



hampton pool trust

# Poolside Chat

News from the charity securing the future of Hampton Pool

WINTER 2013

**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)



## Exciting developments for the building

by Daphne Wharton

**In 2011 the Board published its strategic vision for the pool which identified three themes: enhanced facilities and programmes; excellence in customer service and governance; and inspirational sustainability.**

Taking this into account and the views expressed by members, customers and the wider community through two public open forums and an online survey in 2013, the Board has decided on a plan that will incorporate all the benefits sought by customers, staff and members – improved gym, fitness studio, reception, café, staff facilities, changing facilities, car park and social access. These improvements are to be delivered through an envelope of development which would be located at the west end of the site to minimize reduction in the car park. It was agreed that every effort should be made to minimise the disruption of the pool's facilities and day to day running and that disruption would be minimised if a new build was undertaken first. The additional space created by a new build would facilitate the remodelling, repurposing and extension of the existing building with the minimum of disruption. The aim is to fund the development of the entire envelope or if this is not possible to identify discrete chunks that can be funded sequentially.

Inspirational sustainability is at the heart of HPT's vision for the future of Hampton Pool

and so renewable energy is a key element of the development plan. The board propose that geothermal with underground pipe or bore hole technologies should be considered as the main source of energy. Combined solar voltaic and solar thermal heating panels should also be considered and incorporated where appropriate. The Board is also committed to ensuring that any new car park surface should be environmentally sound and both wheelchair and bicycle friendly and that all new build materials should minimise embedded carbon.

The current plan is to start with the new build at the west end to create a larger gym and studio with additional locker space. This would provide space for socially inclusive gym equipment and generate higher revenues. The existing studio could become a multi-function space – spin cycle studio, meeting room, courses room, club room. The existing gym could be repurposed as a multi-functional space, children's activity area, change area, staff area.

The new build will join and extend past the existing main building to the proposed new northern building line. *Continued on page 3*

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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 2013 edition of Poolside Chat

## Meet the new Trustees

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**After an uncertain start to 2013, with a cold, wet spring and early summer, the sun finally got its hat on and came out for days and days and days. So what was beginning to look like a financially challenging year suddenly turned around into a positive financial forecast and a "summer to remember" at Hampton Pool for all ages in the community.**



I hope that you were able to enjoy what open air pools are all about – the summer holiday experience in a local setting. The Board appreciate that Hampton Pool staff worked incredibly hard for a very long period of consecutive peak capacity days, so a big thank you to all staff. Thanks also to staff for organising the spectacular Family Fun Day.

### Summer Picnic Concerts

The fine weather was also an added bonus to our fundraising concerts. Concert goers were provided with balmy, sunny evenings to complement and enhance the exceptional musical line up of *The Carpenters Story*, *Show of Hands*, *The Zombies*, *ABC*, *Midge Ure* and a double bill of *Nearly Dan* and the *Illegal Eagles*. Customers expressed their delight with the quality of the music and the unusual intimacy of the venue as well as the good weather. Unfortunately the weather broke on the last night but the sheer excitement of *Nearly Dan* and the *Illegal Eagles* lifted the spirits of the crowd above the weather. Thanks are due to Tim Lawes who masterminded the band selection and to Club who provided support for these valuable fund raising concerts in so many ways from helping with the roadshows to publicise the events to running the bar – a full-on experience – to stewarding at the events. Special thanks also need to go to Dot and Dave who handled the ticketing so brilliantly and all other volunteers. A real team effort. More on concerts opposite.

### Consultation

The Board was asked at the last HPT AGM to consider the problem of the rising popularity of Hampton Pool and its impact on various user groups. A survey of users was conducted over the summer period and the results have now been analysed. The general response by users was a recognition that it involved a fine balancing act for Hampton Pool to be a community asset. When asked "What activities do you think are appropriate to offer at Hampton Pool?" 98.7% (148) thought general swim was appropriate, 96.7% (145) thought swim lessons were appropriate and 76% (118) thought that lane hire was appropriate. From an analysis of

the additional comments there seems to be a clear steer towards customers being happy with the current mix of activities so long as it is well managed and changes communicated effectively in advance: 66% (37 of 56) said that they thought the current balance was good, 7% (4 of 56) commented on lane hire as being a problem, 3.5% (2 of 56) expressed concerns about swim lessons. As a result of the questionnaire responses the Board has formulated a more detailed policy for the management to consider when planning changes to the normal timetable.

The Hampton Pool Consultative Group continues to meet regularly and feedback your opinions to the management. If you are a general swim user of the pool or you or your children enjoy swim lessons at the pool or you are a gym user and you have the time to come to three meetings a year to help improve the quality of the service offered to Hampton Pool users, please contact [info@hamptonpooltrust.org.uk](mailto:info@hamptonpooltrust.org.uk).

