



HURUNUI
District Council

Hanmer Springs Thermal Pools & Spa Management Committee

Agenda

9.00am, Friday, 20 October 2017

**In the Board Room, Hanmer Springs Thermal Pools and Spa
42 Amuri Avenue, Hanmer Springs**

Community partnership in growth and wellbeing.

Committee Membership:

Grant Lilly (Chairperson)
Mayor Winton Dalley
Cr Nicky Anderson
Cr Jason Fletcher
Cr Fiona Harris
Tony Sewell
David Smith (Hanmer Springs Community Board
Representative)

Managers/Advisors:

Graeme Abbot (Executive General Manager Hanmer
Springs Thermal Pools & Spa)
Jason Beck (Hurunui District Council Manager Support
Services)

Quorum: Is no less than three (3) members.

The purpose of local government:

- (1) The purpose of local government is—
 - (a) to enable democratic local decision-making and action by, and on behalf of, communities; and
 - (b) to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.
- (2) In this Act, **good-quality**, in relation to local infrastructure, local public services, and performance of regulatory functions, means infrastructure, services, and performance that are—
 - (a) efficient; and
 - (b) effective; and
 - (c) appropriate to present and anticipated future circumstances.

(Local Government Act 2002 – Amendment Act 2012)

HANMER SPRINGS THERMAL POOLS & SPA MANAGEMENT COMMITTEE

FRIDAY, 20 OCTOBER 2017 AT 9.00AM

8.50am	Committee Only Time
9.00am	Meeting begins, in the Board Room, Hanmer Springs Thermal Pools and Spa
10.30am	Morning Tea
12.00pm	Meeting Concludes

ITEM	ORDER OF BUSINESS	Pages
	<ul style="list-style-type: none"> • Health and Safety Briefing • Apologies • Announced Urgent Business • Conflict of Interest Declarations 	
1	Minutes of the Previous meeting: 23 August 2017	3 - 7
2	Decision Items Nil.	
3	Discussion Items Management Report 3.1 Action List 3.2 Health & Safety	 8 9 10 - 11
4	Information Items Nil.	
5	Urgent Business/General Business	
6	Public Excluded Session – See over page for public excluded resolution.	

6 Public Excluded Session:

THE GENERAL SUBJECT OF THE MATTERS TO BE CONSIDERED WHILE THE PUBLIC IS EXCLUDED, THE REASON FOR PASSING THIS RESOLUTION IN RELATION TO THE MATTERS AND THE SPECIFIC GROUNDS UNDER SECTION 48 (1) OF THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987 FOR THE PASSING OF THIS RESOLUTION ARE AS FOLLOWS:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Grounds under section 48 (1) for passing the resolution	Pages
6.1 Public Excluded Minutes for confirmation – meeting of 23 August 2017	The minutes contain information withheld for commercial sensitivity.	Section 48(1)(a)(i) & Section 7(2)(h).	12 - 16
Discussion items:	The items below contain information withheld for commercial sensitivity.	Section 48(1)(a)(i) & Section 7(2)(h).	
Management Report			17
6.2 Overview			18 - 19
6.3 Financial Dashboard			20 - 23
6.4 Profit and Loss Report			24
6.5 Marketing/Sales			25
6.6 Customer Numbers			26 - 27
6.7 Product Development / Project Work			28
6.8 Operations			29 - 30
6.9 Staff			31
6.10 Technology			32
6.11 Pools Results			33 - 36
6.12 The Spa Results			37 - 38
6.13 Tea Kiosk Cafe and Grill Results			39 - 40
6.14 iSite Results			41 - 43
6.15 Artisan Spa Results			44 - 45
6.16 Depreciation Budget Projects			46
6.17 Concept Master Plan			47 - 51
6.18 Bore Pump and Methane Project			52
6.19 Organisation Restructure			52
6.20 Future Energy Requirements			53 - 67

HURUNUI DISTRICT COUNCIL

MINUTES



Meeting Hanmer Springs Thermal Pools and Spa Management Committee

Time and Date 9.30am, 23 August 2017

Venue The Boardroom at the Hanmer Springs Thermal Pools and Spa complex, Hanmer Springs

Members Present Mr Grant Lilly (Chairman), Councillor Nicky Anderson, Mr Tony Sewell and Mr David Smith.

In Attendance Hamish Dobbie (Chief Executive Officer, Hurunui District Council), Graeme Abbot (General Manager, Hanmer Springs Thermal Pools and Spa) and Graham Sutherland (Council Secretary, Hurunui District Council).

Apologies Mayor Winton Dalley and Councillors Jason Fletcher and Fiona Harris.

Absent Nil.

Conflict of Interest Declarations Nil.

Urgent Business Nil.

