

Dave Hume Swimming Pool Trust

Annual Report for 2020-21 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 2020-21 season (26 September 2020 to 17 March 2021, inclusive, less 18 days closed in Oct/Nov due to a pump failure): 153 days open. The season was cut short so as to provide a window in mid-autumn to allow both pools to be re-painted.

The re-painting was needed as the paint was visibly deteriorating faster than normal (its previous re-paint was done in the first week of late Nov/early Dec 2017).

The paint manufacturer had accepted that the paint used in 2017 was most likely a faulty batch and so had agreed to provide the paint for this 2020 job, free. The painting contractor, APS (Auckland Property Services Ltd), who did the painting in 2017, agreed to do this 2020 job for 50% of their normal labour charge.

However, a failure of APS to formally order the paint (they assumed the paint manufacturer, having accepted their product was faulty, agreed to provide it free, was part of the whole discussion around the problem and knew of the date that pools were closing, would automatically have made the paint in readiness for the pools closure) meant that it was not available for the 17 March 2020. It turned out that it wouldn't be available until 13 April, at the earliest.

The Board had little option but to postpone the whole job until March 2022, as the likelihood of 10 days dry and fine weather during the last two weeks of April, was very low. If the existing paint had been allowed to be ground off, immediately following the pools closure, it would have meant losing half the first half of the next season.

Pump No2 (it returns the water back to the pool, via the Diatomaceous Earth filters and heat exchange) developed a leak at the impellor bearing, which gradually became worse. It needed to be replaced and it had to come from Christchurch. It took 18 days from shut down to re-starting and bring the water back up to temperature.

One of the issues it raised is that there is no redundancy built into the pool water circulatory system.

Season	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Days open	172	193	131	199	176	153
				Thurs 18	Mon 23	Wed 17
Last open day	Fri 8 Apr	Sun 9 Apr	Sun 22 Apr	Apr	Mar	Mar
Concession card clicks	5960	6158	3562	7075	6874	6373
Child	3243	3396	2302	4115	3504	2774
Adults	1283	1145	947	1663	1449	1324
Pre school	860	613	603	1262	1196	817
Senior	170	104	142	198	224	236
Aqua	496	767	456	802	869	629
Group	298	47	23	10	137	117
Pre sch adult	860	613	603	1241		
Masters	938	1041	619	1103	809	721
KK Community centre	281	399	239	438	388	456
Other	30	166	40	0	0	0
Total general public	14419	14449	9536	17907	15450	13447
average/day	84	75	73	90	88	88
College	3568	4176	2454	3600	3220	2040
Primary	1144	778	706	938	665	653
Matahui	417	408	308	341	330	204
Pahoia primary school	105	122	6	10	119	73
Other schools	30	166	84	107	0	138
Total schools	5264	5650	3558	4996	4334	3108
Grand total	19683	20099	13094	22903	19784	16555
Concessions cards sold	473	581	285	554	563	499
Included in general public total						
Waihi Bch surf club		1496	726	963	980	693
Learn to swim coaching		2498	241	2088	1666	874
Total Spectators					2485	2102
Katikati Emergency Services Volunteers (included in general public total)						
Ambulance volunteers						
swimmers					142	149
spectators					20	24
Fire service volunteers						
swimmers					157	202
spectators					28	15
Police						
swimmers					6	46
spectators					0	6

Events over the season

19 Feb 2021	KK College – swim sports days
18 Feb 2021	Pahoia swim sports day
3 Mar 2021	KK Primary sch – senior swim sports day
17 Mar 2021	Northern Cluster swim sports day

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

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

Swim the Loch Ness

These events were very popular with our regular swimmers / walkers.

Performance measures.