### The management agreement

We are now in the sixth year of our management contract with the YMCA LSW and I am pleased to say that HPT is very happy with the continuity of management and improvements in the programme that the contract has delivered. We are also very appreciative of the investment in maintenance and updating of the infrastructure of the pool that the partnership approach has delivered. However, as a due diligence exercise, as recommended by the Charity Commission, we have been investigating alternative not for profit leisure companies, visiting flagship facilities Charlton Lido and High Wickham Lido. We have also met with the Trustees of YMCA LSW. The next stage in the process of renewing the contract in 2017 is to ask these organisations if they are interested in tendering for a 10 year management contract. In the meantime, we are asking them to comment on the viability of our building project plans.

### Award winners

Congratulations to Adam Acland and Hampton Pool swimmers from Teddington Masters who achieved a new British record for the 4 x 200m relay, an amazing sweep of medals - 8 gold, 4 silver, 9 bronze - and PB's at the GB Masters Short Course Championship in Sheffield this October. More on website.

Remember, Hampton Pool is open 365 days of the year. I hope to see you at the pool on Christmas Day to start your festivities in style and in January to swim/gym off those Christmas indulgences! Merry Christmas and a Happy New Year to all. ●

*Daphne Wharton*

Daphne Wharton, Hampton Pool Trust Chair

### Andy Cowper

I moved to Hampton in 2006, and along with my wife Briony, have been a regular (if not particularly fast) swimmer at Hampton Pool ever since. Our children, Joshua and Rosa, learned to swim here at the pool, and we are all very appreciative of the facility and its excellent staff.

I work as a journalist, writing about the management and politics of the NHS. My other hobbies include music, cooking and reading. If you see me around and have any comments about how the pool can continue to meet your needs, feel free to have a chat: I'll be happy to hear them.



### Joe Tarragano

I'm a triathlete living in Hampton, but rather than getting the training in and thrashing up and down the pool I am more likely to be found at the side watching my two small kids having lessons or on the grass listening to a concert. But I am delighted that we've

got this wonderful resource on our doorstep and am pleased my family's Christmas day tradition involves a swim (and that it's a tradition I avoided as a child when my local outdoor option would have been a chilly Hampstead ponds).

My professional experience is almost entirely with internet companies, from the big (eBay) to the small (my own business) in sales, product development and marketing, and I hope I can use this to help the pool with keeping itself afloat.



## Going green – or should that be an LED White Ch

by HPT Trustee, Grahame Hadden

We are always looking at ways to lower our energy consumption as part of our green strategy. For several years I have been looking at LED lights for the pool, floodlights and building but I have remained unimpressed with what has been on offer. Low light output, changing colour temperature, lack of consistency between batches and expense, have all been contributing factors for not using LEDs on a large scale. However, the LED technology is maturing and market is stabilising. Until recently, the availability of good underwater LED pool lights has been poor. There are quite a few products on the market, producing 'disco' like colour changing modules or small puddles of white light which may be okay in a small domestic pool but not so good for our 36m x 15m pool. Many look very bright, but actually have little light output, or throw.

## New arrival!

Congratulations to Henny and Alex Clapp on the birth of Ophelia on 29 October.



# SUMMER PICNIC CONCERTS

by Tim Lawes, Concert Committee Artists and Repertoire

*Another beautiful evening this year in good company, great weather and fantastic music from The Zombies*

## Joanne Coles

I was born in Nottingham but spent much of my childhood in South Africa where I developed a passion for outdoor swimming. I came back to the UK at the age of 11, living in Yorkshire until moving to Hampton in 1996. I soon discovered the open air pool where I and my family have been regular swimmers ever since.

Today I am a successful artist and my work is represented by a London gallery selling to private collectors and exhibiting around the world. I make time to swim at the pool as much as possible including Ruth Thomson's Master Class on a Wednesday evening.



## Michael White

I have lived in Hampton for six years having moved, with my wife Penny, from Kingston to the village in 2007. I learnt to swim at Hampton Pool and have been enamoured of the pool ever since.

I am an independent security and risk management consultant having spent 13 years working in the UK private security industry in roles as diverse as running the security at the London Stock Exchange and for Westfield shopping centres throughout the UK.

As Chairman of the UK's oldest security industry association I am often called on to speak nationally and internationally. I am a Freeman of the City of London, a qualified rugby referee and a lifelong Southampton football club supporter.



