

# HULL CULTURE AND LEISURE

## Admission Guidelines Policy and Procedures

Implementation date –

## **1. Introduction**

- 1.1 Hull Culture and Leisure is committed to ensuring, so far as is reasonably practicable, the Health, Safety and Welfare of all its employees and of any others affected by its activities. To this end the leisure management have produced an admissions policy encompassing all aspects of admittance into its leisure facilities.
- 1.2 The policy will cover:
- Equitable access
    - Foster carers
    - Asylum seekers
  - Age restrictions
  - Swim wear
  - Photography and mobile phones
  - Competence
  - Swim aids
  - Pool etiquette
  - Hygiene
  - Health issues
  - Anti-social behaviour
- 1.3 The management teams within each facility will implement the policy, display copies of the policy in the facilities and provide the relevant training to all front-line staff.

## **2. Equitable Access**

- 2.1 Hull Culture and Leisure is fully committed to achieving fairness and equality in access to its facilities and seeks to create opportunities for the diverse community it serves. No customer will be treated less favourably or disadvantaged, either directly or indirectly, on the grounds of gender, gender reassignment, race, nationality or ethnic origin, disability, religion or belief, sexual orientation, marital or civil partnership status, pregnancy or maternity or any other unjustifiable reason.
- 2.2 Asylum seekers will be permitted access with an Asylum tonic card which can be gained Through an application process and issued after proof of asylum seeker status using Their Application Registration Card (ARC) issued from the Home Office and a signed and a signed and stamped from Welcome house.

## **3. Age restrictions**

- 3.1 The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) provide clear guidance on the age at which children can enter facilities un-accompanied and the number of children and adult can accompany into the facilities.
- 3.2 The guidance suggests that individual pools should carry out a risk assessment to identify the appropriate ratios dependant on, pool dimensions, staffing levels, hazards, depth and type of session.

3.3 Leisure have chosen to implement the minimum guidelines as laid down by CIMPSA so avoid any confusion in access to all our sites across the City.

3.4 The restrictions are:

### ***Responsible adult***

A responsible person of at least 16 years old (or parent) must accompany all children under the age of 8 into the swimming pool.

The responsible person must ensure they maintain a constant watch over the children for whom they are responsible. The responsible person must take particular care of those children who are weak or non-swimmers and must always follow the instructions of the staff when directed.

In all cases, weak and non-swimmers are restricted to the designated non-swimmer areas of the pools which are the small pools and shallow end of the large pools. Weak and non-swimmers must always wear suitable buoyancy aids, even in shallower water.

### ***Over 8's***

Children aged 8 and over are permitted to enter the facility un-accompanied. All non-swimmers must wear flotation aids.

Children aged 8 and over, regardless of whether they are accompanied by a responsible adult or not, must change in the changing areas relating to their gender.

### ***Under 8's Changing***

Children aged 7 and under may change in the opposite gender changing room when accompanied by a parent or responsible adult of that gender.

### ***Under 8's***

For the safety of all our users children under the age of 8 years old will not be allowed into the swimming pool unless they are accompanied by a responsible adult who is aged 16 years or over and a competent swimmer.

Adult to child ratios for all public and pool hire sessions where the session is not instructed:

One Adult to One Child Under 4 Years Large / Main / Leisure Fun Pool

One Adult to Two Children under 4 Years Training Pools Only\*

One Adult to Two Children Aged 4 to 7 Years Large / Main / Leisure Fun Pool

\*Training Pools are located at Beverley Road Baths, Woodford Leisure Centre (Teaching Pool) and Ennerdale Leisure Centre (Small Pool)

## 4. Swimwear

- 4.1 The use of suitable and appropriate swimwear in all Hull Culture and Leisure swimming facilities is necessary to ensure that, where reasonably practicable, any risk to the wearer and fellow bathers is reduced. It is also important to take into account that swimwear can also be a very subjective and contentious issue that needs to be dealt with sensitively.
- 4.2 Assessment and reduction of risks can also contribute to the business performance of Hull Culture and Leisure by improving the safety of users, reducing injuries, ill health, unnecessary losses and liabilities
- 4.3 To assist in achieving these aims and help ensure that Hull Culture and Leisure is in compliance with relevant statutory and obligatory requirements, the following bodies have provided information and advice on which this policy is based:
- RoSPA – The Royal Society for the Prevention of Accidents
  - PWTAG – The Pool Water Treatment Advisory Group
  - STA – The Swimming Teachers Association
- 4.4 The three bodies chosen were approached for their factual information, based on their specialist background and knowledge with the common aim to devise a suitable and sufficient policy that meets the needs of pool operators, pool users and the varying requirements of individuals who use swimming pools based on their personal, cultural or work requirement needs.
- 4.5 The consensus of opinion between the three bodies is that one size does not fit all when it comes to appropriate swimming attire, however, swimmers and non-swimmers alike are strongly encouraged to use swim wear that is designed and manufactured to be worn whilst participating in water-based activities.
- 4.6 There are a variety of swim clothing items available to purchase, which include all in one suits, leggings and t-shirts that are fit-for-purpose and therefore welcomed at swimming pools, particularly as they will have been designed with safety in mind. That said, common sense, discretion and subjective assessment all need to be applied when any request to wear unorthodox swimwear is made.
- 4.7 There are varying reasons why individual swimmers will need to veer from the standard swimming attire, some of which are listed:
- Religion
  - Personal belief
  - Pregnancy
  - Personal injury
  - Personal appearance
  - Work related

