



**Lifeguard Service Monitoring Report 2019
Hastings Borough Council**

LEAD LIFEGUARD SUPERVISOR ISABEL DORMAN

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1. Summary

This report outlines the provision of RNLI Lifeguard services on behalf of Hastings Borough Council, East Sussex.

This has been the second year that the RNLI has provided a lifeguard service in Hastings Pelham, Hastings Pier and Marina St. Leonards for Hastings Borough Council (HBC). The management team that has provided the service on behalf of HBC consists of: Glen Mallen (Lifesaving Manager – South East), Joseph Mitchell (Area Lifesaving Manager), Isabel Dorman (Lead Lifeguard Supervisor [LLGS]), Dominic Richard (LGS), Hugh Richardson (LGS) & Sophie Driver (LOA). Technical support and maintenance has been provided by Louis McCarthy, Ryan Field, Paul Higgs & Richard Staff. Press / Media support was provided by **Paul Dunt**.

The RNLI provided induction training for all seasonal lifeguards and ran two induction programmes accommodating for main season and peak season lifeguards. The induction training programmes consist of;

- RNLI Casualty Care for Lifeguards course. An advanced first aid course including oxygen therapy, defibrillator training, and basic drug administration. Approved and endorsed by the British Paramedic Association.
- RNLI Lifeguard Induction course which includes; safety and well-being training, PPE, manual handling training and public interaction skills.
- RYA SRC VHF radio operator.
- Equipment Operator training for Rescue Water Craft (RWC), All-Terrain Vehicle (ATV) and Four Wheel Drive (4WD).
- Familiarisation and training with other SAR organisations (HM Coastguard, RNLI Lifeboats, South East Coast Ambulance service) and extensive local familiarisation scenarios on the beaches.
- Hastings Volunteer Ambassador training.
- Specified beaches have an appointed Senior Lifeguard who undergoes further operational command and operation leadership training.

In addition to the induction training, all lifeguards attended ongoing weekly training, attending at least one hour of paid lifeguard training each week. These training sessions are split into four categories; Team Building; Casualty Care; Lifeguard Skills & Fitness Testing. These roll on a 4 weekly basis to ensure that training is varied and relevant to all the skills needed to work on the beach.

All RNLI Lifeguard units were declared to HMCG Solent on a daily basis. The Lifeguard Supervisors declared manning levels, equipment, and standard hours of operation each day. All of the beach lifeguard units were tasked by HMCG Solent on multiple occasions throughout the season. A full breakdown of operational statistics can be seen later in this report.



The introduction of a search and rescue helicopter service at Lydd has increased the likelihood of the Lifeguards using the SAR helicopter during operations. The RNLI and Bristow's conducted joint training in preparation. The RNLI were granted permission by RDC to conduct an exercise within the Camber area.

As part of our wider commitment to improve beach safety within the East Sussex area, we have set up our ambassadors programme in which we have Lifeguards volunteer to attend events & schools/ colleges to assist in both recruitment and education.

In addition to the lifeguard service provision and education programme, the RNLI management team have been working closely with local clubs and reviewed all risk assessments for lifeguarded beaches in Hastings and Rother.



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2. Service Levels 2019 – Hastings

Equipment :

(In addition to the standard rescue, first aid and beach management equipment provided to every lifeguarded beach)

All-Terrain Vehicle, 4WD & Rescue Watercraft:

- Camber Central

4WD Vehicle

- Camber West

We provided an Easter Service at Camber Central this Year which ran from 19.04.19.
We then Continued with weekends up until the start of Main season.

Area	Beach Name	Main Start	No. LGs	FT/ or W/E Only	Peak Stat	No. LGs	Peak Finish	Main Finish
Rother & Hastings	Camber Central	25-May	4	F/T	06-Jul	4	06-Oct	
	Camber West	25-May	3	W/E Only	06-Jul	3	06-Oct	
	Hastings Pelham	25-May	3	W/E Only	06-Jul	3	29-Sep	
	Hastings Pier	25-May	2	W/E Only	06-Jul	2	29-Sep	
	Marina St Leonards	25-May	3	W/E Only	06-Jul	3	29-Sep	
	Bexhill	N/A	N/A	N/A	13-Jul	2	06-Sep	

