

Dave Hume Swimming Pool Trust

Annual Report for 2017-18 Season

The annual report is as required under section 4.2.2(b) of the Service Delivery Contract between the Council and the Trust.

Patronage totals for 2017-18 season (note, the season did not commence until 9 December due to the late completion of the painting of both pools, which were significantly delayed because of wet weather);

9 Dec to 22 April	2017/18	2016/17	2015/16
Days open	131	193	172
Last day	Sun 22 Apr	Sun 9 Apr	Fri 8 Apr
Concession cards	3562	6158	5960
Under 16	2302	3396	3243
Adults	947	1145	1283
Pre school	603	613	860
Senior	142	104	170
Aqua	456	767	496
Group	23	47	298
Pre sch adult	603	613	860
Total general public	8638	12843	13170
Masters	619	1041	938
College	2454	4176	3568
Primary	706	778	1144
Matahui	308	408	417
Pahoia primary school	6	122	105
KK Community centre	239	399	281
Other schools	84		
Other	40	166	30
Total schools	3558	5484	5234
Grand total	13094	19933	19653
Concessions cards sold	290	592	473
Included in general public total			
Waihi Bch surf club	726	1496	
Learn to swim coaching	241	2498	NA
Av public/day 2017/18	66		
Av public/day 2016/17		67	
Av public/day 2015/16			77
NB: January 2018 figures are inflated due to staff error, so the 2016/17 general public figures have been used instead to give a more realistic picture			

Events over the season

21-23/2/18	KK College – swim sports days
07/03/18	KK Primary sch – senior swim sports day
22/03/18	Northern Cluster (Primary schools) – swim sports day

Performance measures;

Specification Item	Objective	Performance standard
An Operations Manual is provided by council and updated by the Consultant, as necessary.	<ul style="list-style-type: none"> Operate the facility in accordance with the Manual. That the Operations Manual becomes the authoritative manual for pool managers to operate the facility 	<ul style="list-style-type: none"> The Consultant shall manage the facility in accordance with the Operations Manual ACHIEVED The Operations Manual is reviewed before the start of each new season by the Facility Manager ACHIEVED
Provide management and supervision of the facility.	<ul style="list-style-type: none"> During any session when the facility is open to the general public, there shall be at least one Pool Attendant on duty. The Consultant to maintain adequate Public Liability insurance at all times. 	<ul style="list-style-type: none"> That the Consultant shall employ a Facility Manager, who shall be responsible to the Consultant for the recruitment and training of staff (Pool Attendants), the day to day operation of and supervision at the facility. COMPLIED That all staff employed at the facility shall be trained as lifeguards ie have attended a PLPC course and hold a workplace 1st aid certificate and undertake a refresher CPR early in each season. Two staff were unable to undertake a PLPC as they were not old enough. One other was unable to get a booking. All three will undertake the course in October 2018. That at least one such staff be designated to supervise the pool at all times during any session the pool is in use, by the general public, COMPLIED That a written staff roster system is maintained indicating when the facility is supervised and by whom. COMPLIED Evidence provided to council for

		<p>inspection prior to first payment. COMPLIED</p> <ul style="list-style-type: none"> • Details of staff appointed and their training is maintained and is available to the Council for inspection. COMPLIED • That one extra Pool Attendant is to be on duty when the number of swimmers in the facility exceeds 80 and a further one added at 140. COMPLIED
To advertise the swim times and events.	<p>To ensure a daily schedule of swim times is always on display. To publicise one off events that occur so as to raise the local profile of the facility.</p>	<ul style="list-style-type: none"> • The facility is advertised on local 'free' community advertising at least once monthly during the season. COMPLIED • A concise swim timetable, indicating opening hours and special events or programs, is always available to the community and pool users. COMPLIED – always on pool's web site and both inside and outside notice boards at the pool. Also emailed each week to about 350 pool users. • That one new program or event is held at the facility each season, one from each represented organisation on the trust ACHIEVED, except Masters, whose annual event was cancelled due to not enough registrations by the deadline.
Provide a hygienic and safe environment	<p>Water treatment and plant operations are in accordance with NZS 5826:2010.</p> <p>The main pool's average water temperature to be maintained at 26 degrees Celsius.</p> <p>Facility to be kept clean and hygienic at all times it is available to users.</p> <p>That the Consultant shall comply with all requirements of current Health and Safety law.</p>	<ul style="list-style-type: none"> • Records of tests to be kept on site and available for inspection by the Council. COMPLIED • Records of daily temperate be kept on site and available for inspection by the Council. COMPLIED • That the facility appears clean and tidy at all times. ACHIEVED • That the approved hazard management system operates in the facility. YES • That the Consultant reports all accidents and incidents each month to the Council. COMPLIED • That the Consultant immediately reports verbally to the Council any major accident in accordance with HSEA. NONE TO REPORT • That the Heath and Safety Plan is approved and operational.

		YES
Availability of the facility for public use	The facility is open to the local community for a minimum of 26 weeks, between the months of September and April (maybe extended by agreement, if economic)	<ul style="list-style-type: none"> The facility is fully commissioned and operating to the specifications of this agreement. The facility was only open for 131 days due to the late completion of painting both pools
Customer satisfaction levels maintained	That reasonable customer satisfaction is achieved within the resources available.	<ul style="list-style-type: none"> The Council will undertake one customer satisfaction survey per season, targeting a minimum of 30 users for the general public. Results to be shared with the Consultant. NOT DONE. However, the Trust conducted its own customer survey. That the Consultant immediately reports to the Council any issues or complaints from the community likely to cause adverse publicity or appear in the local media. The Consultant will then collate these reported complaints in a monthly table and action taken. COMPLIED

Peter Allsop
Facility Manager
9 August 2018