



hampton pool trust

Poolside Chat

News from the charity securing the future of Hampton Pool

WINTER 2015

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



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 100 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 info@hamptonpooltrust.org.uk

Get in touch

We welcome your contributions and feedback. Please drop us a line at info@hamptonpooltrust.org.uk



Not perfect – but pretty good!

by Daphne Wharton, Deputy Chair of Hampton Pool Trust

Hampton Pool Trust received a generous thumbs up in a recent customer survey as it celebrated 30 years of growing success since saving the pool from closure in 1985.

99.9% of the people surveyed in a the poll said that they would recommend Hampton Pool to a friend with 22% stating that Hampton Pool was perfect! The vast majority were also hugely complementary about our management contractors YMCA LSW who manage the pool for all of us.

There were also suggestions about how to make Hampton Pool better especially in terms of the buildings, requests included

- changing village for families with children
- larger and better gym
- bigger café with more covered seating and shade for the summer
- improved changing areas
- overhaul of the building and car park.

That is exactly what Hampton Pool Trust has had on their agenda since the public consultations of 2013 which you can read more about in this edition of Poolside Chat.

Improving customer care was also mentioned in the survey and Simon Bailey and his team are working hard to improve your experience of the pool with key changes including:

- Removal of the large vending machine in reception to create a more open aspect and room for customers to relax.
- Two umbrellas have been positioned by the learner pool to create protection from the weather for parents and to encourage children to swim but we also provide adult only sessions on a Monday, Wednesday and Friday between 10-12am.
- Kiosk now selling hot drinks as well as ice creams and snacks

It is sometimes difficult catering to all our user groups. We have however made improvements this year so that regular lane swimmers are not inconvenienced by swim lessons by putting in an extra lane. We are proud to be a family pool and to encourage children to swim but we also provide adult only sessions on a Monday, Wednesday and Friday between 10-12am.

The 112 responses also made suggestions about how to make your visit to Hampton Pool more enjoyable in the future: more regular customer service training, employing an additional full time cleaner, improving the website, improving the pool surround, ensuring that the pool robot goes into the pool regularly to clean the bottom, new cardio equipment in the gym and improving the café menu. *Contd. on page 2*

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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 anyway, please get in touch with us at 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 2015 edition of Poolside Chat

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Returning from a weekend trip, visiting friends in Somerset, my wife Jeanette and I took a detour to the Portishead Open Air Pool. We found a thriving open air pool run by volunteers that was popular despite the strong wind off the cold Bristol Channel.

Just by chance we also met Angie Butler, a trustee of the Jubilee Pool in Penzance, and Janet Wilkinson, who has made it her mission to swim in every public open air swimming pool in the UK.

Why am I going on about other pools you are probably asking? Well, it reminds me how popular open air swimming pools have become, and how lucky we are to have Hampton Pool on our doorstep. In the six months or so since becoming the interim Chair of the Hampton Pool Trust Board, I've become even more aware that as well as being responsible for ensuring the future of the Pool, the Trust must also improve and develop the facilities so that it continues to be a valuable resource for our local community. That is why Hampton Pool Trust is working on a plan, with our management contractors YMCA London South West, to enhance the changing facilities, the gym and the much-loved Sun Deck Café. Additionally we want to make Hampton Pool more sustainable and green by using alternative forms of energy, and new technology to heat and clean the water. The plans are still evolving, but they are based on some of the feedback from you, the Pool's customers.

Dependence on fundraising

The scope of the improvements will, of course, depend on how much funding we can raise. Part of the fundraising efforts are the fantastic series of Summer Picnic Concerts. We had another successful season this year. The support we received from volunteers and the music-loving public was really inspiring – kudos to one customer who I understand attended every concert, and sampled every drink at the bar too. I really enjoyed the atmosphere at the concerts – it is a unique blend of the goodwill of all the volunteers, the good nature and enjoyment of the audience and the friendly professionalism of the Pool staff. Oh, and not forgetting the great acts chosen by the concert team, who are all volunteers and spend most of the preceding 12 months organising the concerts.

Full bloom

Another Pool tradition that I really enjoy, is the beautiful floral displays that are the hard work of a dedicated band from the Poolside Swim and BBQ Club. We have gained several awards from Richmond in Bloom – see Betsy's article on gardening on the back page.

Special calendar on sale now

Last but not least – have you seen the new Hampton Pool Calendar for 2016? It has been produced by another group of enthusiasts who are raising money for a lift to the Sun Deck Café. Please support this worthy cause and buy a calendar for your friends and relatives.