It's December, it's Hampton Pool Summer Picnic Concerts again. Actually, the team have been working on the concerts for July 2014 since September – yes we did take a bit of a holiday in August. We've been looking at everything, including: the staging, sound, lights and backstage; the bar and how it works; catering, toilets, everything.

The dates are set – **11 & 12, 18 & 19, 25 & 26 July 2014** – pencil them in your diary now!

Currently the focus is on booking the line-up. We try to ensure that we've seen every artist that we book to ensure, as best we can, that they will delight everyone who comes to see them.

We've substantially increased the team working on this, including music business professionals past and present. Everyone in the team goes to live music regularly and has been doing so for over ten years. Between us, we probably go to over 200 gigs a year, many focused on ensuring that you have a great line-up of concerts.

## And you help us select the artists, too...

As those of you who have taken part in our online survey into the concerts will know, we ask concert goers which bands they would like to see at future concerts, what they thought of this year's bands and, of all of those who have performed before, which they would like to see again.

All this gets fed into our analysis and discussions from which we produce our shortlist. Then we have to establish which artists are going to be available to perform and whether we can afford them. We make every attempt to go and see them and we spend hours viewing live footage on YouTube and elsewhere.

We can't publish any names or dates until we have signed contracts as things might change. But we can provide some hints



## Two evenings of top-class, double header tribute bands

We should have two evenings of top-class, double header tribute bands. Three of the four bands have already delighted audiences at the pool. The fourth is the world leader for their chosen band.

## A favourite from the past returns

We have worked hard to get the most popular and biggest band that has previously appeared to come back to the pool. We couldn't make it happen in 2012 or this year. Terms are agreed, so subject to contract, they will be on the list when we announce!

## A uniquely British evening

No, we haven't got Ray Davis of the Kinks. But we are at the final stages of negotiating for two top class, uniquely British bands who promise to provide us with a very jolly, happy, joyous party evening.

We are still working on the remaining two dates.

## Securing the future of the pool

An army of volunteers give their time freely and happily to help ensure that the concerts are the success that they are, showcasing our beautiful pool, providing six great evenings of entertainment and raising funds to secure the long term future of the pool.

## Do come in 2014 and have a great evening supporting a very good cause. ●

*Great pictures from the 2013 Summer Picnic Concerts can be found on our website [www.hamptonpool.co.uk](http://www.hamptonpool.co.uk)*

## Christmas?

Our current light supplier, Aqua Pharos, has been working on this challenge and has now produced a new LED light, using two printed circuit cards back to back, with nine Osram high power LEDs on each side. As with the current 100 watt halogen lights, the LEDs are mounted in a housing containing a high efficient reflector and a Fresnel lens to direct the light both forward and down. On our trials earlier in the year we found the light throw across the pool was equal to that of the existing halogen units and the pool was lit well close to the wall.

Of course these lights are more expensive than standard halogen units but will last for 75,000 hours, considerably longer than the current halogen lights, and will use 75% less electricity. HPT and YMCA LSW has agreed a phased replacement program, we will be replacing the lights in batches so we can reuse the existing light fixtures until we have no more left.

Wishing you a white & illuminated Christmas! ●

## Exciting building developments

*Continued from cover story*

The use of this space is subject to professional footfall and flow analysis. As such it could accommodate a new and larger reception and shop, larger offices and more badly needed storage space. The knock-on effect of this would be to free the existing reception area for redevelopment.

The third element of the building plan is to extend and refurbish the west end of the main building to extend towards the car park from current reception; to redesign and extend the café; to add a lift; to complete and repurpose the centre of the ground floor to provide revised, larger male and female changing rooms; more and improved toilet facilities; new, larger staff room; added spa facilities and storage.

The next stages in the process are to produce and approve revised drawings and to get budgetary costing. The Board will review and confirm direction and decide on funding options. This could mean agreeing a new management contract. The Board also need to renew the licence

with the Royal Parks and gain their approval and get planning permission from LBRuT. The aim is to select an architect by 1 April 2014 on basis of an outline concept of the full scheme. With the design and funding for Stage 1 in place we should like to be able to move towards commencing build in November 2014. But if this proves to be unrealistic the latest acceptable start date would be November 2015.

Whilst progress is being made on the building plans it is proposed to implement relatively low cost improvements to our catering facilities. At the east end by the learner pool the kiosk is to become a coffee shop with tables and chairs. Shelter is to be provided with big, robust umbrellas. The Sun Deck Café is to be enhanced by creating a covered seating area, maybe with a fairly substantial gazebo with removable walls. The Trust will explore using the existing blind at full extension but always with supports, as designed, or a new supporting frame to provide more cover. ●

# 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'

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## Rain or shine, we're open!

