

hampton pool trust

Poolside Chat

News from the charity securing the future of Hampton Pool

SUMMER 2012

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 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

Get in touch

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



Come and enjoy the

Family Fun Day on Sunday 15 July

Featuring activities from 11.00am including Falconry, the Polar giant inflatable and much much more.

Normal admission prices apply and all the entertainment is free.

Improving the customer experience, the HPT Way

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

Hampton Pool Trust works hard with its managing agent the YMCA LSW to make sure that Hampton Pool is a welcoming environment for all users and that a high quality service is provided.

Each month nominated members of the Trust walk around the site and complete an inspection monitoring report on cleanliness and minor repairs. Customer feedback comments together with the results of any customer survey that has been completed are analysed.

Comments from the Hampton Pool Quarterly Consultative Group are reported. This feedback is discussed with the management team and improvements put into place. Health and Safety is monitored through a computer system called

Tetra which provides an e-map of Health and Safety compliance and flags up outstanding tasks.

As part of its strategy to continuously improve the quality of the customer experience, Hampton Pool Trust also aims to achieve Quest, the UK Quality Scheme for Sports and Leisure, for Hampton Pool by 2013. HPT and the YMCA LSW management team greatly value your comments about your experience of the facilities; please keep telling us about them. Customer comment forms are available at reception. ●

Contents:

Letter from the HPT Chair page 2

HPT initiatives page 3

Summer Picnic Concert news page 3

Poolside Swim & BBQ Club news page 4

Operations update page 4

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

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

Turin Brakes / Brit Floyd / Bellowhead / Kid Creole & The Coconuts / Paul Carrack / The Illegal Eagle & Rumours of Fleetwood Mac

SUMMER PICNIC CONCERTS

Buy your tickets now online at www.hamptonpool.co.uk before they're all gone!

HPT Chair's letter

Welcome to our summer 2012 edition of Poolside Chat

SUMMER PICNIC CONCERTS

Buy your tickets now online at www.hamptonpool.co.uk before they're all gone! Tickets also available from reception.

hampton pool trust

Christmas seems a long time ago but what a day it was at Hampton Pool with a record 1,659 swimmers enjoying a seasonal dip before going home to tuck into their Christmas feast. As usual the pool was full of swimmers wearing a variety of head gear from the red and white of a Santa hat, to elf ears, blue men (and women?), Christmas trees and snowflakes.

Santa did his rounds with a large bag of goodies making sure that all the children received a present. Thanks to all the staff for making Christmas a special occasion at the pool. And thanks also for the wonderful Christmas Carol Swimming Concert at which 400 people enjoyed carols sung by Hampton Hill Junior School and the Hampton Hill Singers and the challenge of the giant inflatable. A great way to start the festivities. It's good to note that Hampton Pool is not just for Christmas and that for the year ending 2011 the footfall was over 220,000 compared to the previous year's figure of 181,197.



Looking forward, the Trust has put together an exciting line up of bands for this year's Summer Picnic Concerts and I hope that you will support this important fundraiser for the pool, more about this on the next page.

“ If you love the pool; want to be part of a thriving and dynamic public facility; have skills in accountancy, the law, events management or fundraising; please contact the Trust. ”

This year the Hampton Pool Road Show is participating in the following local fairs, with the help of volunteers from Poolside Swim and BBQ Club, Chestnut Sunday, Hampton Fun Day, Twickenham Green Fair, Hampton Carnival, Teddington Fair, and Hampton Hill Summer Festival. This provides an opportunity to promote the pool and its fitness activities, the Poolside Swim and BBQ Club and the Summer Picnic Concerts and to get to know the views of the community. The Hampton Pool Trust website has been live for five months and is attracting an

increasing number of visitors. If you would like to know more about the work of the Trust then visit www.hamptonpooltrust.org.uk.

Just as the board thought it had put together a strong team of trustees to achieve the HPT strategic vision we had to say good bye to Mark James and James Agar, the bedrock of our finance team. Both will be greatly missed and we wish them well. Alistair Brightwell a former lifeguard and duty manager of Hampton Pool has joined the Trust and is making a positive contribution to the marketing and strategy teams. You can read more about Alistair in his own words on the right. The Trust is still seeking new members.



If you love the pool; want to be part of a thriving and dynamic public facility; have skills in accountancy, the law, events management or fundraising; and are able to attend meetings on a Thursday night please contact the Trust.

The Trust is moving forward on its strategic plan to identify a building project by spring of 2013 to make good use of the donation from the Dowler family, more about this on page 3. The Trust is in the process of setting up BT My Donate to facilitate donations to this project and a legacy leaflet is being designed which will soon be available online and in reception. If you would like to make a contribution you might like to consider entering the sponsored swim in September – please see the summer timetable or www.hamptonpool.co.uk for more details.

Enjoy your summer swimming at the pool and the Hampton Pool Summer Picnic Concerts. ●

Daphne Wharton

Daphne Wharton, Hampton Pool Trust Chair



Meet the Trustees

Alistair Brightwell, Trustee

I grew up in Hampton and remember childhood trips to Hampton Pool, but despite being a good swimmer and living just down the road, I didn't get to know the pool until university. Hampton Pool provided the perfect holiday job and over four summers as a Lifeguard and Duty Manager, I saw it was not just a source of income, but also a remarkable one-off; a pool run for the community, by the community.