4.8 Under normal day-to-day swimming sessions, customers should be wearing appropriate swim attire that is fit for purpose and normally advertised and retailed to be used for swimming purposes, whether they be:

- swimming trunks,
- swim shorts,
- swimming costume
- swim bikini

4.9 However, the swimming costume market has seen many innovations and changes which now require pool managers to adapt to customers wearing items such as:

- Competitive swimmers wearing complete head and body suits
- Religious customers wearing day-to-day clothing to cover some or all parts of the body
- Customers who may be pregnant or are self conscious about a particular part of their body
- Military and school groups wishing to wear t-shirts or pyjamas as part of a swim test
- Lifeguards and potential lifeguards wearing t-shirts and shorts as part of their staff training requirement or lifeguard qualification assessment.
- Survival groups who may wish to wear various types of clothing as part of their coursework

4.10 Given the varying amount of customers who may wish to wear an item of clothing not specifically classified as swimwear, the issues that need to be considered and addressed before allowing such attire into the pool include:

- Is the item of clothing suitable for use – will it offend common decency?
- Please refer to our swimwear policy poster.
- Is the item made of a suitable material – will the item restrict arm, leg or body movement when it becomes sodden with water?
- Is the item safe – will its use have potential to cause harm to the wearer or other bathers? Consideration should also be given to staff that may have to deal with the wearer in an emergency situation.
- Is the item hygienic and clean?

4.11 After full consideration, if the requested item of clothing is deemed appropriate and suitable to wear in a swimming pool, then the customer should be allowed entry.

4.12 With regards to everyday swim wear we strongly recommend that the following items should be worn in our swimming pools only when they are specifically manufactured, designed and retailed for use in a swimming pool or leisure water environment:

- Swimming trunks
- Swimming shorts
- Swimming costume
- Bikini
- Swimming leggings
- Swimming tops - short or long sleeved

- Swimming cotton t-shirt
- Rash vest, short or long sleeved
- Burkina or Hijood or other Islamic swimwear

4.13 There will always be the health and safety issues which are paramount in every pool operators mind, however individual safety and hygiene should not be taken as a reason for discrimination. It is therefore important to look for a satisfactory compromise to all requests, whether this is through direct dialogue with the customer or by use of local groups who represent an individuals' interest and can assist to find an equitable solution.

## **5. Photography and Mobile Phone Policy**

5.1 The magnification and manipulation that is possible with today's digital imagery and the ability to transmit such images on to the World Wide Web can raise cause for concern with our customers.

5.2 To this end, Hull Culture and Leisure acknowledges that it is important to implement some control measures to monitor the use of cameras and other image-capturing devices, this policy is designed to assist usage of such devices at Council operated leisure facilities.

5.3 Any person wishing to use photographic equipment within a site will be required to:

*5.3.1 Put the request in writing*

They are required to complete the Authorisation Request Form providing their details and details of those they wish to photograph/record.

*5.3.2 Wait for the request to be processed*

Hand the completed request form in at the reception desk.

*5.3.3 Get the request approved*

The request will be considered by the Manager. If permission is granted to take photographs/record images, an Image Recording Pass will be issued. The pass will be valid only for the date of the request and must be visible at all times during the visit to the centre.

5.4 Any persons at an event using mobile phones or image recording equipment without displaying a pass must be prohibited.

5.5 Use of image recording equipment and/or mobile phones, i-pads or tablets is strictly prohibited during any open public session, this includes general swimming and swimming lessons.

5.6 Appendix one contains the relevant documents required for permission to use image recording equipment.

## 5.7 Special Circumstances.

We have a free-standing photo frame at Albert Avenue Pools and Fitness which allows customers to take photographs of their friends and family whilst visiting.

