

hampton pool trust

# Poolside Chat

News from the charity securing the future of Hampton Pool

WINTER 2011

**Hampton Pool Trust is a small independent not for profit company and educational charity.**

It is run by volunteers with a vision to maintain Hampton Pool as a safe, welcoming, enjoyable, sustainable and inspirational heated, public open air swimming environment, all year round.

Registered in England No 1870925, limited by guarantee. Charity No 294117

**Get on board!**

**Would you like to become a member or Trustee of Hampton Pool Trust?**

Hampton Pool Trust members are passionate about the facility and how it is run. If you care about the future of the pool then why not become a member of the 'company', or even a Trustee?

#### **A company?**

Hampton Pool Trust is registered as both a charity *and* a company. The company owns the building and the pool and exists to secure the long term future of the pool for community use.

#### **Limited liability and responsibility**

Each member of the company is liable in the unlikely scenario of bankruptcy – but it is limited to only £25. There are over 40 members of the company and they elect the Board of Trustees who are responsible for the general oversight of the running of the pool.

#### **Become a Trustee**

HPT Trustees attend a Board meeting once a month to oversee YMCA LSW's (our appointed managing agent) day-to-day operations of the pool and to progress the HPT strategic plan.

Sound interesting? If you are passionate about Hampton Pool and would like to join the team aiming to make it an inspiration for the popularity of sustainable, open air swimming, and the good management of a local community facility, then please contact [daphne.wharton@hamptonpooltrust.org.uk](mailto:daphne.wharton@hamptonpooltrust.org.uk)

#### **Get in touch**

We welcome your contributions and feedback. Please drop us a line at [info@hamptonpooltrust.org.uk](mailto:info@hamptonpooltrust.org.uk)



## A fitting memorial to a young spirit

by **Daphne Wharton**, Hampton Pool Trust Chair

**The phone hacking scandal that's been so much in the news recently has resulted in some good for local charities and Hampton Pool Trust.**

The Dowler family has chosen our pool to receive part of the payout from Rupert Murdoch, after he promised to donate £1M to charities of their choice as an apology for his organisation's intrusion into the family's privacy. We have now received the £100,000 and it is safely tucked away in a bank account while decisions are made about it.

Milly used to swim at Hampton Pool and both her mother, Sally and sister Gemma, have continued to use the pool and the gym. They said they were very grateful for the support of everyone at the pool during the recent trial of Milly's murderer. The directors of the Trust feel Sally's comments

reflect their vision of Hampton Pool as a safe haven for everyone and they will ensure that the money is spent wisely to ensure that it continues to perform this function for many years to come.

A letter of thanks has been written to the Dowler family which also asked them if they have any ideas of how they would like the money spent. Their wishes will take priority, but if they prefer to leave the decision to the Board, we will ensure that the money is spent in a fitting way. It has been given in memory of Milly and we want it to have a permanent and positive impact on the pool, helping to ensure its future. ●

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*We are a charity that depends on voluntary assistance and donations to secure the future of the pool.*

*If you can help in any way, please get in touch with us at [info@hamptonpooltrust.org.uk](mailto:info@hamptonpooltrust.org.uk)*

*Thanks to the London Borough of Richmond upon Thames, Hampton Fuel Allotment Charity and the local community for their financial support.*

# HPT Chair's letter

Welcome to our winter 2011 edition of Poolside Chat

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**2011 has been a roller coaster ride of events – some good and some more difficult for Hampton Pool Trust. We are extremely grateful to have been nominated by Sally, Bob and Gemma Dowler to receive £100,000 from the payout by Rupert Murdoch as an apology for the phone hacking scandal.**

In July, Hampton Pool celebrated the commissioning of a chair hoist which makes Hampton Pool accessible to the whole community. Our thanks go to Emily Morris, a former Hampton Pool employee who raised the money through a sponsored swim across New Zealand's Cook Strait. Thanks also to all Hampton Pool managers and staff who deliver an excellent and individual experience to all our customers and to the Poolside Swim & BBQ Club for their fundraising and gardening activities.

This year, Hampton Pool Trust has undertaken an external review of its governance, conducted by Richmond Community Volunteer Service. The Trust continues to work on improving its communication with members and stakeholders and a new HPT website will be running by the end of this year with three levels of access for the general public, members and Trustees.

New members of the company have been recruited as a result of the 'Meet the Trustee' days held in the summer and James Agar has joined the Board. Trust members have hosted two social events, the members' summer open forum and BBQ and an HPT/staff social in the autumn. Both events provided an informal opportunity to listen to members and staff comments. The Hampton Pool Quarterly Stakeholder Meeting continues to be a forum for exchange of ideas.

