

Response to information request from Newshub

27 October 2023

Dear Janika

Thank you for your information request on 29 September. Below are your questions and responses from our Aquatic Services Manager Martin Mackereth.

How many public pool facilities are there in your council's control?

- One council operated facility

What is the maximum number of swimmers allowed in at a time, at each facility?

- 542 is the maximum allowed under our building warrant of fitness

How many days was each facility closed this year, outside normal days they are shut, up to September 30th?

- We have not been closed outside of normal closed days. However, we closed early on two occasions due to weather events i.e. flooding/snow

How many days was each facility partially closed this year, up to September 30th?

- The pool was on restricted hours for 92 weeks. It has returned to normal operating hours for week days. However, restricted hours remain in place for the weekend for the rest of this year.

How many people used the pool facilities this year to September 30th, on average, per day?

- 248 on average per day

What was the reason for the closures and partial closures?

- Restricted hours for 92 weeks due to staff numbers, illness and other staff-family related challenges

How many days was each facility closed last year (2022), outside normal days they are shut, for the full calendar year?

- 51 days due to programmed maintenance

How many days was each facility partially closed, in 2022?

- 51 days due to programmed maintenance and a power cut

How many people used the pool facilities in 2022 on average, per day?

- 298 on average per day

What was the reason for the closures and partial closures?

- Full pool facility closure due to planned maintenance

How many days was each facility closed last year (2021), outside normal days they are shut, for the full calendar year?

- 26 days due to COVID restrictions

How many days was each facility partially closed, in 2021?

- 26 days due to COVID restrictions

How many people used the pool facilities in 2021 on average, per day?

- 209 on average per day

What was the reason for the closures and partial closures?

- COVID Restrictions

If you are unsatisfied with the response, you are entitled to lodge a complaint with the Office of the Ombudsmen. You can find more information on its website

<http://www.ombudsman.parliament.nz>

Kind regards



Sonia Gerken

GM Communications & Customer Support