Committee-only discussion The Committee held a committee-only discussion of the General Manager's incentive pay for 2016/17 year and endorsed the payment, with Grant Lilly to action this. The Committee also discussed the General Manager's incentive pay for the 2017/18 year and endorsed the provisions.

Health and Safety Presentation Trevor Edwards, Lifeguard Manager and Yvonne Hughey, Training Manager, gave a briefing on Health and Safety at the complex. The briefing focused on a review of the last financial year, as well as looking forward and highlighted the following points:

- Over the year there were more customers and the number of events diminished, which is a good trend.
- Staff incidents also diminished, but notifiable events increased, probably due to criteria being more demanding.
- Increased engagement and reporting was evident with 60% engagement from other departments, which is a good result.
- Total "near drownings" were up to 46, which was concerning. This was discussed at an industry conference and others are seeing a similar trend amongst children. Grant Lilly wondered if this was a reflection of children's swimming capability diminishing or of parents not supervising their children appropriately.

Trevor Edwards said feedback was sought from industry people about what they are doing to improve this and there were some things tried that were effective and some not so. He said essentially it is difficult telling parents how to supervise their children.

The Chief Executive Officer suggested the Pools may need to look at the configuration of the complex on the assumption that parental supervision is not always sufficient and which may allow better monitoring from staff. David Smith asked how the message is given to parents that they have to look after their children and it was noted that there is signage to this effect, but this may not be adequate. Members discussed ideas like parents signing a document accepting their responsibility or giving them the option to pay more and have their children monitored more closely.

Grant Lilly noted that the Committee cannot fix this issue now but asked management to keep on top of it and look at ways to address the concern.

- Trevor Edwards discussed the notifiable incidents and said most do not necessarily need to report, but the business takes a conservative approach in reporting to WorkSafe, which was better than under-reporting. He said no incidents required further investigation.
- The Health and Safety Plan objectives were all completed except the video cameras for the water slides. Grant Lilly said this would be good to have for auditing processes and reporting incidents to WorkSafe as well.
- Trevor Edwards said the organisation was trying to imbed Health and Safety culture in staff and there were good examples of staff responding to this.
- The plan for the upcoming financial year involves a lot of work with staff so they know how to manage hazards.
- Grant Lilly said he supported the final point of the plan about engaging an external auditor, as it was good to get an outside view on what the business was doing.
- Working in a safe manner qualifications, which are compulsory for lifeguards, are being promoted for the whole organisation. Yvonne Hughey discussed the new programme for Lifeguard training and it was noted she had a key role in developing this programme, which was a good investment, as across the aquatics industry it shows that the Thermal Pools was doing more than its share of improving standards throughout the country.

Grant Lilly recorded the Committee's thanks to Trevor Edwards and Yvonne Hughey for being champions in this area, as it was critical to the success of the business and their excellent work was appreciated. Grant Lilly said the business should aspire to have standards as good and comprehensive as anyone in the industry.

1. Minutes

THAT THE MINUTES OF THE OPEN MEETING HELD ON 6 JULY 2017, AS CIRCULATED, BE CONFIRMED.

Lilly/Smith

CARRIED

2. DECISION ITEMS

There were no decision items for this meeting.

3. DISCUSSION ITEMS

Management Report

3.1 Financial Dashboard

The General Manager presented the newly formatted Management Report. He outlined the purpose of the rejuvenation of the report and said he wanted feedback about how it worked, as it was an evolving process.

Grant Lilly said his initial reaction was that this was a good start, having the dashboard at the front was effective and easier to understand and work through.

Grant Lilly raised the question regarding what should be put into the public domain. The Council Chief Executive Officer said in his view the detailed information on customer numbers and yields could be considered commercially sensitive information and the Committee can withhold it, if there was good reason to do so. He said a high level summary of information would be appropriate in the public section however. Tony Sewell agreed that the Committee needed to be careful about giving too much information to its competitors.

Members gave particular feedback on the graphical presentation to the General Manager and Grant Lilly noted that the format would keep evolving as it progresses.

3.2 Health & Safety

The General Manager noted the Committee had received a Health and Safety briefing at the beginning of the meeting and the standard Health and Safety Dashboard was also provided.

Tony Sewell said it was a good discussion earlier and members needed to be comfortable the business was doing as much as it reasonably can to pressure parents to look after their children. The Chief Executive Officer said the Committee needed to acknowledge that it was a societal trend of some parents not looking after their children appropriately in these situations and there may be a need to adjust designs and configuration to cope with this. Grant Lilly commented that this theme should be part of the design and master plan process, to allow more management of customers as expectations and risks will keep going up.

