

10 October 2022

M Grange

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Kia ora M Grange

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 12 September 2022. You requested the following information:

- Provide the near-miss incident report form and investigation findings for an incident that happened at 3.30pm on Monday 12th September 2022, which involved a young patron who got stuck in the ramp and an adult (who was actively supervising) had to jump in into the pool.
- All information about this incident from the Council, the pool, and the SwimWell programme run (and endorsed) by the Council.

Wellington City Council has **granted** your request for information.

Please see below incident reports (items 1-4) regarding the incident at Keith Spry Pool on 12 September 2022 at 3.30pm. Please note that under the Act some information has been withheld under section 7(2)(a) to protect the privacy of natural persons.

The Council takes safety of Wellingtonian using our facilities seriously. It is important that staff, instructors, and parents/guardians play a role in keeping children safe while in the water. The Council has adopted a National Pool Alone Policy. It is recommended children under five are accompanied by a caregiver who is within arm's reach and in the water with them. It is the Lifeguards responsibility to ensure active supervision is taking place and provide emergency response and customer care when sports group/squads or Learn to Swim (LTS) sessions are in progress. Lifeguards need to be proactive and liaise with coaches, swimmers, LTS instructors and participants when needed as they can assist with rescues and treatment if required.

SwimWell has initiated discussion with their staff involved to determine what had occurred and to communicate with lifeguards for any issues or concerns. The Council's Operations Management team has discussed the scenario with our lifeguards and will continue to remind lifeguards that they remain attentive at ensuring active supervision with parents/guardians is occurring in line with our policy and ensure intervention is occurring proactively, if not being followed.

Below are the documents that fall in scope of your request and my decision to release the document.

Item	Document name/description	Decision
1.	Event Case Report 1299253	Release with redactions
2.	Event Case Report 1299248	Release with redactions

3.	Event Case Report 1299304	Release with redactions
4.	Event Case Report 1299318	Release with redactions
5.	Community Pools NOP - Pool Alone Pool Supervision Policy - Feb 2022	Release

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

**Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Thank you again for your request, and bringing this to our attention, if you have any questions, please feel free to contact me.

Kind regards

Asha Harry

**Official Information**