



Report To:	Performance Monitoring Panel
Date:	26th May 2026
Subject:	Castle Sports Swimming Pool Pump Update
Purpose:	To provide an update on the Castle Sports Swimming Pool Pump, as requested by Members at the last meeting of the performance Monitoring Panel.
Key Decision:	N/A
Portfolio Holder:	Councillor Henry Bingham: Assets & Planning Portfolio
Report Of:	Andy Fisher – Executive Director – Programme Delivery
Report Author:	Marc Whelan – Strategic & Operational Property Manager
Ward(s) Affected:	Spalding Castle
Exempt Report:	No

Summary

The Castle Sports diving pool pump was replaced in July 2025. The pump completely failed in February 2026. This report sets out the timeline involved in bringing the matter to the current position. The players in the timeline are SHDC, Parkwood, the Council's leisure operator/agent, Xylem Water Solutions, the pump manufacturer, and Glen Farrow, the Council's pool plant contractor.

Summary Timeline:

1. 16/02 – following a fault report from Parkwood, Glen Farrow attend to replace the pumps 'N Plate' as advised by Xylem, the pump manufacturer, but when attending find a series of damaged O rings, preventing repair, which Glen Farrow immediately advise to SHDC.
2. 16/02 – SHDC Assets team approve purchase order for new O rings.
3. 06/03 – O rings eventually arrive through the supply chain from Italy and are replaced but do not resolve the problem as the pump then throws an error code. Glen Farrow consult Xylem on the code and are advised it is a motor error associated with the rotor.
4. 08/03 – Xylem engineer attends call out to pump to inspect and clarify the issue.
5. 09/03 - Xylem contacted by SHDC following their site visit; SHDC are advised that if the issue is a manufacturing fault, the pump will be covered by warranty and

repaired/replaced, to determine the fault fully, the pump will need to be removed by Glen Farrow and returned to the manufacturer for full technical inspection, a full report should be completed within 10 working days of the pump being returned to Xylem.

6. 09/03 – ELDC Mechanical and Electrical engineer consulted on the pump fault and rotor issue; their review, as others had been, suggested the most likely cause of the problem being cavitation (aggressive bubbling) which had been experienced previously at the pool with former equipment and is well documented as causing serious system damage.
7. 12/03 – SHDC Asset team advise Leisure team a new pump will be arranged with the current one sent back to the manufacturer for full assessment. If repaired under warranty, it then becomes an item held as stock.
8. 13/03 – SHDC ask Glen Farrow to remove pump and return to manufacturer for assessment and replace the one removed.
9. 07/04 – SHDC chase Glen Farrow on position with new pump who advise they will chase Xylem.
10. 13/04 – SHDC chase position with replacement pump further with Glen Farrow who advise they couldn't actually find that SHDC had issued a purchase order, however, the lead engineer had been away on leave and would check further.
11. 21/04 – SHDC again chase Glen Farrow on position with the replacement pump to be advised for the first time that SHDC purchase orders go to the company's general account and can sometimes not be forwarded into the engineering team so the purchase order was copied directly to lead engineer by SHDC which is the model now followed for all Glen Farrow orders.
12. As at 22/05, the pump was still in manufacture in Italy as they are bespoke orders, and not items held as stock. As with the O ring supply, the lead time for the pump has been significantly longer than the two to four weeks initially advised.

Recommendations

PMP Note the issue, making any recommendations it sees appropriate.

Reasons for Recommendations

As a scrutiny body, PMP have asked for this summary and will make any recommendations it sees appropriate.

Other Options Considered

No other options than to present the summary requested are acceptable.

1. Report

- 1.1 The diving pool pump replaced in July 2025 is broken and is in the process of being replaced. The cause of the failure has been diagnosed by the manufacturer as a process called cavitation (aggressive air bubbling that can cause pumps to run dry

and fail), whilst that is the finding of the manufacturer, Parkwood, the operator of the site, procured a specialist contractor, Sterling Hydrotech, to inspect for 'cavitation' within the system prior to the replacement pump being ordered, but who's findings categorically disclaimed such a process being present!

1.2 The chronology set out below and in the summary clearly shows the timeline to date for PMP to review and scrutinise. The Council's Strategic and Operational Property Manager will be available on the evening to answer any question he may be able to do to support the Panel with its scrutiny.

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- 16/02 – following a fault report from Parkwood, Glen Farrow attend to replace the pumps 'N Plate' as advised by Xylem, the pump manufacturer, but when attending find a series of damaged O rings, preventing pump repair, which Glen Farrow immediately advise to SHDC.
- 16/02 – SHDC Assets team approve purchase order for new O rings.
- 06/03 – O rings eventually arrive through the supply chain from Italy and are replaced but do not resolve the problem as the pump then throws an error code. Glen Farrow consult Xylem on the code and are advised the error code suggests it has a motor problem associated with the rotor.
- 08/03 – Xylem engineer attends call out to pump to inspect and clarify the issue.
- 09/03 - Xylem contacted by SHDC following their site visit; SHDC advised that if the issue is a manufacturing fault, the pump will be covered by warranty and repaired/replaced, to determine the fault fully, the pump will need to be removed by Glen Farrow and returned to the manufacturer for full technical inspection, a full report should be completed within 10 working days of the pump being returned to Xylem.
- 09/03 – ELDC Mechanical and Electrical engineer consulted on the pump fault and rotor issue; their review, as others had been, suggested the most likely cause of the problem being cavitation (aggressive bubbling) which had been experienced previously at the pool with previous equipment and is well documented as causing serious system damage.
- 12/03 – SHDC Asset team advise Leisure team a new pump will be arranged with the current one sent back to the manufacturer for full assessment. If repaired under warranty, it then becomes an item held as stock.
- 13/03 – SHDC ask Glen Farrow to remove pump and return to manufacturer for assessment and replace the one removed.
- 07/04 – SHDC chase Glen Farrow on position with new pump who advise they will chase Xylem.
- 13/04 – SHDC chase position with replacement pump further with Glen Farrow who advise they couldn't actually find that SHDC had issued a purchase order, however, the lead engineer had been away on leave and would check further.
- 21/04 – SHDC again chase Glen Farrow on position with the replacement pump to be advised for the first time that SHDC purchase orders go to the company's general account and can sometimes not be forwarded into the engineering team so the purchase order was copied directly to lead engineer by SHDC which is the model now followed for all Glen Farrow orders.
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Implications**South and East Lincolnshire Councils Partnership**

None

Corporate Priorities

None

Staffing

None

Workforce Capacity Implications

None

Constitutional and Legal Implications

None

Data Protection

None

Financial

None

Risk Management

Risk of failure again Assets monitoring closely

Stakeholder / Consultation / Timescales

None

Reputation

Could be a risk to reputation from public perception

Contracts

None

Crime and Disorder

None

Equality and Diversity / Human Rights / Safeguarding

None

Health and Wellbeing

None

Climate Change and Environment Impact Assessment

(None)

Acronyms

None

Appendices

(If none then insert the word 'None' and delete the below text.)

Appendices are listed below and attached to the back of the report:

Background Papers

Numerous emails, reports and communications are held by SHDC officers in respect of this report.

Chronological History of this Report

None

Report Approval

Report author:	Marc Whelan: Strategic & Operational Property Manager
Signed off by:	Andy Fisher, Executive Director, Programme Delivery.
Approved for publication:	Councillor Henry Bingham, Portfolio Holder for Assets and Strategic Planning.