Specification Item	Objective	Performance standard	
An Operations Manual is provided by the Consultant and reviewed annually by it. The Swimming Pool Guidelines is supplied by Council.	<ul style="list-style-type: none"> Operate the pool in accordance with the Manual. That the Operations manual becomes the authoritative manual for pool managers to operate the pool 	<ul style="list-style-type: none"> The Consultant shall operate the pool in accordance with the manual and make any amendments required. <p>ACHIEVED</p> <ul style="list-style-type: none"> The Operations manual is reviewed prior to the start of each season. <p>ACHIEVED</p>	
Provide pool management/ supervision that complies with the national Pool Supervision Guidelines	<ul style="list-style-type: none"> During any session when the pool is in use there shall be a minimum of one qualified lifeguard designated to supervise the pool at all times. • Evidence of adequate public liability insurance. 	<ul style="list-style-type: none"> That a qualified lifeguard is designated to supervise the pool at all times during any session the pool is in use, by the public. <p>COMPLIED</p> <ul style="list-style-type: none"> That a written staff roster system is maintained indicating how the pool is supervised and by whom. <p>COMPLIED</p> <ul style="list-style-type: none"> Evidence provided to Council for inspection whenever required. <p>COMPLIED</p>	
	All swimming pool lifeguards possess a current workplace First Aid certificate (or equivalent) and a National Lifeguard Award	Details of the designated lifeguards and proof of the currency of their qualifications is available to the Council for inspection.	<p>COMPLIED</p> <p>One staff member was unable to undertake a PLPC as they were not old enough and joined late in the season. They will undertake the course in October 2021.</p> <p>New staff often have to wait until a course becomes available.</p>
	During sessions open to the general public increased numbers of lifeguards shall be	That an extra lifeguard is added when the number of swimmers in the pool exceeds a ration of 1:30.	<p>COMPLIED</p>

	determined by the number of swimmers in the facility.	
Patronage of the facility by the community	Monthly swim statistics are maintained for the following groups: <ul style="list-style-type: none"> • schools • clubs/Masters • general public 	A report detailing patronage statistics by type, is supplied to the Council monthly and annually. COMPLIED
	The facility is promoted and marketed to allow the local community maximum enjoyment and enhance financial returns.	<ul style="list-style-type: none"> • The facility is advertised on local "free" community advertising at least once monthly during the season. COMPLIED <ul style="list-style-type: none"> • A concise swim timetable indicating opening hours and special events or programs is always available to the community and pool users. COMPLIED <ul style="list-style-type: none"> • That one new program or event is held at the facility over each season. COMPLIED
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>Pool heated to a minimum of • 26 degrees Centigrade.</p> <p>Facility kept clean and hygienic at all times.</p> <p>That the Consultant shall satisfy all of the requirements of the "Health and Safety at Work Act 2015",in respect of the Consultants staff, subcontractors and customers using the facility.</p>	<ul style="list-style-type: none"> • Records of tests to be kept on site and available for inspection by the Council. COMPLIED <ul style="list-style-type: none"> • The Council may from time to time independently test pool water. None carried out. <ul style="list-style-type: none"> • Records of daily temperate be kept on site and available for inspection by the Council. COMPLIED <ul style="list-style-type: none"> • That the facility appears clean and tidy at all times. ACHIEVED <ul style="list-style-type: none"> • That the approved hazard management system operates in the facility YES <ul style="list-style-type: none"> • That the Consultant reports all accidents and incidents each month to the Council. COMPLIED <ul style="list-style-type: none"> • That the Consultant immediately reports verbally to the Council any major accident in accordance with HSEA. NONE TO REPORT <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The facility is fully commissioned and operating to the specifications of this agreement. The facility was open for 21.86 weeks and was closed early on 17 March, in readiness for

	(maybe extended by agreement, if economic)	<p>grinding off the old paint and re-painting, both pools.</p> <p>Due to a lack of communication between the paint manufacturer and the painter, it was not carried out and had to be postponed until March 2022.</p> <p>In addition, the main pool was closed for 18 days in Oct/Nov due to a pump failure, which necessitated it being replaced.</p>
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 from the general public. Results to be shared with the Consultant. <p>NOT DONE.</p> <ul style="list-style-type: none"> 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. <p>COMPLIED</p> <ul style="list-style-type: none"> That the Consultant shall undertake a customer satisfaction survey during the season. <p>NOT DONE</p>

Peter Allsop
 Facility Manager
 30 July 2021