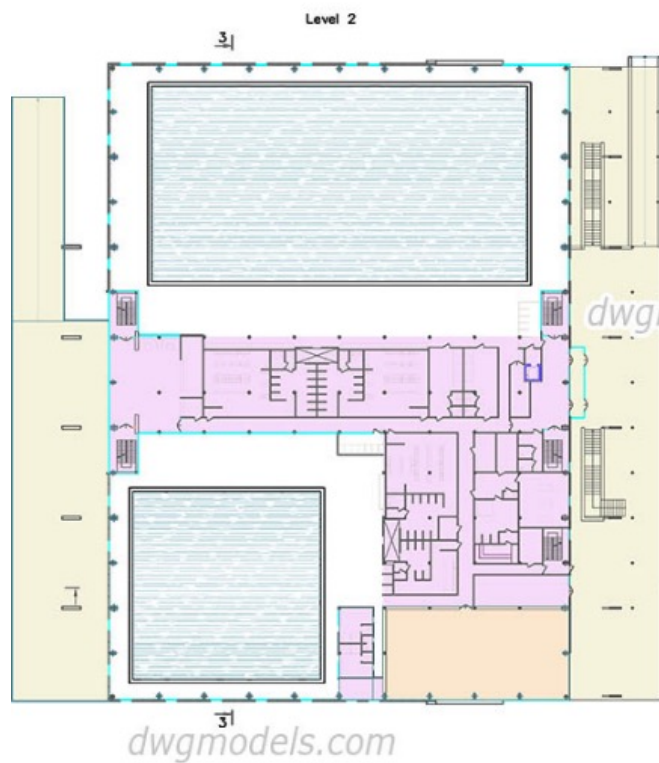
If you have questions about your site(s), your responsibilities, what is reasonable and appropriate, and relevant legislation and regulations, our team will always be happy to help.

# Safe Swimming Pool Design Reviews

**We understand how crucial swimming pool design is in ensuring user safety. You can improve operational practices and minimise risks with simple yet effective design adjustments.**

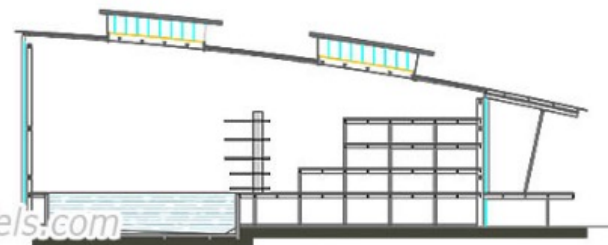
Let us collaborate with your design team to integrate safety into your new swimming pool project seamlessly. Our experts will review your design plans, offer tailored recommendations, and guide you through critical safety decisions. From layout adjustments to safety feature placement and access control solutions to signage and alarm systems, we'll help you create a pool that prioritises safety while maintaining its functionality and appeal.

Make the right choices from the outset and ensure a safe, thriving swimming environment.

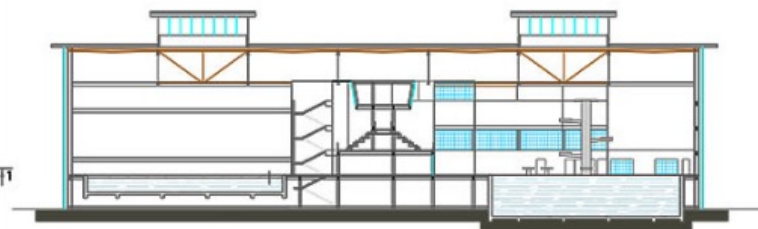


dwgmodels.com

Section 1-1



Section 3-3





Book your  
pool safety  
MOT **TODAY!**



# Pool Safety **Audits**

Affectionately known as our Swimming Pool MOT service, our Pool Safety Audits assess and report on your pool's current safety standards against best practices, industry guidance, and UK health and safety legislation, as well as identifying areas for improvement to enhance the overall safety of the pool environment.