3.3 Action List

The Committee considered the Action List from its July meeting and items were updated as below:

1. Item to be carried forward.
 2. Office revamp was progressing on schedule and on budget. Grant Lilly commended the General Manager and team on progress to date. Item to be carried forward.
 3. The site master plan was not ready yet, as work was interrupted by the thermal water issue, which would be resolved on 22 November with the new bore pump. That will provide a lot of information regarding water volumes. Work was still progressing on other elements. Item to be carried forward to October.
 4. The Building Maintenance System was progressing well and not far from completion. A presentation will be given to the next meeting. The General Manager gave examples about how the organisation will have better information regarding things like water use for each pool. Grant Lilly said a big advantage of the BMS was transferring knowledge from staff into monitored systems, which reduces dependence on key people and was good for business continuity. Tony Sewell said this would also be driving future decisions about work to do and design of infrastructure. Item to be carried forward to October.
 5. With respect to the Chisholm Block, Grant Lilly reported that he spoke to PWC who are evaluating the business case and he said they were initially treating it more broadly than what the Committee wanted. He made it clear they were being asked to judge the business case and whether the
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assumptions were well based or needed more attention. Grant Lilly said they understand now that it is a narrowly focused desktop piece of work.

6. Grant Lilly said the Five-year plan could be removed and will be incorporated into financials for the 10 year master plan. The Chief Executive Officer said it also needs to dovetail into the Council's Long Term Plan process.
7. Discharge bore – the General Manager said he met recently with geologists who have a proposal to do an assessment of the current situation and develop a plan to monitor and drive forecasting. He said the business has not met the consent requirements, but it was a matter of showing that the Pools is actively working on this and can show a definitive plan. The General Manager said he met the ECan compliance officer on site recently and had an honest discussion about what the Pools were doing and what needs to be done. Grant Lilly said it was a good discussion to have and reflected that effort and resource was going into managing this actively and staff need to maintain effective contact with ECan. The item would be carried forward on that basis.
8. Business Continuity Planning. Item to be carried forward to October.
9. Bore pumps item to be carried forward to November.
10. The tea kiosk assessment was carried out so this item can be deleted.

4. INFORMATION ITEMS

There were no information items for this meeting.

5. URGENT BUSINESS

There were no urgent business items for this meeting.

6. PUBLIC EXCLUDED

THAT THE COMMITTEE MOVE INTO PUBLIC EXCLUDED SESSION UNDER SECTION 48(1) OF THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT, AS DETAILED IN THE AGENDA.

Lilly/Anderson

CARRIED

This resolution is made in reliance on section 48 (1) (a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 7 of that Act, which would be prejudiced by the holding of the relevant part of the proceedings of the meeting in public.

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Grounds under section 48 (1) for passing the resolution
Decision items:		
6.1 Public Excluded Minutes for confirmation – meeting of 6 July 2017	The minutes contain information withheld for commercial sensitivity.	Section 48(1)(a)(i) & Section 7(2)(h).
6.2 Health and Safety Plan	These and all items below contain information withheld for commercial sensitivity.	Section 48(1)(a)(i) & Section 7(2)(h).
6.3 Pricing 2017-2018		
6.4 Risk Register		

Discussion items:

6.5	Surplus
6.6	Health & Safety
6.7	Marketing
6.8	Product Development / Project Work
6.9	Operations
6.10	Staff
6.11	Technology
6.12	Pools Results
6.13	The Spa Results
6.14	Tea Kiosk Cafe and Grill Results
6.15	iSite Results
6.16	Artisan Spa Results
6.17	Depreciation Budget Projects
6.18	Thermal Water Supply
6.19	Pounamu Ceremony

Meeting Ended

- The meeting ended at 12.45pm.
 - The next meeting will be on Friday, 20 October 2017 beginning at 9.00am.
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HURUNUI DISTRICT COUNCIL MEETING REPORT



To: Hanmer Springs Thermal Pools and Spa Management Committee
Date: 20 October 2017
Significant Decision: No

Management Report for the Month of September 2017

Recommendation THAT THE INFORMATION BE RECEIVED.

Executive Summary The open meeting part of the General Manager's report includes the following items:

- Action List
 - Health & Safety
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Report Prepared by:

A handwritten signature in blue ink, appearing to read 'Graeme Abbot'.

Graeme Abbot
General Manager

Officer in Attendance: The report author will be in attendance to speak to the report.