3. Key Performance Indicators

Carry out a Risk Assessment to identify hazards and determine a series of control measures to militate against the 'risk'. These control measures to include where appropriate: provision of public education; safety literature; information and warning signs; zoning; barriers; trained surveillance; first aid; lifeguards (inc. lost children service); and, appropriate equipment.	Not Achieved	Achieved	Exceeded
		x	
	Full risk audit reviews on all operational beaches with full beach safety assessments to be completed and up to date in 2019.		
Provide a beach safety and rescue service covering a period defined in the Risk Assessment, normally from May to September but which may be reduced or extended either way by agreement with LA based on the Risk Assessment.	Not Achieved	Achieved	Exceeded
		x	
	Service provided across the area as described in services agreement.		
Provide a beach safety and rescue service on the beaches covering a series of Operational Areas (Beach, Normal and Extended) as agreed with the LA	Not Achieved	Achieved	Exceeded
		x	
	Operational areas as agreed and amended in consultation with stakeholders.		
Provide a beach safety and rescue service in accordance with the Local Operating Procedures	Not Achieved	Achieved	Exceeded
		x	
	Local operating procedures created, reviewed and updated, copies of which have been made available. Any adjustments reported through end of season report and meetings.		
Ensure the service is provided in accordance with the criteria to comply with the European Blue Flag and/or Seaside Award standards where necessary.	Not Achieved	Achieved	Exceeded
		x	
	Lifeguard service provided at agreed designated locations.		

Complete incident reports, daily logs and staffing level records on a daily basis to be made available to the LA on request and included in an annual report to the LA.	Not Achieved	Achieved	Exceeded
		x	
	Achieved. No information requested but provided within this report.		
Observe the provisions of the LA's Health and Safety at Work Policy and Safety Working Practices together with the best practice lifeguarding principles ("Safety on British Beaches") wherever appropriate.	Not Achieved	Achieved	Exceeded
		x	
	Achieved. No information requested.		
Ensure lifeguards observe high standards of courtesy and consideration towards members of the public at all times.	Not Achieved	Achieved	Exceeded
		x	
	No complaints received.		
Inform the LA's appropriate officer responsible for environmental services regarding any beach cleaning requirements or pollution incidents.	Not Achieved	Achieved	Exceeded
		x	
	Incidents reported in timely manner.		
Ensure that so far as reasonable all public relations, incident data, publicity and media releases are agreed between the parties beforehand.	Not Achieved	Achieved	Exceeded
		x	
	Achieved.		
Recognise the Local Authority on all signs	Not Achieved	Achieved	Exceeded
		x	
	Recommendations have been made and working with LA to implement		
Keep the lifeguarding service fully insured for public liability and employers liability risks as appropriate to a minimum cover in each case of £20 million for any one claim.	Not Achieved	Achieved	Exceeded
		x	
	Achieved.		

3. Incident reporting data 2019

Lifeguard End of Season Report 2019

	INCIDENTS									
	Lives Saved	Rescued	Assisted	Casualty Care (Major)	Minor First Aid	Search	Near Miss	Other	Missing/Found	Total
LIFEGUARD UNIT										
Marina	2	4	9	0	9	0	0	1	1	26
Hastings Pier	1	0	4	1	5	0	0	0	4	15
Pelham	0	2	1	4	10	0	1	0	8	26
TOTAL FOR THE YEAR:	3	6	14	5	24	0	1	1	13	67

	PEOPLE AIDED									
	Lives Saved	Rescued	Assisted	Casualty Care (Major)	Minor First Aid	Search	Near Miss	Other	Missing/Found	Total
LIFEGUARD UNIT										
Marina	3	5	10	0	9	0	0	1	1	29

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Hastings Pier	1	0	5	1	3	0	0	0	4	14
Pelham	0	2	1	4	10	0	1	0	20	38
TOTAL FOR THE YEAR:	4	7	16	5	22	0	1	1	25	81

Preventative Actions 2019

	Face 2 Face	PA/Tannoy	Signs/Flags	Move Signs and Flags	Other P/A	Total
LIFEGUARD UNIT						
Marina	2,377	15	1,430	769	630	5,221
Pier	2,065	15	1,367	693	274	4,414
Pelham	1,915	25	1,490	687	478	4,595
TOTAL FOR THE YEAR:	6,357	55	4,287	2,149	1,382	14,230

Beach Visitors 2019

	Beach Users	In-water	Surf/Craft	Total
LIFEGUARD UNIT				

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Marina	7,091	1,435	282	8,808
Pier	16,585	1,013	257	17,855
Pelham	18,770	1,797	262	20,829
TOTAL FOR THE YEAR:	42,446	4,245	801	47,492

4. Comparative statistics

NUMBER OF INCIDENTS	Lives Saved	Rescued	Assisted	Major FA	Minor FA	Search	Near Miss	Other	Missing/Found	Total
2019 TOTAL	3	6	14	5	24	0	1	1	13	67
2018 TOTAL										83
2017 TOTAL	0	1	7	6	49	0	1	8	3	75