Please note, when using the photo frame, the following rules must be followed at all times:

- Position of the frame is decided by the Site Management Team and approved by the Leisure Manager.
- Please note that in the event of adverse weather (windy conditions) the frame may not be available for safety reasons.
- Customers are allowed to take photos only of themselves or family/friends they have come together with and who have given them a verbal photo consent.
- Customers are reminded that they can only use their phone / camera when using the photo frame.
- Taking photos and/or recording videos on the pool side is not permitted under any circumstances.
- When taking photos, other members of the public cannot be in the background or anywhere else in the photo.
- By tagging @LiveitHull in social media photos, the customers grant a permission to Hull Culture and Leisure Ltd and its associated social media channels to share the photos across social media platforms and via any other publicity.

*Point 5.7 has been added in June 2024.*

## 6. Competence

- 6.1 The question of competence and the ability of young swimmers and their persistence in entering the deeper water is a constant battle faced by many poolside staff.
- 6.2 Whilst this policy does not intend to insist pool side staff test water competence it gives guidance on what the ASA and STA deem to be a competent and confident swimmer.
- 6.3 A competent, confident swimmer should be able to:
- Confidently jump into the deep end of the pool
  - Tread water for 1 minute
  - Swim 50 metres in two minutes using a recognized stroke
  - Submerge their head and face under water
- 6.4 Poolside staff discretion should be used as to whether an individual should be permitted to enter deep water if deemed competent to do so.

## 7. Swimming Aids

- 7.1 With the wide variety of swim aids available it is imperative that pool side staff understand what is safe, what is not safe and when children should be supervised.
- 7.2 The range of equipment available to customers in terms of swim aids includes:

- Armbands
- Swim discs
- Swim rings
- Floating chairs
- Jackets
- Swim fin

7.3 All swim aids should meet the National safety standard BS EN 13138:2003.

7.4 All children wearing swim aids should be accompanied and closely monitored by an adult or parent.

7.5 In accordance with guidelines and the risk of drowning children using swim rings **MUST WEAR ARMBANDS.**

## **8. Pool Etiquette**

8.1 There are a number of pool rules that bathers must adhere to in order to create a safe, fun and enjoyable environment for all pool users.

8.2 The main pool rules covered by the admissions policy are:

- No diving in a water depth of less than 1.5 metres
- No running around the poolside
- No bombing or acrobatics in the pool
- No petting in the pool
- No pushing or boisterous behavior
- You will not be allowed to swim if you have been drinking alcohol
- Or other acts of anti-social behaviour
- No play, inflatable or float games during adult only sessions
- Be mindful of other swimmers at varying speeds during lane swimming
- No mermaid leggings or neck floats to be worn
- No snorkels or masks to be worn

## **9. Pool hygiene**

9.1 Good pool hygiene helps to reduce the amount of chemicals used, keeps the water cleaner and ensures pool users are swimming in less contaminates.

9.2 In order to maintain good pool hygiene we ask that:

- All babies wear swim nappies
- All users shower before swimming to remove:
  - Sweat
  - Hair products
  - Make up
  - Deodorant, perfume and aftershave
  - Urine and faeces



- Powders and creams

## 10. Health issues

10.1 In order to ensure the health, safety and welfare and our pool users we remind users to inform the pool side staff of any health issues they have that may affect them during physical exertion.

10.2 This list includes health issues such as:

- Angina
- Epilepsy
- Asthma
- Stents or a pacemaker.
- Diabetes

## 11. Anti-social behavior

Hull Culture and Leisure operates a 'Anti-social Behaviour procedure' regarding incidents of aggressive or abusive behaviour towards members of staff and other customers. Incidents of this unacceptable behaviour directed towards a member of staff or another centre user will not be tolerated, and we are determined to ensure all employees and centre users are protected from such behaviour.

Hull Culture and Leisure facilities staff will always endeavour to help customers and are committed to providing a quality Service for the benefit of all customers and we welcome feedback from centre users which expressed in a fair and reasonable manner.

If a member of staff feels a person's behaviour is unacceptable, they will give a verbal warning, if the behaviour continues they will either terminate the conversation on the phone or in person ask the person to leave the premises.

Examples of what is **unacceptable** include:

- Shouting, physical intimidation or other threatening action
- Verbal abuse
- Racist abuse
- Sexual or sexist abuse/ remarks
- Physical violence

The case will be reported to the Hull Culture and Leisure site Management to decide on the course of appropriate action.

Possible actions include:

- Centre users to be issued with a warning letter.

- Police contacted
- Ban from HCAL facilities

If warning letters have been issued and further unacceptable behaviour continues this could result in the eventual banning from Hull Culture and Leisure facilities. Serious incidents will be reported to the police and the centre users will be removed from the facility with no issue of warning.

The admissions policy will be displayed, in a simple easy to understand format, for all facility users. It is important that staff understand the policy in order to clarify any misunderstanding with the customers to ensure they have a safe and enjoyable visit.