Tailored to your facility, we will review any previous audit results, inspections, and feedback from Environmental Health Officers (EHOs). The review can include:

## **Proactive Health and Safety Management:**

- Continuous improvement
- Health and safety communication process review
- Accident and incident reporting
- Pool water quality testing
- Safety checks

## **Risk Control Measures**

- Risk Assessment
- Contamination
- Lifeguard Zone Visibility Test (LZVT)

## **Pool Safety Operating Procedures (PSOP)**

- Normal Operating Procedures (NOP) review
- Emergency Action Plan (EAP) review
- Review and update process
- Training

## **Supervision/Response Arrangements**

- Lifeguard responsibilities
- Lifeguard zones
- Lifeguard numbers
- Other supervision arrangements

## **Policy and People**

- Statement and posters
- Management

## **Training**

- Induction
- Ongoing
- Qualifications

## **Equipment:**

- Safety Signage
- Flumes/Slides/Rides
- Rescue Equipment

# Pool Safety Document Review or Creation

## Pool Risk Assessments

Our experienced team can review your current pool risk assessments, recommend improvements, or create new risk assessments to ensure they are suitable and sufficient with reasonably practicable control measures.

### Risk assessment template

Company name:  Assessment carried out by:

Date of assessment:  Date of next review:

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done



## Pool Safety Operating Procedures (PSOP) Assessments

Ensuring that Pool Safety Operating Procedures (PSOP) encompass all essential safety information is critical for a pool's safe and efficient operation on a day-to-day basis and in the event of an emergency. All staff members should easily understand these procedures, empowering them with the knowledge needed to maintain a safe environment for everyone at the facility.

We offer a review or creation service. In both, we work closely with the swimming pool team to ensure accurate and effective procedures and that staff and systems complement operational needs.

# Lifeguard Zone Visibility Tests (LZVTs)

**Ensure your LZVTs meet the highest standards by having them reviewed or created by the organisation responsible for developing the UK's industry guidance!**

A Lifeguard Zone Visibility Test (LZVT) helps you to comply with industry guidance. It allows you to confirm that your:

- Lifeguard numbers are correct
- Lifeguard positions are correct and give 100% visibility of the pool
- Lifeguard positions cover the full volume of pool water and designate observation zones for each lifeguard position.







## Do you need help determining the level of safety provision required to maintain safety, lifeguards, or team members trained to respond in an emergency?

### Training, Capability and Qualifications

We can help you review and consider your staff's most appropriate training and qualifications.

Every swimming pool has unique requirements regarding safety and emergency response.

- **Tailored Recommendations:** We'll evaluate your pool's specific requirements to determine whether lifeguards or team members trained to respond in emergencies are needed.
- **Qualifications Assessment:** Our service includes reviewing current staff qualifications and identifying gaps.
- **Training Review:** We will review how you comply with your legal responsibilities to provide information, instruction, training, and supervision to your employees.
- **Expert Guidance:** Benefit from our industry expertise to ensure your team is well-equipped to maintain a safe environment.





## Our Industry Guidance

Recognised worldwide as lifeguarding experts, RLSS UK sits on many industry panels to evolve and develop national safety standards. We frequently advise Environmental Health Officers (EHOs) and safety experts regarding swimming pools and open water incidents. RLSS UK increasingly finds itself one of the 'go-to' organisations for professional comment and advice on water safety by the British media.

Using our experience, our **expert advisors**, partners, and information from other organisations, we create simple guidance to help answer some of the questions you or your colleagues may have about safety in swimming pools.

[Learn more about our industry guidance.](#)



# Mystery Visits

**Our mystery visits services offer an unbiased and comprehensive evaluation of your swimming pool operations. They can be completely anonymous, partly anonymous, then announced for further checks or fully announced and include:**

**Objective Assessment:** Our assessors conduct visits anonymously, allowing them to experience your facility as a typical customer.

**Focus on Compliance and Knowledge:** Each visit includes a thorough evaluation of compliant lifeguarding practices and staff knowledge—essential components for the safe operation of your swimming pool.

**Actionable Feedback:** After each visit, you will receive a detailed report outlining strengths and areas for improvement. This practical and straightforward feedback enables you to implement changes quickly and effectively.