The calendar, the Picnic Concerts and the hanging baskets show how people get enjoyment from these open air community pools, not just from swimming and leisure, but also by having fun volunteering, giving back and getting involved. So next time you are enjoying the Pool, think about all the benefits it brings to our community. If you are travelling around the UK, why not take your own little detour and sample the delights of one of the other great open air pools around London and the UK. All of these precious facilities hold rewards for those who swim in them or who are involved in saving and running them. Enjoy! ●

Mark James, Hampton Pool Trust Interim Chair

Four of the Calendar team I to: Chris Pickard, Christine Berry, William Redfern and Carrie Lees. Photograph by Gareth Harmer (C/O RTT)



We have three new trustees who have joined Hampton Pool Trust

Fergal Cawley

In Fergal's younger years he was a competitive swimmer. Moving to the area in 2010 allowed him to rediscover the joy of outdoor swimming at Hampton. His wife swims at the pool and his two eldest children have learned to swim here and he is hoping his youngest will follow this tradition. Fergal's work experience is finance based and after seeing a request for new members he put himself forward for the Board to offer his professional experience and many years of involvement with pools/sportclubs.

Kate Thomson

Kate joined the Board in July. With 20 years experience in marketing she is a member of the Marketing Committee and has also taken over as editor of Poolside Chat. Kate has lived in Twickenham for seven years and Hampton Pool has become a much loved family destination. Kate grew up in Cheltenham where there is a huge lido (although not heated or open all year round!) and feels there is something so special and worth preserving in public, open air pools across the UK.



Richard Jackson

Richard Jackson joined the Board a year ago and as a founder member of the City of London Thameside Water Polo Club Association he brings great insights into the use of the pool. He is also involved in the Stock Exchange Swimming Club and organises over 20 events at the Tooting Lido each year so we are lucky to have such useful skill and experience.

Jean Hughes

Jean has just been appointed to the Board, having been slightly obsessed with open air swimming since her school days in Windermere when swimming lessons took place in the lake. Jean is a solicitor; she and her family have lived in Twickenham for fourteen years and they love the pool. Her daughter Alice learned to swim there and most of the extended family have been treated to the delights of the balmy waters followed by Dabbie's cooking. Jean is deeply committed to the future of the pool and is looking forward to contributing where she can. ●



Not perfect – but pretty good Continued from front cover

Some suggestions are difficult to action because of the need to keep a balance in all our activities for example

- the pool temperature 28°C is the optimum temperature for all the activities going on in the water
- spin dryers in the changing rooms have been looked into previously, however we are working very close to our power limit and do not want to overload the system however this will be addressed in the new development.

Your feedback from the customer survey has been really helpful in informing HPT and staff about what we are doing right and what we need to do

to respond to the problems and issues that have been raised. An exciting new initiative to facilitate your feedback is now up and running on the first page of the Hampton Pool website. In the middle of the page you will see a blue button which says compliments, complaints or comments.

Whether online (via the blue button on the pool's website) or on paper forms (available at reception), please keep telling us what you think about Hampton Pool and the experiences that you have when using the pool. Your comments are invaluable in helping us to maintain the allure of this wonderful community facility. ●

Hampton Pool, the home of Thames Turbo Triathlon Club

Miles Irving, Thames Turbo

It was 1985, the year that Mikhail Gorbachev came to power, Live Aid took place and Boris Becker first won, but also the inauspicious start of Thames Turbo Triathlon Club and their association with Hampton Pool. Started by four friends in late 1985 who loved swimming. The club has gone from strength to strength. Taking the name from one of the members who drove a Porsche Turbo to training, the club is now not only one of the oldest but probably the biggest Triathlon Club in the country.

1991 National Club Relay Championship Winners Howard Fulford, Peter Moysey (founder), Danny Ashley, Chris Sly



Today the club comprises around 400 members both junior and senior from all walks of life and all abilities. There are training sessions at Hampton Pool most days preparing members for every race distance and type of multisport. The club has an Adult race team (TT i-ride Race Team) and a junior development squad, which helps our junior athletes to achieve British Triathlon Academy status. Thames Turbo is a charity with a purpose to promote participation in triathlon through the provision of facilities for people to participate in swimming, cycling and running. Our Race Series is specifically aimed at helping new triathletes into the sport.



Over the years the club has attracted many talented athletes, who have gone on to achieve great things in the world of sport, including

- Tim Don, who came up through the junior ranks and went on to finish 10th in Sydney 2000, and was crowned World Champion in 2006.
- Richard Stannard a former lifeguard at the pool, became Aquathlon world champion three times and is still very active in the sport.
- Spencer Smith, who after winning the Junior World title, went on to win two senior world titles and two European titles.
- Stuart Hayes rose to number three in the Triathlon World rankings and represented team GB in the London Olympics, performing the role of domestique for the Brownlee brothers and still competes today.