Angela Garrett, Chief Operations Officer YMCA LSW

Summer, Winter – our water's warm, whatever the weather. With a very successful summer period behind us the staff and management team are getting ready for the winter period and our Christmas festivities.



### Looking forward – Christmas activities

**Carol Swimming**, Sunday 22 December. Get in the festive spirit for a pre-Christmas swim. With mince pies, mulled wine, Santa's grotto, poolside carols and more.

**Christmas Day Swim**. Yes, you can swim on Christmas Day from 8.00am to 12.00 noon (festive costumes recommended) or for more serious lane swimming book a half hour swim between 6.15am to 7.45am.

**Midwinter Moonlight Swim** on 27 December. We will be hosting late-night and midnight dips to celebrate midwinter. Please remember to book, tickets available from reception.

### Looking back

**Staff updates** – Alex Wallace and Gary Curry resigned as duty managers during the summer period. We have successfully recruited Marcus Downey, our fitness instructor from our Surbiton and Hawker Centre gyms.

**Investors in People** – Once again we were awarded *Investors in People*. Please read this brief overview: "This focus on excellence of quality and service has clearly evolved over time and it is fair to say that whilst the culture and management styles may have developed with structural changes, the vision and values of the organisation remain the same as always. The values are totally focused upon the client's needs, whilst fully aligned with the on-going development of Hampton Pool."

### Continued investment in the pool

**CCTV** – We have increased CCTV cameras over the site including the car park. This will help the security of the centre.

**Pool Cleaner** – known as the Dolphin! We have purchased a second machine for the pool which has helped with the on-going cleaning of the bottom of the pool.

### Programmes

**Poolside Fitness** – The air-conditioned gym operates in a friendly, relaxed way and trained staff are in attendance at all times. Our fitness classes are small, enabling our instructors to give each user an excellent workout.

**Special gym offer** – Did you know that season ticket holders can now use the gym on a pay-as-you-go basis and avoid the one off £30 membership joining fee? Why not pay a visit?

### Fundraising at the YMCA LSW

One of our major fundraising events for the YMCA is *Sleep Easy*. It's designed to increase awareness of youth homelessness and to raise money to support YMCA LSW. Every night, YMCAs across the country provide rooms for 7,000 young people who have nowhere to sleep. We are tackling the issues leading to homelessness to try to prevent it happening in the first place. You don't get much sleep and it certainly isn't easy. But could you sleep rough so others don't have to? If so, *Sleep Easy* will be on Saturday 25 January 2014 from 7.00pm.

Find out more and sign up at [www.ymcalsw.org/sleepeasy2014](http://www.ymcalsw.org/sleepeasy2014) or call 020 83397308.

### Notice of major repairs and maintenance

Maintenance and repairs on the both pools that started in late November will commence in February. Fortunately this will cause little disruption to the delivery of service to our customers at Hampton Pool.

### Merry Christmas and Happy New Year

The management and staff would like to wish you all a Merry Christmas and a Happy New Year and thank you to all our members and users for your continuous support of Hampton Pool. ●



## Poolside Swim & BBQ Club news

Barbara Perry,  
Chair of the Poolside Swim and BBQ Club

Now that it's winter it's great to think back to our wonderful club sessions we had from April until the end of September. This year the weather was glorious and we enjoyed peaceful club swims Saturday and Sunday mornings before the crowds and then balmy swims and barbecues on Tuesday and Sunday evenings. These sessions are always wonderful and feel like "mini breaks" from day to day life and certainly help me to keep sane!

In return for the privilege of exclusive use of the pool our club does voluntary work for the pool on top of our club subscriptions. We promote the pool and concerts at local fetes e.g. Chestnut Sunday. We also promote the concerts to Kew concert goers. The club provides volunteer stewards and the crew for the bar at concerts. Running the bar is great fun and we hope we provide a good service to concert goers as well as increasing the concert profits for the benefit of the pool.



The sell-out ABC Summer Picnic Concert created a huge demand on the bar that happily we ably met!

Before the start of next season we hope to have a quiz night to which all are welcome. Details will be available on the website and the pool when the details are finalised.

For those who don't know about the Poolside Swim and BBQ club we have exclusive use of the swimming pool 8 to 9am Saturday and Sunday mornings as well as Sunday evenings from 6.15pm to 9pm and Tuesday evenings from 7pm to 8.30pm. Members can barbecue their own food at the evening sessions. Our season runs from early April until late September and we all do duties to life save on the poolside during club sessions as well as voluntary work to benefit the pool.

If you're interested on finding out more about the club ask at reception or ask for my contact 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 club on the pool website.

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.