## Benefits of our Mystery Visit Service



### Monitor Progress Over Time:

Regular mystery visits allow you to track improvements in your operations over time. This consistent monitoring helps ensure that your facility always meets the safety and service standards.



### Benchmarking Across Multiple Sites:

Our service enables multi-site operators to compare performance across various locations. This benchmarking can highlight best practices and areas needing attention, fostering a culture of continuous improvement within your organisation.



### Bespoke Options Available:

We understand that each facility has unique needs. Therefore, we can tailor our service to focus on specific areas of concern to ensure you receive the most relevant insights.



To book a time to discuss how we can help you, **request a call**, email **[learnmore@rlss.org.uk](mailto:learnmore@rlss.org.uk)** or call 0300 323 0096 for more information.

## Our Process

**Step 1:** You'll be offered a free, no-obligation, online meeting over Microsoft Teams or similar video conferencing software, depending on your preference, to discuss your requirements and water safety challenges and explore potential solutions.

**Step 2:** We will prepare a detailed proposal and quotation based on your requirements.

**Step 3:** An RLSS UK Consultant will visit your site(s) to gain a complete understanding of your swimming pool operations.

**Step 4:** We will draft documentation, such as a report or Risk Assessment.

**Step 5:** Draft documents will be returned to you by email for review.

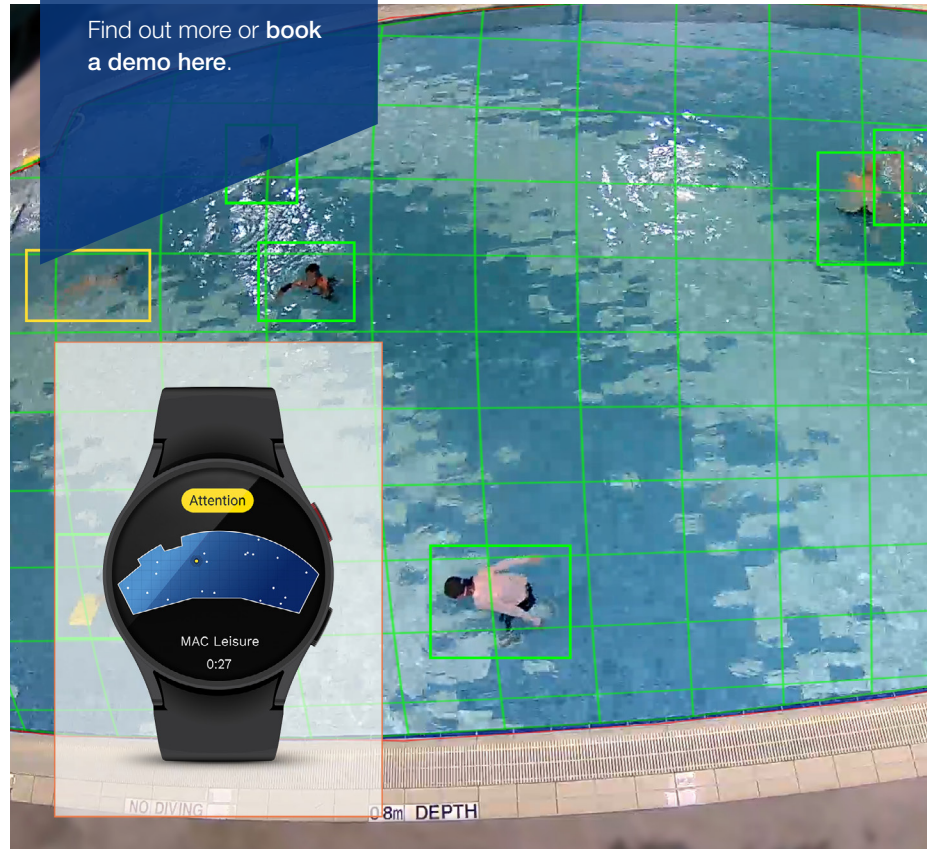
**Step 6:** The documents will be returned to you after your approval.