Paul Campbell, HPT Marketing Director, resigned from the Board this summer. I would like to thank Paul for the outstanding contribution he has made to Hampton Pool over the years through his fundraising initiatives such as 'Splash for Cash' and the Hampton Pool Summer Picnic Concerts. With the help of graphic designer William Redfern, he upgraded the branding of the pool, re-launched the website and produced our timetables and advertising. Paul also created our cutting edge radio commercials.

Looking forward, fundraising is going to be a major activity for the Board over the next few years to finance the projects agreed in the Strategic Plan. The Trustees are looking at prioritising these projects and grouping them into fundable chunks.

Sustainability is moving higher up the agenda and solar and thermal heating projects are being considered but need to be balanced against improving the building facilities to accommodate higher customer attendance and additional staff. Revenue generating improvements such as a larger gym, extending the café or an endless pool need to be weighed up carefully against a duty to provide improved access for all the community through a lift to the second floor.

Remember, Hampton Pool is open 365 days of the year. Outdoor swimming in a heated outdoor pool in January is a really great experience! Make a New Year's resolution to visit Hampton pool on a regular basis during the winter months!

Please pick up a timetable or check the Hampton Pool website for opening times:  
[www.hamptonpool.co.uk](http://www.hamptonpool.co.uk).



Emily Morris helps launch the new pool chair hoist she raised money to buy

## Introducing a new Trustee

In October we welcomed James Agar as Director and Trustee. We'll let James tell us why he decided to join the Board.

"I have always been a keen swimmer and when I heard about the opportunity to get involved with the stewardship of Hampton Pool I was interested immediately. I have lived in Hampton for the majority of my life and though I now live in Sunbury I still manage to make use of the pool.

"I believe Hampton Pool is a unique and highly valuable asset to the community and I am excited to be involved in securing its future success. As a Chartered Management Accountant working for Centrica I look forward to putting my business acumen and skill set to use for the benefit of the Hampton Pool Trust."

Would you like a more active role in the future of the pool? See the front page for information about becoming a Trustee.

Finally, a big thank you to all those friends of Carol and Stuart Leamy who generously donated a total of £465 to celebrate their 40th wedding anniversary.

I hope to see you all at the Pool on Christmas Day to wish you a Happy Christmas and New Year. ●

Daphne

Daphne Wharton, Hampton Pool Trust Chair



## Meet the Trustees

### Pippa Butterfield, Trustee

I was born and brought up in Hampton Hill and have been going to Hampton Pool for as long as I can remember. In fact I recently commented to my dad whilst swimming up and down, "I don't think I could live without Hampton Pool", which is obviously a slight exaggeration but it shows just how much it means to me. Therefore when it was suggested that I become a Trustee of Hampton Pool Trust, I jumped at the opportunity.

When I attended my first Board meeting though, I wondered if I had made a mistake as it felt very much like being thrown in at the deep end (a rather apposite simile, methinks!). It is always difficult starting something as 'the new girl' and I felt very much out of my depth (there I go again!). However the other Trustees were very friendly and welcoming so that after a few meetings things became much clearer and I began to feel part of the team. It is very interesting having 'behind-the-scenes' knowledge of what is going on at the pool; from what new plans are afoot regarding refurbishment; to sustainability plans; to who will be playing in next year's concerts (sorry, no spoilers!).

*"it's worthwhile when you realise that you are all working together to ensure the long-term survival of this wonderful local asset."*

This Summer I volunteered to organise the road-shows to promote the pool. This involved booking stands at local events such as Chestnut Sunday and the Hampton Carnival; recruiting volunteers to man the stand and setting up/breaking down the stand. I was certainly happy to sit down at the end of the day but it was great to feel that I was doing something practical to promote the pool. It was also very interesting talking to members of the public about their experiences of Hampton Pool, although I was surprised to discover that quite a few people had never heard of it!

Recently we had a staff/Trustee social, which was great as I got to meet the staff on a more informal basis and it was fascinating to hear their views (and to share a few glasses of wine). Even more recently we had an away day to discuss next year's business plan. Although this sounds rather dry it was an opportunity for frank discussion and to have some input into the future development of the pool.

Being a Trustee involves a much greater time commitment than I had anticipated a year ago but it is worthwhile when you realise that you are all working together to ensure the long-term survival of this wonderful local asset. ●

# HPT initiatives

Insights into our long term strategy and how we are going to achieve it

## Hampton Pool looks to a sustainable future

by Kathryn MacDermott, Company Secretary and Trustee

**Part of our responsibility of securing the future of the pool is ensuring that we are as 'green' as possible; not only because it's good for the environment, but also the increasing cost of keeping the pool open due to soaring energy prices.**

