

Dave Hume Swimming Pool Trust

Manager's Annual Report for 2022-23 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 2022-23 season (3 September 2022 to 23 April 2023, inclusive: 226 days open to the public. The season was planned to close on 2 April 2023, However, a request from Masters to extend the closing to 23 April, was agreed to but the pools were to be open to the public, over the extended period, from 6-12am.

The paint continues to visibly deteriorate, dissolving rather than flaking off.

Council agreed to fund the change over in the disinfection system from 13% sodium hypochlorite to a salt generated 1% solution of sodium hypochlorite. The 1% solution is far safer and a bit cheaper. It will also mean we won't need to use CO2 to reduce the waters pH. CO2 has been very expensive and difficult to obtain sufficient quantities. The new system will be in place for the 2023-24 season.

The project to cover the pool continued on its slow path due mainly to the addition of a 25m fixed bulkhead now included (to enable an indoor learner's pool) and ongoing cost escalations. These meant additional funding was required from Council and it had to go through its 2023-24 annual plan process, the outcome being delayed until 30 August 23 but Council approving an additional \$1.9M towards the project.

The project budget ended up at \$4.4M.

The trust will need to raise further funds but this is not seen as a barrier to the project commencing, with construction looking to commence in March / April 24.

Days open	226	198	153	176	199
	2022/23 Totals	2021/22 Totals	2020/21 Totals	2019-20 Totals	2018/19 Totals
Concession cards	7809	8033	6373	6874	7075
Child single	2864	2874	2774	3504	4115
Adult single	1234	1518	1324	1449	1663
Pre School	1053	793	817	1196	1262
Senior single	300	320	236	224	198
Aquafit single	1203	550	629	869	802
Group	229	102	117	137	10
Masters	1007	913	721	809	1103
KK Community centre	251	323	456	388	438
Total public swimmers	15950	15454	13447	15450	16666
College	1312	1363	2040	3220	3600
Primary	237	222	653	665	938

Matahui	346	245	204	330	341
Pahoia primary school	85	0	73	119	10
Other schools	78	0	138	0	107
Total schools	2058	1809	3108	4334	4996
Grand total	18008	17263	16555	19784	21662
Concessions cards sold	358	518	510	640	592
Included in general public total					
Waihi Bch surf club	832	1327	693	980	963
Splash swim sch (estimated)	3412	1040	874	1666	2088
Total Spectators	2913	2258	2102	2485	Not counted
av/day (public swimmers)	78	78	88	88	84
Ambulance Service'					
swimmers	28	38	149	139	
spectators	14	19	24	20	
Fire Service		0		0	
swimmers	66	71	202	155	
spectators	10	2	15	28	
Police Service		0		0	
swimmers	6	1	46	6	
spectators	0	0	6	0	

Events over the season.

The weather over the season was very wet and windy and this had a negative impact on attendance numbers.

The KK College did hold two swim sports day on 15 & 16 Feb 23 but both were poorly attended compared with previous pre-covid seasons. The various school's use of the pool looks to be in decline.

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	<ul style="list-style-type: none"> During any session 	<ul style="list-style-type: none"> That a qualified lifeguard is designated to

management/ supervision that complies with the national Pool Supervision Guidelines	<p>when the pool is in use there shall be a minimum of one qualified lifeguard designated to supervise the pool at all times. •</p> <ul style="list-style-type: none"> Evidence of adequate public liability insurance. 	<p>supervise the pool at all times during any session the pool is in use, by the public.</p> <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>
	<p>All swimming pool lifeguards possess a current workplace First Aid certificate (or equivalent) and a National Lifeguard Award</p>	<p>Details of the designated lifeguards and proof of the currency of their qualifications is available to the Council for inspection.</p> <p>COMPLIED</p> <p>One staff member was unable to undertake a PLPC as they were not old enough.</p> <p>New staff often have to wait until a course becomes available.</p>
	<p>During sessions open to the general public increased numbers of lifeguards shall be determined by the number of swimmers in the facility.</p>	<p>That an extra lifeguard is added when the number of swimmers in the pool exceeds a ration of 1:30.</p> <p>COMPLIED</p>
Patronage of the facility by the community	<p>Monthly swim statistics are maintained for the following groups:</p> <ul style="list-style-type: none"> schools clubs/Masters general public 	<p>A report detailing patronage statistics by type, is supplied to the Council monthly and annually.</p> <p>COMPLIED</p>
	<p>The facility is promoted and marketed to allow the local community maximum enjoyment and enhance financial returns.</p>	<ul style="list-style-type: none"> The facility is advertised on local "free" community advertising at least once monthly during the season. <p>COMPLIED</p> <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. <p>COMPLIED</p> <ul style="list-style-type: none"> That one new program or event is held at the facility over each season. <p>COMPLIED</p>
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>	<ul style="list-style-type: none"> Records of tests to be kept on site and available for inspection by the Council. <p>COMPLIED</p> <ul style="list-style-type: none"> The Council may from time to time independently test pool water. <p>None carried out.</p> <ul style="list-style-type: none"> Records of daily temperate be kept on site and available for inspection by the

	<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>	<p>Council.</p> <p>COMPLIED</p> <ul style="list-style-type: none"> • That the facility appears clean and tidy at all times. <p>ACHIEVED</p> <ul style="list-style-type: none"> • That the approved hazard management system operates in the facility <p>YES</p> <ul style="list-style-type: none"> • That the Consultant reports all accidents and incidents each month to the Council. <p>COMPLIED</p> <ul style="list-style-type: none"> • That the Consultant immediately reports verbally to the Council any major accident in accordance with HSEA. <p>NONE TO REPORT</p> <ul style="list-style-type: none"> • That the Health and Safety Plan is approved and operational. <p>YES</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"> • The facility is fully commissioned and operating to the specifications of this agreement. <p>COMPLIED</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
12 Sept 2023