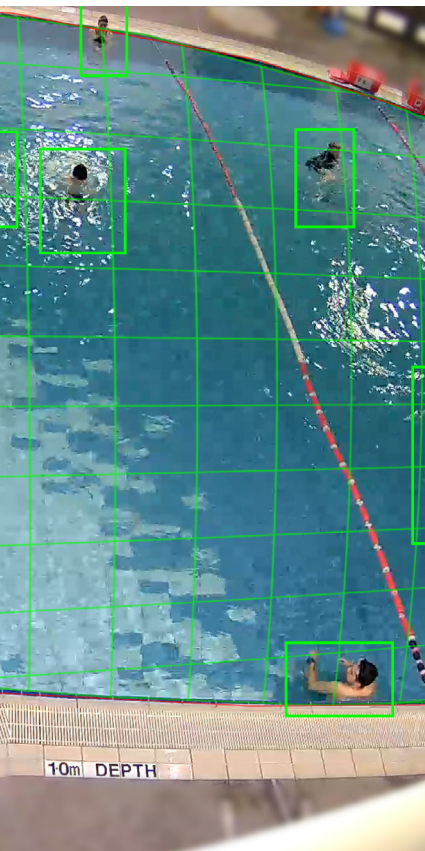
**Step 7:** Throughout the process and beyond, we are always happy to help should you have questions.



# Our **Technology Support**

Technology is transforming most industries, and leisure and swimming pools are no different. Already used in swimming pools for over 20 years, the pace of technology development and adoption has quickened over the last few years. Many pool operators are now looking to use technology to enhance safety, provide data and, in some cases, help control the high costs associated with providing a pool for their community.





Pool technology is already impressive: monitoring pool users at all times and delivering an additional layer of safety for lifeguards; this is of enormous benefit when a hundred people might participate in a range of pool-based activities.

RLSS UK supports using technology within commercial/public swimming pools to assist lifeguards in monitoring and supervising swimming pool users, intercepting incidents of swimmers in ill health, and preventing drownings. We are proud to collaborate with Lynxight who provide an innovative and affordable solution for pool risks in the UK and Ireland, making swimming pools even safer for everyone.

The Lynxight Assisted Lifeguard Technology (ALT) combines specialist Artificial Intelligence (AI) software and swimmer behaviour analysis with standard security cameras to deliver a complete real-time understanding of what is happening above and below the water, right to the lifeguard's smartwatch - an impressive, smart, and affordable way to enhance safety.

RLSS UK worked with Lynxight to adapt the system to meet the stringent needs of UK pool operators, providing them with invaluable metrics to optimise swimming pool operations. These metrics include real-time insights into pool usage, swimmer numbers and detailed data for each lane or pool area.

We are also pleased to have been a part of an industry working group of pool safety experts, creating Assisted Lifeguard Technology (ALT) Guidance (endorsed by CIMSPA, RLSS UK, Swim England and ukactive) to support any pool operators considering the use of swimming pool technology, you can read the guidance [here](#).

[Learn more about Assisted Lifeguard Technology](#)



## Our **Qualifications and Awards**

With over 60,000 regulated qualifications and non-regulated vocational training awards certificated yearly, RLSS UK continues to innovate, create and implement, ensuring our clients remain at the forefront of lifesaving, lifeguarding, water safety and life support skills.

In October 2024, we were crowned winner at the ukactive Awards in the Education Provider of the Year category, acknowledging our dedication to delivering industry-leading qualifications and exceptional education resources, enabling learners to obtain high-quality skills valued by employers.



**AWARDS**  
**WINNER 2024**

### Pool Management

- National Pool Management Qualification (NPMQ)
- National Pool Supervisor Qualification (NPSQ)\*
- Swim School Health & Safety Award

### Pool Safety

- Pool Extraction Board (PXB)
- National Pool Plant Operators Certificate with the Institute of Swimming
- Swimming Pool Emergency Rescue Award
- National Rescue Award for Swimming Teachers and Coaches (NRASTC)
- National Rescue Award for Swimming Teachers and Coaches LIGHT (NRASTC LIGHT)
- Aquatic Therapy Pool Rescue Award (ATPRA)

### Lifeguard Qualifications

- National Pool Lifeguard Qualification (NPLQ)\*
- Open Water Lifeguard Qualification (OWL)