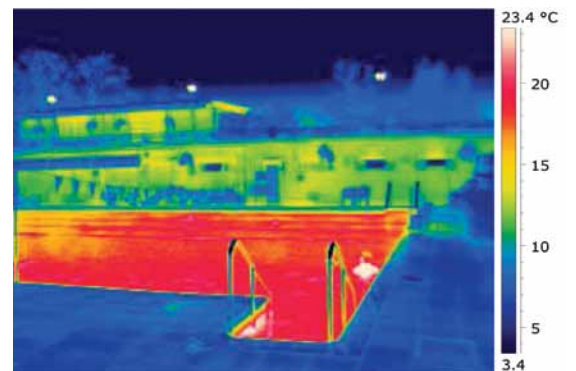
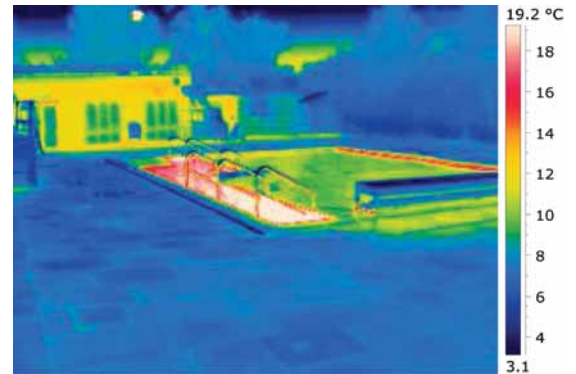
**W**ith this in mind, HPT has set up a committee to look at sustainability and its first task is to analyse energy consumption and to develop and implement an energy reduction strategy.

One of the biggest attractions of Hampton Pool is that you can swim here all year round in heated water. But heating such a large volume of water, especially during the cold months uses a lot of energy created by fossil fuels which produce greenhouse gases. The first step for HPT is to measure our 'carbon footprint' to understand what we are using and where. Once we have established our 'baseline' we will develop and implement a 'reduction plan'.

A carbon footprint has historically been defined as "the total sum of greenhouse gas emissions caused by an organization, event, product or person." The concept name of the carbon footprint originates from ecological footprint. Hampton Pool's carbon footprint can be measured by undertaking a greenhouse gas emissions assessment. Once the size of a carbon footprint is known, a strategy will be implemented to reduce it, e.g. by technological developments, better processes and project management. We have started to measure the amount of energy we use at the pool on a weekly basis to help establish what we are currently consuming. We are also going to analyse any maintenance and capital works to ensure they don't increase our operational carbon footprint (preferably reduce it) and are low carbon in themselves.

All of this is overseen by a new committee focused specifically on environmental sustainability. Members include Andrew Pratt, Daphne Wharton, Grahame Hadden and Kathryn MacDermott. If you'd like any further info please do not hesitate to contact any one of us.

And please look out for an update on the action plan we will be developing. ●



Thermal imaging shows how effective the pool covers are at not allowing warmth to escape. The learner on the top has its cover on and is showing an encouraging 10° while the open main pool registers 20°.

## Staff news

### Cross channel swim success – with a surprise twist at the end!

by Hannah Noble, Hampton Pool & YMCA LSW swimming teacher

**O**n Tuesday 26 July 2011, I succeeded in swimming the English Channel in a time of 18 hours and 24 minutes. It was an amazing experience, if not one of the most frustrating, with at one point only succeeding in swimming 750m in three hours! It was a beautiful day although it was incredibly choppy which meant tough swimming conditions.

With a combination of jelly babies, Mars bars, Milky Ways and energy drinks, it was an experience I will never forget. When I finally reached the French beach it was 11.45pm. I was absolutely shattered having left Dover at 5.15am that morning. However the drama didn't end there...

As we were just getting ready to go back towards England, the French coastguard boarded our boat thinking we were illegally trying to enter



the country and took us to Boulogne where we were held for three hours whilst they searched the boat for both illegal immigrants and contraband. Definitely a different way to end the swim!

I could not have done the swim without the fantastic support from my swimming lessons, staff and members of the public at the pool who allowed me to raise a fantastic £4,364 for charity. Thank you all very much! ●

## Ongoing issues

The warm weather in the early spring and autumn have helped to put Hampton Pool finances on a sustainable footing as have the increasingly popular Starfish swimming lessons which provide a source of all year round revenue. However, our grant from Richmond Council is under threat as councils move from a grant to a commissioning model of financing sporting facilities.

This year Hampton Pool has had to struggle with two time-consuming and potentially costly legal issues: A dispute with Thames Water; and the enforcement notice issued by LBRuT to remove the very useful blue storage containers. Positive outcomes are being worked on. ●



### New arrival!

Congratulations to Alex Wallace and Chloë on the arrival of their son Teddy, a brother for Lilly.

# Poolside Swim & BBQ Club news

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## A super end to the season

Barbara Perry, Poolside Swim and BBQ Club member

Now that the nights have drawn in and the leaves are falling it is difficult to remember that just a few weeks ago we were having our swim and barbecue evenings.