Each Easter, Spring and Summer Bank Holidays see Hampton Pool turned into a perfect place for Triathlon, as the club runs the highly successful Triathlon Race Series using Hampton Pool as it's HQ. The Race series attracts around 400 competitors and is ideal for novices because of the staggered start pool swim, it's a friendly and relaxed atmosphere. So why not give triathlon and Thames Turbo a tri! ●



raceseries.thamesturbo.com

Update on Hampton Pool redevelopment

Grahame Hadden, Technical director and building team

Previous proposals for the redevelopment of Hampton Pool have retained existing facilities simply adding on to the existing buildings. The problem has been that this limits available space and restricts development due to the current footprint.

In the planned redevelopment however we have investigated a 'clean slate' approach, working with the architect and mechanical & electrical engineers to determine how to best serve Hampton Pool for the long term future.

The feasibility study that has been completed shows that the existing main pool plant equipment, are from 1940 and 1960, with some of the pumps rescued from Twickenham baths in 1984 after it too had been closed. While this equipment is old and robust it is not very efficient in terms of power or water usage for example:

- The filters require "backwashing" every few days – more frequently in summer months – and all the water used goes to waste.
- New developments in both pump and filter technology could vastly reduce our water and power consumption whilst improving water quality.

By locating this new equipment to a new building at the end of the carpark along with new high efficiency water heaters, it would enable the complete west end of the site to become available for a new larger gym and studios and changing rooms. New heaters would include a Combined Heat and Power (CHP) unit, are well suited to Hampton Pool as it will provide some of the pool heating requirements and a majority of the electrical load for the site. The new plant room could be built and made ready for use with little disruption to current operations.

It is proposed that the new building would be eco friendly and sustainable, with low heating requirements and natural ventilation where possible. Roof mounted, Photo Voltaic Cells (PVs) will generate additional electricity for pool use, excess power will be exported back to the National Grid. We have also looked at Solar Thermal panels for pool heating and heating shower water.

Exciting times ahead! ●

Summer Picnic Concerts ALL Sell Out!

Tim Lawes, Series Producer and Director of Hampton Pool Trust



Sell out opening night with ELO Experience & T-Rexstasy

The annual Summer Picnic Concerts Series is Hampton Pool Trust's principle fundraising activity, which only happens because of the hard work, dedication and commitment of an army of volunteers and the Pool management and staff.

Work on the 2016 Concerts season is already well under way. I'm writing this in early November. We had the first main team meeting in early September, when we reviewed our sell out 2015 season, our most successful yet, and all the lessons learned.

Our mission is to develop a programme for 2016 that sells out again and then delights you all at every Concert you attend.

We talk with people, produce long lists and work through them to get to shorter lists. We talk with and meet with agents. We read reviews and listen to live sets on YouTube and, of course, we go to see bands, potential headline bands, potential support bands and potential tribute bands.

Already, we've seen bands that we'd really like to present to you and bands that we thought you would love but have left us disappointed. We've had offers out on some bands since September, but we've yet to get a firm yes from anyone.

We'd like to get the programme confirmed before Christmas, but know that we won't. We're working hard to get the programme confirmed by the end of January. We know that it will probably take us until the end of February!

As soon as we have programme finalised, we'll let you know. We hope that we can devise a programme that you are as enthusiastic for as you were for this year's series. And, most importantly, we are working hard to delight you on each and every night at least as much as we did this year. We're all looking forward to the 2016 Series, We hope to see you there. Do come, have fun and help to support the Pool. ●



We-e-e-e-e-ell – Lulu thrills a packed house

If you haven't done already, register for advance warning of our Summer Picnic Concerts at

www.hamptonpool.co.uk/register.php

Blooming marvellous

Betsy Edwards, Poolside Swim and BBQ Club gardeners



The Poolside Swim & Barbecue Club swim four times per week over spring and summer at Hampton Pool.

As well as volunteering with the bar, stewarding and undertaking other tasks relating to the concerts and general fund raising activities for the pool, a group of club members also work hard to produce the gardens and hanging baskets at the pool, even entering the annual Richmond in Bloom competition. The pool was awarded a Silver Gilt this year, but we hope to get the elusive Gold next year.

There is a close team with Club volunteers who garden whenever they can, as well as Simon the YMCA Pool Manager who provides pool funds for plants and the pool staff who help with the gardens when they can.

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.

The judges for the annual competition advise each year on what we should do to improve the site and each year we try and build on our success, for example:

- The stump has been removed by the main gate and this area is now in the process of being made into a butterfly garden and the Royal Parks Gardeners cut back the foliage and trimmed the trees in the car park.
- This year we have window boxes and new pots at the main entrance to the pool. The labels have been left in place so that people can find out the name of the plants.
- We also planted a large tomato plant and runner beans for the nursery class children who come to the pool to enjoy. They took the produce to talk about in 'Show and Tell' sessions back at their nurseries.