However, it wasn't until I attended a BBQ celebrating the 25th anniversary of saving the pool, and met many of the original volunteers (saviours), that I understood how important their support was. At the time, I was helping the members of Chinatown to organise the free Chinese New Year celebrations in central London. Having first-hand experience of marrying the needs of the local community with those of local authorities, I could better appreciate the achievements of those who helped keep the Pool afloat and with this in mind became a member of the company.

Since leaving my role in Chinatown and moving into a less community-focused job, I have missed the challenge and reward of such work. Through wanting to support the local asset that I attend personally, for Water Polo on Sundays and as a member of Teddington Swimming Club Masters, I started to talk to the Trust about becoming a Trustee.

I am delighted to have been accepted and hope that given my background and experiences as both a customer and a former employee I can bring a fresh perspective to the role. As a Trustee of only a few months, I can already see what a great job has been and is being done by all and have already gotten stuck in helping to organise the Summer Picnic Concerts and there are many other aspects I am eager to get involved with. ●



HPT initiatives

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

24 June
Happy 90th
Birthday Hampton Pool!

March imagineering session

by the HPT Strategy Committee

Building on the preparatory work of the strategy committee, HPT held an *Imagineering* session in March. Trustees were asked to put forward their ideas and pet projects about enhancing the facilities and a market place was set up to allow trustees to buy and sell their ideas to one and other.

The aim was to end the day with a small number of commonly agreed improvements to the facilities to progress to the next stage of project appraisal. Three ideas came to the fore.

One was to build a new space incorporating new building technologies at the deep end of the pool. This light and airy structure could be a larger gym, or fitness studio or café or a combination of two of the three. There would also be room for storage and solar panels to improve our carbon footprint and reduce energy costs. The wall currently at the deep end would be removed so that the new building would have stunning views of the pool. To visualise the idea think of the Pheasantry café in Bushy Park. The old gym, café and or fitness studio could be re-used for family changing, office space or a meeting room for clubs and training.

The second idea was to build out from reception to improve the first impressions of Hampton Pool, provide more office space, a small cafeteria and a lift to provide social access to the terrace.

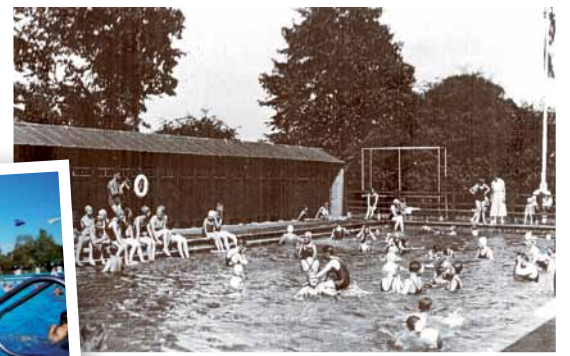
The third idea was to invest comprehensively in green technologies to lower HPT carbon footprint and energy costs with solar and or geo-thermal solutions. The strategy committee is currently identifying the financial and non-financial costs and benefits of each project and will make a recommendation to the board. The plan is to take the recommendation/s to the members of the Trust and the public this autumn. ●

In the 1850's Hampton was a popular destination for the trippers arriving from London for a day's boating and swimming. To make swimming safer, the local council planned to build an open air pool in Hampton which finally opened in 1922. Swimming has taken place at this popular community facility for 90 years; the only significant break being when Hampton Pool was closed in 1980 by the council and re-opened by Hampton Pool Trust in 1985 as a heated open air pool.

Over the last few years, the UK has experienced a renaissance of interest in outdoor swimming including triathlons and open/wild swimming. Hampton Pool has broadened the appeal of open air swimming for the local community through a variety of approaches: discounts for loyal customers; sensitively delivered adult swimming classes for those who cannot swim; Aqua-aerobics; a sauna for spa lovers; improving the overall swimming experience in terms of water quality, cleanliness, customer service and marketing. The future of Hampton Pool is also being assured by providing a comprehensive range of water based activities for children: swim lessons, water safety, water sports and recreational sessions such as the popular summer dynamite children's activity club, TNT.

The greatest gift of all— 200,000 people swimming at Hampton Pool in the last year proving how valued the pool is to our community. ●

If you would like to help Hampton Pool Trust continue to provide open air swimming for future generations in this unique facility why not enter the Sponsored Swim being held in the autumn? See reception for booking forms.



from 2012, back to the 1920s, Hampton Pool remains a vital facility for the community

Fundraising

Summer Picnic Concerts 2012 – a great team effort!

by Julie Sewell, Marketing Director and Trustee. Tickets are selling faster than ever, so book online soon!

The annual concerts are back – and in some style, with a line up to appeal to all musical tastes. We've got return appearances by **Kid Creole & The Coconuts** and **Paul Carrack**, supported by Vintage Trouble and The River respectively. Of our new original acts, **Bellowhead** are the holders of the BBC Folk Award winners for 'Best Live Band' and are regularly quoted as being the best act at the summer festivals. Masterful songsmiths **Turin Brakes** will be opening the season for us on 6 July.

