

## CONGLETON TOWN COUNCIL

### COMMITTEE REPORTS AND UPDATES

<b>COMMITTEE:</b>	Town Hall, Assets & Services Committee Meeting								
<b>MEETING DATE AND TIME</b>	5 <sup>th</sup> September 2024	<b>LOCATION</b>	Congleton Town Hall						
<b>REPORT FROM</b>	Town Hall Manager – Mark Worthington								
<b>AGENDA ITEM REPORT TITLE</b>	9 <b>Paddling Pool Season Report 2024</b>								
<b>Background</b>	<p>The paddling pool season for 2024 opened on Saturday 25<sup>th</sup> May and closes on Sunday 1<sup>st</sup> of September. The pool has been open Wednesday to Sunday during term time and 7 – days per week during school holidays. There were two sessions per day, 10am – 1pm and 2pm – 5pm, capacity per session is 140. Staff qualified in Active IQ Level 3 pool training were on site throughout opening hours.</p> <p>The booking system used in previous seasons was replaced by a clicker system whereby a member of staff counted users into the facility until the 140 capacity was reached. Additional users above the 140 capacity were able to wait in the newly formed queueing area.</p>								
<b>Update</b>	<p>Due to poor weather conditions in the first half of the season, the paddling pool was closed on several torrential days to allow Streetscape staff supervising the pool to continue with other work. The weather improved to coincide with the start of the school holidays and the 7-day opening. For the majority of fair weather days, the clicker system operated well and allowed users the flexibility to arrive/leave throughout the session. The clicker system removed the need for an external member of security staff at the gate, although during busy periods of warm weather, a 2<sup>nd</sup> member of CTC staff was required to assist at the gate. Attendance figures for the 2023 and 2024 seasons are below.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 30%;">2023 season with <b><u>booking</u></b> system</th> <th style="width: 30%;">2024 season with <b><u>clicker</u></b> system</th> </tr> </thead> <tbody> <tr> <td>Total number of attendees</td> <td style="text-align: center;">8,504</td> <td style="text-align: center;">9,027 (up to and including 28th August)</td> </tr> </tbody> </table> <p>Individual figures for each session have highlighted that users do not stay at the pool for the duration of the 3-hour session. Some sessions have seen attendance of over 300 users. One negative aspect of this is a continuous queue along the pavement during good weather as the queueing area can only accommodate about 40 people. Users are queueing up to an hour before the start of the session during good weather and we have received a</p>				2023 season with <b><u>booking</u></b> system	2024 season with <b><u>clicker</u></b> system	Total number of attendees	8,504	9,027 (up to and including 28th August)
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	<p>number of complaints from residents relating to access along the pavement, increased traffic and inconsiderate parking by users of the pool.</p> <p>CTC Officers have worked with Ruby's Fund throughout the season to initially trial and then implement a paddling pool SEND session (Special Educational Needs and Disabilities) to allow families and children with these specific needs to enjoy a quieter environment at the facility. The trial took place on Tuesday 11<sup>th</sup> June, a date during term time when the pool would normally have been closed. The SEND session was advanced bookings only through the Ruby's Fund website with a capacity of 45 attendees at the recommendation of Ruby's staff. CTC paddling pool staff were on site during the session for operational purposes as well as a member of Ruby's Fund staff who was responsible for bookings. Following a successful trial, future Ruby's Fund SEND sessions were agreed for every Wednesday morning during the school holidays. These sessions have been a huge success leading to the agreed capacity being raised from 45 attendees to 60 attendees at the request of the team at Ruby's Fund. Ruby's Fund will be looking to continue with these sessions for the 2025 season and may request an extra session if interest in the sessions continues to rise.</p>
<b>Financial</b>	To be in accordance with allocated budgets and financial regulations.
<b>Environmental</b>	To assess via the procurement process environmental impact and benefits.
<b>Equality</b>	The introduction of Ruby's SEND sessions has improved equal access to the pool.
<b>Decision Request</b>	To receive the report relating to Paddling Pool Season 2024.