A party atmosphere on the last night of our Club season at the end of September

2011 was a good club season particularly as it started with such beautiful weather in April. We enjoyed our morning swims and evening swims and barbecues sometimes with boules games on the grass at these evening sessions. Let's hope the weatherman does the same for us next year.

As well as enjoying swimming in the pool club members also worked with pool staff to promote the pool as a whole, as well as the club, at local fetes in the Hampton, Twickenham and Teddington area in the spring and summer.

On the last night of our 2011 Swimming and Barbequing Club season at the end of September some 70 people – club members and their families and guests – came along on a lovely balmy evening to swim, barbeque and socialise. It was a great evening of which a highlight was a decorated cake made specially by member Octavia Raitt.

Whilst many of us swim over winter, we're already looking forward to the club season next year. For those of you who don't know about the club we

have exclusive use of the pool four sessions a week: 8.00am to 9.00am Saturday and Sunday, Tuesday evenings 7.00pm to 8.30pm and Sunday evenings 6.00pm to 9.00pm. Our season will start again in April 2012 through to September 2012 and current members will be contacted in early 2012 with full details of the new season. If you are not a club member but are interested in finding out more please contact [info@hamptonpool.co.uk](mailto:info@hamptonpool.co.uk). As well as paying a membership fee, club members provide safety cover for each other during our sessions and can do voluntary work to promote the pool and help with events.

The club welcomes everyone: Singles, couples, families, who all enjoy the pool and barbecue facilities, serious lane swimmers in the fast lane, leisure and elderly swimmers in the slower lanes, families everywhere whose children can enjoy the chutes and also the learner pool where parents can introduce their youngsters to the water for the first time in the friendly atmosphere of the club.

We plan to have a Quiz night over winter to raise funds for the pool – so keep your eyes peeled for details. ●

## Join the club!

Do you like the idea of sharing the pool with a sociable group of Hampton Pool enthusiasts? You can find information of how to become a member of this friendly little club on the pool website.

## Operations update

Hampton Pool is managed on behalf of Hampton Pool Trust by YMCA London South West. The ethos of this arrangement is 'Partnership working within a management agreement'

Angela Garrett,  
YMCA LSW Director of Operations

2011 has been a busy and successful year for the operations team with record numbers of attendance.

So far this year we have seen a foot fall of 154,772 which means that we are likely to see over 200,000 visitors by the end this financial year an increase of nearly 19,000. On one spectacularly sunny day in the autumn, 3,116 people came through the door to enjoy a swim at Hampton Pool. Whilst the Summer Solstice swim sessions were very popular with customers who like to swim at midnight!



Hampton Pool's activity programme aims to balance the needs of many different user groups whilst being aware that young people are the seed corn of the future. Starfish swimming lessons continue to attract young families to the pool and 10 local schools held their summer swimming galas here – providing an opportunity to showcase the delights of swimming in the open air at this valuable community asset. Hampton Pool continues to be popular with youth groups who bring their troops for an evening's outing which is very much enjoyed by all. Judging by the number of favourable comments received, TNT provided the wow factor this summer, while the Family Fun Day was a brilliant experience for all attendees despite the poor weather. The 13-15 year old's club in the gym is also proving to be a great success.

As managing agent, we continue to improve the fabric of the facility with an eye on increasing efficiency and our reducing carbon footprint. The air conditioning units in the gym have been upgraded with equipment which is approximately 100% more efficient. New external staircases are being installed and the under floor heating boiler has been replaced. A replacement water tank and a new water softener are also being put in as part of planned capital replacement and should reduce the damage caused by scale in the wet rooms.

This autumn, we conducted a survey to gauge customer's levels of satisfaction and to understand any changes that they would like to see at the Sun Deck Café at Hampton Pool. The mainly positive feedback will form the basis of improvements to the catering service we offer.

Quality assurance continues to be the prime concern of the operations team and cleaning and customer comments have been the subject of an ongoing review over the past year. The team has really worked hard to improve the customer experience with respect to the cleanliness of the facility and a revised cleaning process has been designed and commissioned. Customer comments and actions are now displayed on the notice board in the entrance foyer.

Looking forward to Christmas, remember that Hampton Pool is holding its popular Carol Swimming event this year on 10 December. The Sun Deck Café will be celebrating the Christmas season with festive mince pies during December and from 24 December through to 2 January there will be mulled wine and our very popular Christmas breakfast of scrambled egg and smoked salmon served with a glass of Bucks Fizz. ●

Write to Daphne Wharton, HPT Chair and editor of Poolside Chat by email [daphne.wharton@hamptonpooltrust.org.uk](mailto:daphne.wharton@hamptonpooltrust.org.uk) or by letter to Hampton Pool Trust, Hampton Pool, High Street, Hampton, Middlesex, TW12 2ST.