



ATTACHMENTS

**Ordinary Council meeting
Separate Attachments 2**

Monday, 25 July 2022

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Statement of Intent

2022/2023

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1. Foreword

I have pleasure, on behalf of Bay Venues Limited (Bay Venues), in introducing an updated Statement of Intent (SOI) for the 2022/2023 year.

As Tauranga City Council's (TCC) largest Council Controlled Organisation (CCO), Bay Venues play a major role in contributing to the wellbeing of the people of Tauranga Moana. We are the kaitiaki of a strategic network of community facilities. Our facilities and the experiences we provide, enhance the quality of life for residents of, and visitors to, Tauranga Moana and the Bay of Plenty.

This Statement of Intent (SOI) is presented in accordance with the requirement of Section 64 (i) of the Local Government Act 2002 and incorporates the expectations of TCC as outlined in the revised Enduring Statement of Expectations adopted in December 2018 along with the annual Letter of Expectations dated 13 December 2021. It outlines Bay Venues objectives, nature and scope of activities undertaken, and the performance targets by which we will be measured for the year 1 July 2022 to 30 June 2023.

This is the first SOI produced by the new Bay Venues Board that was appointed in July 2021.

It is fair to say that the last 6-8 months has been a difficult time for the Bay Venues business. However, despite the challenges of the current trading environment highlighted by the Covid pandemic, we wish to assure TCC that the Board, executive and staff of Bay Venues remain fully committed to delivering exceptional outcomes to the people and communities of Tauranga Moana. The Board is also pleased with the strategic re-focusing work that has been completed to date and the recruitment of new CEO, Chad Hooker.

This document will outline Bay Venues strategic approach to meeting Council's expectation of driving significant benefits for the community.

The organisation has had its most difficult year ever during 2021/22 with Covid restrictions taking a heavy toll on financial and operational performance. Restrictions throughout the past year included a three-week lockdown, capacity limits on all venues and the large indoor events being prohibited between January and mid-April 2022. All of this has not only had a negative impact on Bay Venues finances, but it has also had a major negative impact on the confidence of activity and event organisers more generally as well as the general public.

It is anticipated that the business may take some time to recover to pre-Covid performance, but we remain hopeful that we are now through the worst of things and that the situation will improve in 2022/23. However, given the ever-changing landscape that government restrictions in response to the Covid pandemic have on our operations and our customers, we would welcome the opportunity to view this SOI as a 'living document' as we move through the year.



Simon Clarke
Chair
Bay Venues

2. Strategic Vision and Purpose

Our Vision

The Best Venues for the Bay.

Our Mission

We are the Kaitiaki of Tauranga's Network of Community Facilities.

Our Purpose

Connecting our Community through Exceptional Experiences.

Our Values

Manaakitanga | Service

Whakawhanaungatanga | Relationships

Kaitiakitanga | Caring

He Toi Tangata | Excellence

We acknowledge TCC's Purpose and Values and will ensure our Bay Venues strategic focus is aligned with this. To achieve our Vision, Mission and Purpose we will need to work in partnership with TCC and collaborate with a range of partners throughout the wider community.

TCC Purpose

We're here to make Tauranga better.

TCC Values

Pono / Integrity – We do what we say we will do.

Manaakitanga / Respect – We listen to all views and show we care.

Whaia te Tika / Service – We do the right thing for the community and each other.

Whanaungatanga / Collaboration – We work together and create connections.

3. Nature and Scope of Activities

Bay Venues core business is venue ownership and management of community facilities and the operation of venue-based businesses, programmes and services. Bay Venues is also in the business of providing event services and hosting events within its venues.

Assets under Bay Venues management are worth approximately \$125 million and the business employs over 320 full time, fixed term, part-time, and casual staff.

We welcomed over 2.1 million visitors to our facilities in the 2019/20 year, a reduced number of 1.6 million users in 2020/2021 and 1.4 million (projected) in 2021/22 because of Covid. We will continue to work hard to welcome members of our community and visitors to our facilities during 2022/2023.

Bay Venues owns and/or manages twenty-four facilities comprising five aquatic facilities, a Stadium and ancillary buildings at Baypark, one large contemporary multi-purpose recreation and event centre, two indoor sports recreation facilities, three community centres, two community share facilities, eight community halls and a high-performance sports training centre.

Aquatic Facilities (5)	Community Halls & Centres (11)	Indoor Sports Facilities (5)	Other (3)
Baywave	Arataki Community Centre	Trustpower Arena	Trustpower Baypark Stadium
Mount Hot Pools	Elizabeth St Community Centre	QEYC & Memorial Hall	University of Waikato Adams Centre for High Performance
Greerton Pools	Papamoa Community Centre	Mount Sports Centre	Pavilions
Memorial Pool	Papamoa Sports & Rec Centre	Aquinas Action Centre	
Otumoetai Pool	Bethlehem Hall	Merivale Action Centre	
	Matua Hall		
	Greerton Hall		
	Welcome Bay Hall		
	Tauriko Hall		
	Waipuna Park Pavilion		
	Cliff Rd Building		

Aquatic Facilities

Baywave

This is an aquatic and leisure centre, recognized regionally as providing a variety of recreational & leisure, competition, aquatic education, exercise, health & wellbeing activities. The configuration of the lap pool also accommodates synchronised swimming, water polo and underwater hockey as well as regional and national aquatic events. The venue is home to a number of water-based sporting clubs/squads. In 2019 the facility underwent a comprehensive maintenance closure which included the installation of an aqua play facility for children. The next maintenance closure is scheduled for early 2023 to undertake pool maintenance, skylight replacement, new non-slip flooring and to replace failing water pipes.

Several secondary business units operate within the complex which are complimentary to the overall purpose of the facility:

- Learn to Swim (including water safety lessons)
- Clubfit (health & fitness club)
- Café
- Merchandise
- Massage Therapy

Mount Hot Pools

An iconic and unique hot saltwater facility and world-class tourist attraction, providing rest, relaxation, and rejuvenation/rehabilitation for a broad range of visitors. The Mount Hot Pools also provides several physical therapy options for the general public including massage therapy, aqua walking and aquarobics.

Greerton Aquatic & Leisure Centre

An aquatic and leisure centre, providing a variety of fun, safe, well-maintained aquatic and therapy activities for the general public (primarily local). The 18m hydrotherapy pool is popular for rehab and senior adults. Aquatic Evolution Tauranga are anchor tenants of the facility. Other activities which complement the centre include:

- Learn to Swim (including water safety lessons)
- Aqua aerobics
- Clubfit (health & fitness club)

The facility is currently undergoing an extensive refurbishment including new non-slip flooring, seismic strengthening, new changing facilities and a reconfigured entrance. In addition will be new signage and repainting the pools and interior and exterior of the facility.

Memorial Pool

An outdoor seasonal facility with a lap and learners pool, BBQ facilities and green space, providing a safe, clean, maintained environment for families and recreational swimmers to enjoy during the summer months. This pool is at end of life and scheduled to be replaced by a new aquatic complex in Memorial Park in the coming years.

Otumoetai Pool

Otumoetai Pool provides a safe, clean, well-maintained facility servicing the local community, in particular the neighbouring College during school hours and the anchor tenants, Evolution Aquatics Tauranga who are high users of the facility. This is an old facility and we are starting to encounter more significant maintenance issues. Planning for its future will need to be considered.