Many customers have commented very favourably on the plants. One said the plants made her feel very happy when she comes for her daily swim and one **Richmond in Bloom** judge said 'The water is healing and so are the plants!'

With these comments in mind we decided to plant a Winter Garden this year for the first time and eighteen people, mainly from the Swim and BBQ club, sponsored a hanging basket, others donated Spring bulbs and pansies. So a big thank you to all who made this Winter Garden possible.

In spring the bulbs will flower to welcome people to Hampton Pool. ●

YMCA

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'

Lifeguarding at Hampton Pool

Angela Garrett,
YMCA LSW Chief Operations Officer

Lifeguards have a critical role at Hampton Pool, supervising the safety and rescue of swimmers. All our lifeguards are strong swimmers and trained in first aid, certified in water rescue.

Did you know?

Lifeguarding as a profession has existed for over 200 years. Jack Nicholson, Clint Eastwood and Ronald Reagan were all lifeguards. It is reported that Ronald Reagan saved 77 lives over seven summers!!

Meet two of our talented lifeguards...

Some of you may be wondering why you can't come to the pool without seeing **Caolan Humphries**. Having been a member of the lifeguard and swim school team for several years he is now working at the pool as often as he can be to fund a trip of a lifetime to New Zealand early next year. Caolan is keen to take the opportunity to travel around the world before he starts university in September.

Caolan says "Being at the pool full time come rain or shine means I have met many members and have a much better appreciation of community of the pool. It is such a great place and the joy of swimming outside even in the winter is so special".

"I'm always here so please feel free to come and say hello!"



Having recently graduated from the University of York **Louisa Feary** is a full time lifeguard and receptionist at Hampton Pool. Working at Hampton Pool is Louisa's dream job as she is a keen sportswoman and has played sport or danced for as long as she can remember. Recently Louisa competed Nationally at cheerleading and uses the gym and swims to stay fit in her spare time. "I work most mornings at the pool and love the sense of community amongst the swimmers. I have so much respect for those brave enough to get up really early when it is really cold". ●

Teddington Swimming Club Masters hit gold

Steve Folsom, Teddington Masters – who train at Hampton Pool

Whilst many of us were watching the Rugby World cup on the sofa, 19 swimmers from Teddington Masters were amongst the 1,100 Masters swimmers competing at the British Masters Nationals in Sheffield. The team had some great swims, including setting a new British record for the mixed 4x100 medley relay.

Teddington Masters won a total of 29 medals across the three day competition which saw the very best of Masters swimmers from across Great Britain competing for honours.

Established in 1978 the Masters group of Teddington Swimming club has over 150 members, aged from 18 to over 70 years. The club has a great team spirit and supports all levels of swimming, including open water swimmers and triathletes. For those wanting to develop their stroke and swim to keep fit, for example, there are 'Developing Masters' sessions three times a week and all sessions are coached by experienced and ASA qualified coaches. Whilst there is no pressure to compete, all members are encouraged to participate in at least one of the competitions that take place locally and around the country. Earlier in the year the club organised a time trial gala giving many members the chance to experience the thrill of a competitive environment and help them prepare for their first competition.

Club members compete at most local open events and sometimes further afield with a number also competing internationally at European and World Masters championships. In 2016, many club members will be preparing themselves for the upcoming European Masters Championships which will be held at the London Aquatic Centre in May 2016. An increasing



Huge congratulations to the Teddington Masters team of Hannah Loughlin, Leon Smith, Steve Folsom and Susan Oltner who swam for gold.

number of members also participate in many competitive open water events including sea swims such as the 2.25km **Bournemouth Pier to Pier** swim; lake and river swims including several Thames swims; the 14km **Henley Bridge to Bridge**; the 2.1km **Henley Classic** and the local 3.6km **Hampton Court to Kingston Bridge**.

Most members swim between once and four times a week which means in a year the Teddington Masters members swim a staggering 10,000 times a year. Hampton Pool is proud to support such a great, successful club.

With several social events through the year the club has a huge buzz and is a very welcoming environment, so if you are interested in joining the Masters group of Teddington Swimming club, you can find out more information via their website at www.teddingtonsc.org/index.php?page=masters. You can contact the club via email at masters@teddingtonsc.co.uk ●

Write to **Kate Thomson**, HPT Trustee and editor of Poolside Chat by email kate.thomson@hamptonpooltrust.org.uk or by letter to Hampton Pool Trust, Hampton Pool, High Street, Hampton, Middlesex, TW12 2ST.