

## Appendix B

### Dave Hume Swimming Pool Trust

### Annual Report for 2018-19 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 2018-19 season (30 Sept 2018 to 18 April 2019, inclusive):

Season	2015/16	2016/17	2017/18	2018/19
Days open	172	193	131	199
Last day	Fri 8 Apr	Sun 9 Apr	Sun 22 Apr	Thur 18 Apr
Concession cards	5960	6158	3562	7075
Under 16	3243	3396	2302	4115
Adults	1283	1145	947	1663
Pre school	860	613	603	1262
Senior	170	104	142	198
Aqua	496	767	456	802
Group	298	47	23	10
Pre sch adult	860	613	603	1241
Masters	938	1041	619	1103
KK Community centre	281	399	239	300
<b>Total general public</b>	<b>14389</b>	<b>14283</b>	<b>9496</b>	<b>17769</b>
College	3568	4176	2454	3600
Primary	1144	778	706	938
Matahui	417	408	308	341
Pahoia primary school	105	122	6	10
Other schools			84	107
Other	30	166	40	
Total schools	5264	5650	3598	4996
<b>Grand total</b>	<b>19653</b>	<b>19933</b>	<b>13094</b>	<b>22765</b>
Concessions cards sold	473	592	290	592
<b>Included in general public total</b>				
Waihi Bch surf club		1496	726	963
Learn to swim coaching		2498	241	2088
Av public/day 2018/19				89
Av public/day 2017/18			72	
Av public/day 2016/17		74		
Av public/day 2015/16	84			

Events over the season

5/12/18	Pahoia school swim day
18/2/19	Pahoia swim sports day
27/28 Feb & 1 Mar 2019	KK College – swim sports days
06/03/19	KK Primary sch – senior swim sports day
20/03/19	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"> <li>Operate the facility in accordance with the Manual.</li> <li>That the Operations Manual becomes the authoritative manual for pool managers to operate the facility</li> </ul>	<ul style="list-style-type: none"> <li>The Consultant shall manage the facility in accordance with the manual and document any amendments required, <b>ACHIEVED</b></li> <li>The Operations Manual is reviewed before the start of each new season by the Facility Manager <b>ACHIEVED</b></li> </ul>
Provide management and supervision of the facility.	<ul style="list-style-type: none"> <li>During any session when the facility is open to the general public, there shall be at least one Pool Attendant on duty (a minimum ration of 1-30 swimmers is the target).</li> <li>The Consultant to maintain adequate Public Liability insurance at all times.</li> </ul>	<ul style="list-style-type: none"> <li>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. <b>COMPLIED</b></li> <li>That all staff employed at the facility shall be trained as lifeguards ie have attended a PLPC course and hold a workplace 1<sup>st</sup> aid certificate and undertake a refresher CPR early in each season.</li> <li><b>Two staff were unable to undertake a PLPC as they were not old enough. They will undertake the course in October 2019.</b></li> <li>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, <b>COMPLIED</b></li> <li>That a written staff roster system is maintained indicating how the facility is supervised and by whom.</li> <li><b>COMPLIED</b></li> <li>Evidence provided to council for</li> </ul>

		<p>inspection prior to first payment.  <b>COMPLIED</b></p> <ul style="list-style-type: none"> <li>• Details of staff appointed and their training is maintained and is available to the Council for inspection.  <b>COMPLIED</b></li> <li>• That the Consultant report to Council when the ratio of one Pool Attendant to 30 swimmers is not met.  <b>COMPLIED</b></li> </ul>
Patronage of the facility by the community	<p>Swim statistics are maintained for the following groups:</p> <ul style="list-style-type: none"> <li>• schools (per school)</li> <li>• swim club/Masters</li> <li>• general public</li> </ul>	<ul style="list-style-type: none"> <li>• A report detailing patronage statistics, details schools, swim club, Masters and public swims is supplied to the Council annually.  <b>COMPLIED</b></li> </ul>
To advertise the swim times and events	<p>To ensure a daily schedule of swim times is always on display.</p> <p>To publicise one off events that occur to raise the local profile of the facility.</p>	<ul style="list-style-type: none"> <li>• The facility is advertised on local ‘free’ community advertising at least once a month during the season.  <b>COMPLIED</b></li> <li>• A concise swim timetable, indicating opening hours and special events or programmes, is always available to the community and pool users.  <b>COMPLIED</b></li> <li>• That one new programme or event is held at the facility, one from each represented organisation on the trust.  <b>All but Masters held events this season.</b></li> </ul>
Provide a hygienic and safe environment	<p>Operations of the installed plant and addition of such treatment chemicals as necessary to comply with NZS 5826:2010 at all times.</p> <p>The main pool’s average water temperature to be maintained at 26 degrees Celsius.</p> <p>Facility kept clean and hygienic at all times.</p> <p>That the Consultant shall comply with all requirements of current Health and Safety law.</p>	<ul style="list-style-type: none"> <li>• Records of tests to be kept on site and available for inspection by the Council.  <b>COMPLIED</b></li> <li>• The Council may from time to time independently test pool water.  <b>None carried out.</b></li> <li>• Records of daily temperature be kept on site and available for inspection by the Council.  <b>COMPLIED</b></li> <li>• That the facility appears clean and tidy at all times.  <b>ACHIEVED</b></li> <li>• That the approved hazard management system operates in the facility.  <b>YES</b></li> <li>• That the Consultant reports all accidents and incidents each month to the Council.  <b>COMPLIED</b></li> <li>• That the Consultant immediately reports verbally to the Council any major accident</li> </ul>

		<p>in accordance with HSEA.  <b>NONE TO REPORT</b></p> <ul style="list-style-type: none"> <li>• That the Health and Safety Plan is approved and operational.</li> </ul> <p><b>YES</b></p>
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"> <li>• The facility is fully commissioned and operating to the specifications of this agreement.  <b>The facility was open for 28.42 weeks</b></li> </ul>
Customer satisfaction levels maintained	That reasonable customer satisfaction is achieved within the resources available.	<ul style="list-style-type: none"> <li>• The Council will undertake one customer satisfaction survey per season, targeting a minimum of 50 users for the general public. Results to be shared with the Consultant.  <b>NOT DONE.</b></li> <li>• 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.  <b>COMPLIED</b></li> </ul>

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Facility Manager  
30 July 2019