

Children's swimming lesson FAQs

I'm disappointed I can't add my child to the list. Why can't you put more lessons on to meet the demand?

We appreciate your frustration and apologise.

Space in our pools is limited and it is difficult for us to add more lessons at entry levels. Given the age of children at lower levels (where there is a wait list), the pool is needed for lessons after school which is a premium time for a wide range of our customers, and we can therefore only offer a finite number of lessons in these time periods.

Furthermore, we are unable to amend the schedule to offer fewer higher level lessons to accommodate more entry level lessons as the depth and space in the pool is not appropriate.

For these reasons it is taking a significant amount of time to reduce the waiting list which continues to grow weekly.

The teams work hard every lesson to maximise the spaces available, but there are limitations.

Why can't you just close the small pools and have lessons all the time?

We need to balance the lesson programme against the demand for public swimming. Small pools are occupied regularly with lessons during school time, after school and at weekends meaning they are already not available for general swimming a large proportion of the time. We also need to consider our instructor teams and their availability.

Why can't you employ more swimming teachers to deliver the lessons?

The lesson programme is restricted by the pool space available. Increasing the teaching staff would not resolve the space problem. There is also a national

shortage of swimming instructors, we are lucky to have and retain excellent teaching staff but recruiting more is difficult.

What can I do in the meantime?

In the meantime, we suggest looking into the viability of other swimming lesson providers to support your child at the early levels. Once children have completed some lessons, you are more than welcome to contact us to ask for an assessment for your child to enter a higher level lesson. It's entirely plausible that children can get straight into the programme at higher levels even while we are working through the waiting list.

If you think this applies to you, please don't hesitate to contact your preferred pool for an assessment. You can find a list of the competencies required at each level on [the Swim England website](#).

I am already on the waiting list – will I lose my space?

If you are already on the waiting list, you have not lost your space. We will get to you when a relevant lesson becomes available and you are still prioritised.

When will spaces become available to book again?

This is a difficult question to answer.

It depends on how quickly we get through the current wait list and how those children move through the programme. Some children may only need to complete level 1 once before progressing to level 2, some may have to repeat levels.

Please be reassured, the teams continuously assess children and as they move up and spaces are released, they are allocated straight away – we don't wait until the end of the programme.

It is possible that it may take up to 12 months before we can release spaces at lower levels. We will continually review this and aim to develop an expression of interest form to log details. Please bear with us.

How will I be offered a space when lessons become available?

We aim to put an expression of interest form on the website in advance of lessons becoming available. Please keep an eye on our web pages and social media channels for more information. We envisage this will be in early 2024.

When spaces do become available, we will directly email you and spaces will be allocated on a first come, first served basis.

Can I book onto crash courses over the holidays even if I am on the waiting list?

Please contact your preferred pool if you want to book a space on any crash courses. These currently sit outside the waiting list allocation and you can book these directly at sites.