NUMBER OF PEOPLE AIDED	Lives Saved	Rescued	Assisted	Major FA	Minor FA	Search	Near Miss	Other	Missing/Found	Total
2019 TOTAL	4	7	16	5	22	0	1	1	25	81
2018 TOTAL	0	2	15	4	55	0	0	0	9	85
2017 TOTAL	0	1	8	6	49	0	3	19	3	89

	People Aided	Beach Population Recorded (Total)				People aided per 100 people (%)
PROVISIONAL 2019 TOTAL*	81	42446	4245	801	47492	0.17
2018 TOTAL	85	45240	6564	881	52685	0.16
2017 TOTAL	89	14703	1983	374	17060	0.52

NUMBER OF PREVENTATIVE ACTIONS	Face 2 Face	PA/Tannoy	Signs/Flags	Move Signs and Flags	Other P/A	Total
PROVISIONAL 2019 TOTAL*	6357	55	4287	2149	1382	14230
2018 TOTAL	12785	132	7353	3848	768	24886
2017 TOTAL	1924	23	424	(Stats not available)	55	2426

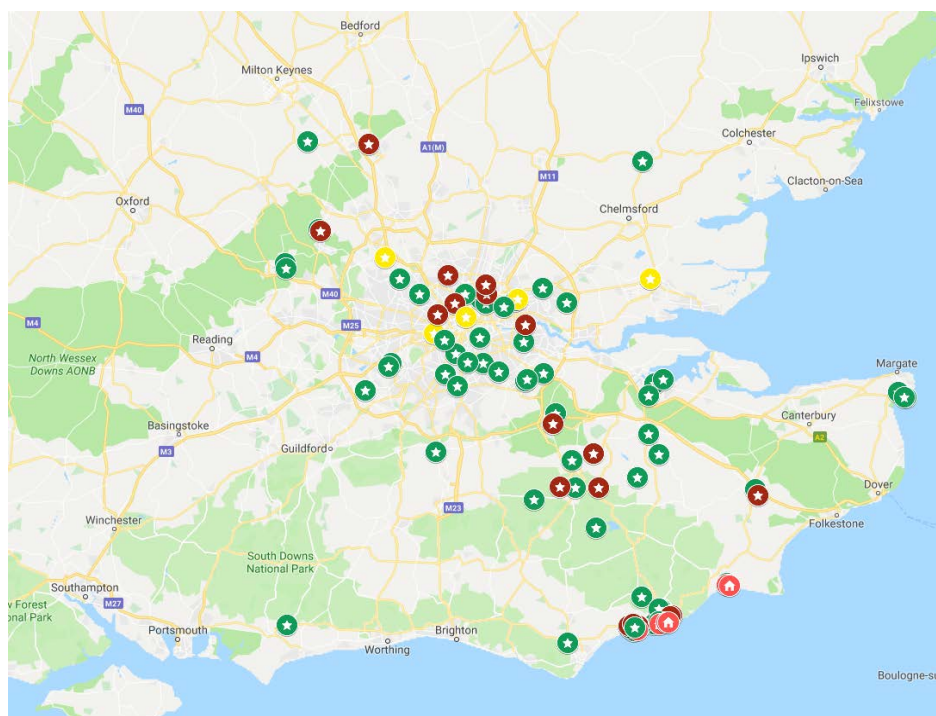
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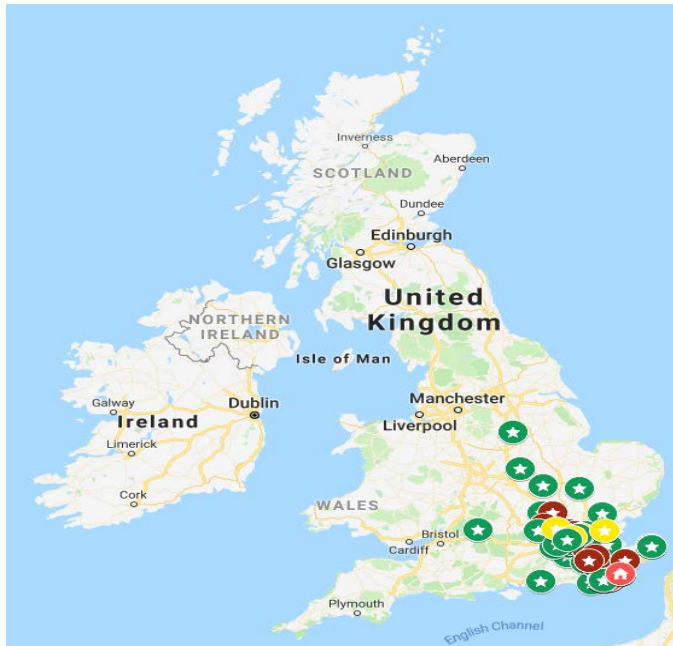
Over the last 3 years we have experienced a steady rise in visitor numbers reported on the beaches in East Sussex. The increase in preventative action and incidents on the beach are largely due to the increased beach user numbers and outstanding weather. There was a spike in numbers during 2018 due to exceptionally good weather and the Red Arrows flying during the Air Show. This should be noted when reviewing the comparative statistics for incidents and face-2-face preventative actions.