ACTION LIST

HANMER SPRINGS THERMAL POOLS & SPA		as at August 2017			
Action items summary					
	Subject	Action Required	By	When	Action
1	Premium/High End Bathing	Concept plan and feasibility study.	Graeme & Grant	Carried Forward	Being addressed as part of the Master plan exercise.
2	Offices Revamp	Capex approval now given.	Graeme	October 2017	Project completion expected by October.
3	Site Master Plan	Alan Griffith Architecture to provide overall master plan.	Graeme	October 2017	Assessment of 1) scope and content, 2) phasing, 3) financials.
4	Building Maintenance System	Progress systems upgrade, as approved, and provide progress report at next meeting.	Graeme	October 2017	Technical complexities are slowing progress.
5	Chisholm Block	Progress further evaluation of the proposed project.	Graeme, Grant & Tony	October 2017	Ongoing. PWC desk top review being done. Being addressed as part of the Master plan exercise. Grant Lilly discussed review with PWC to clarify that this is to test the business case, not a broader analysis.
6	Discharge Bore	Review and consider future discharge bore options.	Graeme	October 2017	Update required. No word back from Ecan. Committee supported resources going into this and encouraged an active relationship with ECan compliance officers.
7	Business Continuity Planning	Review and report on BCP plans in place, or required, to prepare for the possibility of a major natural event that suspended thermal water supply	Graeme	October 2017	Update required.
8	Bore Pumps	Contact specialists to assist with assessing the needs of the future. To be done after the BMS has been installed.	Graeme	November 2017	Quote has been received and order has been placed. New pump and pipework expecting to be installed in November.
9	Health and Safety Plan	Annual Review to be carried out.	Graeme	August 2018	

Health & Safety Dashboard

Event Data	Negative trend	Positive trend	Comments
Total number of events current month	18		
Total number of events same month prior year	28		
Total number of events This FY YTD	82		
Total number of events Last FY YTD	77		
Total number of customers in current month	29,189		Last year 34, 853 customers
Number of customer events occurring per 1,000 customers	0.45		
Total number of events current month -staff	3		All minor
Total number of events current month-customers	13		
Total number of events current month-contractors	2		Minor injury to a contractors sub contractor a cut to hand to a roofing contractor. And a minor injury to a magic Memories staff member
Total number of Notifiable events current month	0		
Total number of Notifiable events financial YTD	0		
Total number of Near Drowning events in current month	2		1 dry and 1 wet event -all to children
Total number of Near Drowning events Financial YTD	10		

HEALTH & SAFETY

It is our intention that people at all levels in our business shall be committed to achieving the highest standards of health & safety management throughout the organisation.

Project	Objective	KPI's	Progress
Improve H&S Induction	<ul style="list-style-type: none"> Introduce “working in a safe manner” program into induction 	<ul style="list-style-type: none"> Implemented by November 2017 	<ul style="list-style-type: none"> New Health and Safety induction now complete including tips for managers & supervisors sheet
Staff buy in to H&S	<ul style="list-style-type: none"> To have all staff buying into H&S through staff driven project 	<ul style="list-style-type: none"> Evaluate program driven by Y gen by February 2018 	<ul style="list-style-type: none"> Under review
Change use of Vault H&S event logging of customer events from 3 rd party to specific names	<ul style="list-style-type: none"> To be able to track repeat events by person to enable improved tracking of underlying issues 	<ul style="list-style-type: none"> Monthly addition to H&S report detailing multiple events by customer name 	<ul style="list-style-type: none"> Complete
Track School/Group events by group name	<ul style="list-style-type: none"> Use the statistical number of events occurring to a group to better understand the risks associated with school visits, enabling review of supervision ratios and school talk effectiveness 	<ul style="list-style-type: none"> Month on month statistics chart 	<ul style="list-style-type: none"> Complete
Review School Group booking info pack in respect of overlapping duties (HSWA 2015) revise process of consultation/cooperation/co ordination	<ul style="list-style-type: none"> To ensure we are fully compliant to HSWA 2015 and are jointly meeting agreed risk assessment criteria 	<ul style="list-style-type: none"> Program of milestones 	<ul style="list-style-type: none"> Documentation complete. Awaiting final presentation to schools group by Marketing Dept

Significance Consideration

(Guidelines from Hurunui District Council's 'Significance and Engagement' Policy)

The Council, in considering each matter, must be:

- a. Satisfied that it has sufficient information about the practicable options and their benefits, costs and impacts, bearing in mind the significance of the decisions.
- b. Satisfied that it knows enough about and will give adequate consideration to the views and preferences of affected and interested parties bearing in mind the significance of the decisions to be made.

Questions

- a. Does the Council have sufficient information about the issue, proposal, decisions or other matter?
- b. Does the issue, proposal, decisions or other matter:
 - Affect all or a large portion of the community in a far-reaching way?
 - Have a potential impact or consequence on the affected persons (being a number of persons) that is substantial?
 - Have financial implications on the Council's resources that would be substantial?
 - Generate (or would be expected to generate) a high degree of controversy?
 - Have any impact on Council's capacity to undertake its statutory responsibilities?
 - Fail to flow logically or consequentially from a decision in the Council's Long Term Plan?

Evaluation

Council officers preparing these reports will have regard to Council's policy on significance. Councillors will make the final assessment on whether the subject under consideration is to be regarded as being significant or not. Unless the Council explicitly determines that the subject under consideration is to be deemed significant then the subject will be deemed as not being significant.