### First Aid Essentials

- Emergency First Aid at Work (EFAW)\*
- First Aid at Work (FAW)\*
- Emergency Paediatric First Aid (EPFA)\*
- Paediatric First Aid (PFA)\*
- Automated External Defibrillator (AED) Programme\*
- Anaphylaxis Management\*
- Combined Paediatric First Aid (PFA) & First Aid at Work (FAW)\*
- Combined Emergency Paediatric First Aid (EPFA) & Emergency First Aid at Work (EFAW)\*

### Trainer

- Trainer Assessor (TA)
- Pool Extraction Board (PXB) Trainer
- First Aid Trainer Assessor
- AED Trainer Assessor
- NRASTC/ATPRA Trainer Assessor
- RLSS UK Mentor
- National Trainer Assessor (NTA)
- National Pool Supervisor Qualification (NPSQ) Tutor
- Level 3 Award in Education and Training

Learn more reasons to choose RLSS UK qualifications and awards

\* Ofqual, Qualifications in Wales (QfW) and CCEA Regulation in Northern Ireland review, recognise and monitor our regulated qualifications.

## Our **Approved Training Centre (ATC)** or **Approved Training Provider (ATP)** recognition scheme

If you have yet to work with us and have found a qualification you wish to deliver, you may need to be an RLSS UK Approved Training Centre (ATC) or Approved Training Provider (ATP).

We can help you consider whether this scheme is right for you. If you decide to go ahead, our onboarding process is simple and supported by our Compliance team.

[Learn more about becoming an RLSS UK ATC/P.](#)

## Our **Bespoke Training**

We can also support operators with more bespoke training needs. We can adapt 'off the shelf' RLSS UK qualifications and awards to provide a solution or create new, bespoke training products or packages tailored to your operation.

[Learn more about our bespoke training.](#)

## Our **Staff** **Recruitment Support**

We understand the challenges our industry currently faces with recruitment, especially for lifeguards, and we strive to provide as much support as possible.

**RLSS UK Job Finder** is a free and easy-to-use job listing service for RLSS UK Approved Training Centres and Providers (ATC/ATPs) to promote roles available in their centres. The recruitment tool displays the job listings by location, providing lifeguards and potential lifeguards with a quick and easy way to view jobs available in their local area.



## Our Regulators

Our regulators are Ofqual (England), QIW (Wales), and CCEA Regulation in Northern Ireland (which also govern other qualifications such as GCSE and A-level). Our qualifications, therefore, demonstrate an expectation of very high standards and that they are 'fit for purpose'. Having a regulated qualification demonstrates a mark of quality that is recognised globally.



## Our Compliance Team

Staying compliant as an Approved Training Centre (ATC) or Approved Training Provider (ATP) is a crucial aspect of your responsibilities. Our dedicated Compliance team will guide and support you every step of the way.

## Our Charity

Founded in 1891, the Royal Life Saving Society UK (RLSS UK) has a proud history of water safety. Our mission is clear: to lead the way in lifesaving and lifeguarding, ensuring everyone can safely enjoy being in, on, or near water. Through our comprehensive training programmes, educational resources, and community initiatives, we equip people of all ages with the skills and knowledge needed to stay safe around water.

100% of all profit goes into helping us educate more people to enjoy water safely, including our free educational resources, which reached over 2,265,000+ children across the UK and Ireland in 2023\*.

Access our **water safety campaign resources** to share with your community, members and audiences. RLSS UK is a registered charity in England, Wales (1046060), and Scotland (SC037912).

Learn more  
about **our**  
charity.



\* Royal Life Saving Society UK (RLSS UK) Charity Impact Report 2023.



RLSS UK will continue revolutionising lifeguarding and swimming pool safety, inspiring people to join our fantastic sector and providing safe swimming pools to help more communities be more active more often... and enjoy water safely.

### **Work with RLSS UK and be part of it!**

To book a time to discuss how our swimming pool industry experts can help you, **request a call**, email [learnmore@rlss.org.uk](mailto:learnmore@rlss.org.uk) or call 0300 323 0096 for more information.

### **RLSS UK**

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