
REPORT 3
(1215/12/IM)

**PARKS, SPORT & RECREATION - UPDATE ON
RECREATION FACILITIES AND PROGRAMMES. 3RD
QUARTER 2012/2013**

1. Purpose of Report

The purpose of this report is to update the Board on recreation facilities and activities for the 3rd quarter of the 2012/2013 financial year. Community recreation facilities and programmes include the Tawa Swimming Pool and Tawa Recreation Centre.

2. Executive Summary

Business at Tawa Pool has continued to pick up and we were delighted to have Hampton Hill return for school swimming lessons in March. We have been visiting the local primary schools to get feedback on our school swimming programme. We will need to target the older children particularly for water safety classes.

The Recreation Centre had much increased numbers for the holiday programme with over 65% occupancy. We have been promoting the programme to our "Learn to Swim" customers.

3. Recommendations

It is recommended that the Tawa Community Board:

1. *Receive the information.*

4. Background

Tawa Pool

Feedback from our customer service online survey system

"Staff were excellent - my 6 year old wasn't going to swim as we were watching other children in squad and then he changed his mind once he got there - the staff overheard our conversation and said it is likely they would have spare togs to fit him so he could swim etc which they did - I offered to wash them after the swim but they said no they had washing facilities and could do that - very impressed with the service."

During March we ran a promotion for half price lane swimming during the lunch hour. Seventy people signed up and we had 179 visits during the month. Our swim school numbers increased to 333 and we had 54 children enrolled in our January holiday lessons.

We have spent a considerable time training our aquatic staff as we lost most of them over the closure.

Many of the staff are in fact students at Tawa College.

Recreation Centre

Several of the staff in the Recreation Centre received green “hero” cards for their excellent handling of a difficult customer during the holiday programme. Garry Poole created the cards to reward good “Health and Safety” actions.

The holiday programme had an occupancy of 65% and all our regular bookings have returned for the new year starting either in February or March.

During March we assisted the College on their sports registration night.

We provided a staff member and the use of our office and eftpos machine.

Facility: Tawa Rec Centre

Attendance: 2012/13

Numbers (Actual) Category	YTD	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Adults	10,056	1,636	1,372	1,911	1,475	1,096	436	370	697	1,063			
Leisure card	243	33	45	25	29	40	14	0	30	27			
Children	6,424	1,101	1,384	993	526	596	301	834	224	465			
Total	16,723	2,770	2,801	2,929	2,030	1,732	751	1,204	951	1,555	0	0	0
TARGET	25,000	3,300	2,800	2,800	2,100	1,600	1,000	1,080	1,138	1,770	2,120	2,300	2,992

Attendance: 2011/12

Numbers (Actual) Category	YTD
Adults	10,177
Leisure card	301
Children	5,513
Total	15,991
TARGET	25,000

Attendance is up this quarter with extra participants joining the boxing club, more badminton bookings and more requests for our birthday parties.

Community outreach

We ran Push Play events during the school holidays at Linden Park and we had an increased number of bookings for our Push Play trailer. The trailer is available free and is collected from Tawa pool.

Push Play Library Inventory

Goals small pop up sets, modular large soccer goals

Volleyball net + poles, ropes and pegs

petanque set 4 pairs of different coloured balls, kitty (golfball)

cricket set 2 bats, 2 wicket sets, tennis ball

Uni hock set – at least 8 hockey sticks of 2 colours, 2 white balls, 2 pucks

Croquet set – 4 playing mallets, 4

coloured balls, 6 hoops, start and end poles

Badminton racquets(8) and shuttlecocks(4)

Badminton net pop up

Balls

Soccer

Rugby

Netball

Volleyball

Volley trainer ball

Basketballs

Playground balls

Tennis

Other items:

Nylon parachute
Tee Ball stand
Softball bat
Tunnel
Hoops
Hurdle cones + pairs of pole halves
Dome cones
Coffee Sacks
Carpet Squares
Skipping ropes long, short
Beanbags animals, squares
Foam noodles
Frisbees hard, foam, soft

Scoops/
Catchball sets
Padda tennis bats
Vortex
Gumboots
Horseshoe set
Team bands (2 colours)
Swingball set
First Aid kit
Sunscreen
Ball pump + ball needle

Rippa rugby set 20 black belts + 20 yellow and 20 red tags

5. Discussion

There are no discussion items for this report.

1. Consultation and Engagement

There are no consultation or engagement issues in respect of this report.

2. Financial Considerations

There are no financial considerations in respect of this report.

3. Climate Change Impacts and Considerations

There are no climate change impacts or considerations in respect of this report.

4. Long-Term Plan Considerations

There are no LTP considerations in respect of this paper.

6. Conclusion

Excellent customer service is important to us as we know when we get it right we retain customers and therefore grow our business.

Most of the Tawa teams have attended an in-house customer service course and we will continue to follow this up during the year.

A highlight for the month was seeing the staff from Tawa Recreation Centre receive their “hero” cards from Deb Hammond, Manager Health and Safety, Wellington City Council.

We are looking forward to a strong 4th quarter to complete the financial year.

Contact Officer: *Lynda Rigler, Recreation Manager Northern*