Beach users were mapped to gain an insight into where the majority of people were travelling from. The majority of people using Rother and Hastings coastline reside in London.

The RNLI are looking at potential toolkits for Lifeguards to overcome any language barriers. There was an apparent increase in inflatable toys causing incidents on the beaches in 2019. This message will be reinforced during schools education talks. The furthest incident afield was a missing person from California and a minor first aid from Norway.

This year, following the incident involving Calypso Kayaks down by Hastings Pier, we extended our lifeguard patrol zone to encompass the Pier. Although our safe bathing area didn't change, we regularly sent lifeguards on foot patrols down to the Pier to monitor beach users.





5. Meet The Lifeguards

Now that the lifeguard service is firmly established in the area we are looking at providing education locally to schools and clubs. The target audience is Key Stage 2 where the individuals are beginning to visit places without the guidance from their parents. Therefore more likely to unknowingly expose themselves to risk.



It is our intention to set up the meet the lifeguard programme which fits in the national curriculum and does not cost the schools to provide. Lifeguards also already conduct talks on an ad hoc basis to groups who used the beach if conditions allowed. This year we have attended 5 talks in local schools in addition to the ad-hoc ones conducted on the beach.

Each of the talks followed the following topics:

1. Introduction
2. RNLI
3. Lifeguard Introduction
4. Flag System
5. Sun Safety
6. Inflatable Use
7. RIP Currents
8. Tides
9. Coastal Erosion
10. How to get help
11. Hastings and Rother Coastal Codes & Signs
12. Lifeguard Equipment

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- 13. Summary
- 14. Questions.

6. 2019 Recommendations

RNLI Lifeguards make the following recommendations for approval by Hastings BC, in preparation for the 2020 season:

- i. Review revised service levels as proposed by RNLI (outlined below and as per end of season meeting / correspondence).

2020 Proposed season dates and manning levels:

Camber Central Easter Service: 10-13th April 2020.

Area	Beach Name	Main start	No LG's	Peak start	No LG's	Peak Finish	Main Finish
Rother & Hastings	Camber Central	23.05.20	4	11.07.20	4	06.09.20	04.10.20
	Camber West	23.05.20	3	11.07.20	3	06.09.20	04.10.20
	Hastings Pelham	23.05.20	3	11.07.20	3	06.09.20	27.09.20
	Hastings Pier	23.05.20	2	11.07.20	2	06.09.20	27.09.20
	Marina St Leonards	23.05.20	3	11.07.20	3	06.09.20	27.09.20
	Bexhill	N/A	N/A	11.07.20	2	06.09.20	N/A

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Weekends / bank holidays.

Due to increasing beach populations staffing numbers are constantly reviewed to ensure adequate supervision of the water. Beaches have the potential of some up staffing, at the expense of the RNLI, which is being monitored.

- ii. RNLI to continue to provide Meet the Lifeguards beach education campaign in 2019 and take on full administrative responsibility.
- iii. The RNLI are exploring the possibility of running the Swim Safe programme in association with ASA at Camber Sands in 2020. This would provide an education pathway for those students who have MTL talks previously.
- iv. Continued partnership working to review RNLI signage and PRE recommendations and implement as agreed.

Report Appendix

Definitions of search and rescue criteria

Rescue – where a lifeguard responds to a person at risk, and physically returns them to shore or transfers them to another craft.

Major First Aid – where a lifeguard treats a patient who is at risk due to sickness or injury, and has called in external assistance.

Assistance – where a lifeguard aids a person in the sea who is at little risk, but if left, would be at risk later.

Search – an organised search with other SAR units for a missing person either at sea or on land – includes body recovery

Near Miss – any occurrence where a person might have been injured by watercraft i.e. powered or otherwise

Life Saved – if the lifeguard had not intervened, life would have been lost.

Preventative Action (PA) – an action conducted by the lifeguard team to prevent persons coming into contact with harm including; PA announcement, moving flags, displaying safety signage, educating beach users.