

Dave Hume Swimming Pool Trust

Annual Report for 2019-20 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 2019-20 season (28 September 2019 to 23 March 2020, inclusive): 176 days open. The season was cut short on order of the Council, due to the start of the level 4 covid-19 lock down.

Season	2015-16	2016-17	2017-18	2018-19	2019-20
Days open	172	193	131	199	176
Last open day	Fri 8 Apr	Sun 9 Apr	Sun 22 Apr	Thurs 18 Apr	Mon 23 Mar
Concession card clicks	5960	6158	3562	7075	6874
Under 16	3243	3396	2302	4115	3504
Adults	1283	1145	947	1663	1449
Pre school	860	613	603	1262	1196
Senior	170	104	142	198	224
Aqua	496	767	456	802	869
Group	298	47	23	10	137
Pre sch adult	860	613	603	1241	0
Masters	938	1041	619	1103	809
KK Community centre	281	399	239	438	388
Other	30	166	40	0	0
Total general public	14419	14449	9536	17907	15450
average/day	84	75	73	90	88
College	3568	4176	2454	3600	3220
Primary	1144	778	706	938	665
Matahui	417	408	308	341	330
Pahoia primary school	105	122	6	10	119
Other schools	30	166	84	107	0
Total schools	5264	5650	3558	4996	4334
Grand total	19683	20099	13094	22903	19784
Concessions cards sold	473	581	285	554	563
Included in general public total					
Waihi Bch surf club		1496	726	963	980
Learn to swim coaching		2498	241	2088	1666
Total Spectators					2485
Katikati Emergency Services Volunteers (included in general public total)					
Ambulance volunteers					
swimmers					142
spectators					20
Fire service volunteers					
swimmers					157
spectators					28
Police					0
swimmers					6
spectators					0

Events over the season

4/5 & 17 Feb 2020	KK College – swim sports days
05/03/20	Pahoia swim sports day
11/03/20	KK Primary sch – senior swim sports day

Northern Cluster swim sports day was cancelled as the pool was closed due to level 4 covid-19 lock down.

Swim the Cook Strait (26 km) – 48 participants.

Swim the English channel (34 km) – 22 participants.

Both events (Swim the Cook Strait was the first) were very popular with our regular swimmers / walkers.

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 manual and document any amendments required, 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 (a minimum ration of 1-30 swimmers is the target). 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 was unable to undertake a PLPC as they were not old enough and joined us late in the season. They will undertake the course in October 2020. 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

		<ul style="list-style-type: none"> • That a written staff roster system is maintained indicating how the facility is supervised and by whom. • COMPLIED • Evidence provided to council for inspection prior to first payment. COMPLIED • Details of staff appointed and their training is maintained and is available to the Council for inspection. COMPLIED • That the Consultant report to Council when the ratio of one Pool Attendant to 30 swimmers is not met. COMPLIED
Patronage of the facility by the community	Swim statistics are maintained for the following groups: <ul style="list-style-type: none"> • schools (per school) • swim club/Masters • general public 	<ul style="list-style-type: none"> • A report detailing patronage statistics, details schools, swim club, Masters and public swims is supplied to the Council annually. COMPLIED
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"> • The facility is advertised on local ‘free’ community advertising at least once a month during the season. COMPLIED • A concise swim timetable, indicating opening hours and special events or programmes, is always available to the community and pool users. COMPLIED • That one new programme or event is held at the facility, one from each represented organisation on the trust. All but Masters held events this season.
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>	<ul style="list-style-type: none"> • Records of tests to be kept on site and available for inspection by the Council. COMPLIED • The Council may from time to time independently test pool water. None carried out. • Records of daily temperature 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 shall comply with all requirements of current Health and Safety law.	<ul style="list-style-type: none"> 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 Health 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 open for 25.14 weeks and was closed early due to the level 4 covid-19 lock down, starting on 23 March 2020.
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 50 users for the general public. Results to be shared with the Consultant. NOT DONE. 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
30 July 2020