Our two tribute nights bring the best to Hampton Pool, with the 'World's best Pink Floyd show', **Brit Floyd** giving a taste of their brand new 2012 show and providing as close an experience to the original as it's possible to get. The final evening of the season is going to be stupendous with not just one, but two, extraordinarily talented groups of musicians recreating the magic of the Eagles and Fleetwood Mac in the guise of the **Illegal Eagles** and **Rumours of Fleetwood Mac**.

The fundraising summer concerts at Hampton Pool began ten years ago. They were the brain child of former trustee, Paul Campbell. He built the concerts up from fairly small beginnings but with a consistent focus on artistic range and integrity.

Producing six concerts involves a tremendous amount of work. This year, a team of Trustees and members have been responsible for the work – which make us appreciate all the more what Paul has done for so many years. Tim Lawes has put his musical knowledge to good use to provide the final line up – and had input to many other aspects with the team who have learnt about booking staging, sound, lighting and the provision of portaloos amongst many other aspects of concert production. And, of course, we have had to market the concerts, moving beyond conventional forms of media into social media for the first time – thanks are due to all the team. The organisation and running of the bar is also due to the efforts of a band of volunteers led by

Kevin Rice and Barbara Perry – for provisioning and staffing respectively.

However, we have still had input from Paul on the acts selected and he will assume his conventional position as producer on the night.

As the coordinator of all this, I have had to surmount a steep learning curve (I didn't know what a "rider" for a band was when I began) but thanks to a huge team effort from the band of valiant volunteers, we hope to deliver an outstanding series of concerts this summer – but as you enjoy them, spare a thought for those whose hard work has gone into ensuring that everything runs smoothly on the night! ●

**a rider is the conditions that artists placed on the venue, including specified food and drink, number and variety of seating and mirrors – and, in one case (though fortunately not at Hampton pool) a pasta pit full of enthusiastic groupies!*

Buy your tickets online at www.hamptonpool.co.uk

Poolside Swim & BBQ Club news

hampton pool trust

Hello sunshine!

Barbara Perry, Poolside Swim and BBQ Club member

We started our 2012 season at the beginning of April and are pleased to see old friends and to welcome a number of new members – individual swimmers, couples and families.



One of our three regular new 'unofficial' club members on his daily promenade around the pool.

For those who don't know about the club, it runs from the beginning of April to the end of September and we have exclusive use of the pool early Saturday and Sunday mornings and Tuesday and Sunday evenings (we light the BBQ for evening sessions and people can bring and cook their own food if they want to). In honour of this year's Olympics we have a discount on club prices, so this year is a good time to join club. We're always pleased to have new members so pick up a brochure at reception or on-line.

As well as enjoying our swims and BBQs, club also do voluntary work for the pool. If you attend any of the local fairs over the summer period you'll see club members promoting the pool and summer picnic concerts. We'll also be staffing the bar during the concerts so hopefully we'll see many of you at the concerts. ●

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 pair of mallard ducks that have taken up residence at the pool have become 'unofficial' club members and are often to be seen walking around the pool during club sessions. The weather so far this season has been good for ducks but it hasn't been very good for club members. However, we're all hoping for a longer period of sunshine soon.

London 2012 – we can't wait!

by Grahame Hadden, Technical Director and Trustee

On a quiet morning in Beijing four years ago, I found myself in the Water Cube watching Rebecca Adlington win gold.

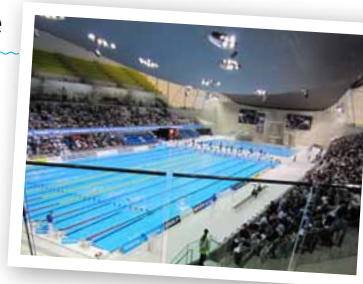
I saw the Union flag being raised to 'God Save The Queen', it was a tremendously emotional moment – I could not imagine how she felt. I hope we will see a repeat in London 2012.

Working on the Olympics has always been one of my career objectives: Beijing was my first, working for the US TV network NBC, Vancouver my second and now London. The atmosphere in both Beijing and Vancouver was electrifying, the towns were buzzing with excitement, a great time for the whole community. The Olympics are coming and what a great time it will be.

For the London Olympics I have been to the Olympic Park on numerous occasions over the last two years. I have 'surveyed' the Stadium, Aquatics Centre, Basketball arena, Velodrome, and all other venues outside the Olympic Park. I have watched test events of Swimming, Diving, Athletics, wheel chair Rugby and Boxing. The Aquatics Centre is a tremendous swimming venue, two 50 metre pools and a diving pool.

The TV coverage is quite complex with TV cameras placed underwater, motorised cameras on rails along the pool edge and overhead; and high speed cameras for super slow motion playback. Many cameras are moved back and forth between the swimming and diving sessions. I will be installing over 15km of camera cable, audio cable and fibre optics cable at the Aquatics centre to augment the main Host TV coverage and over 100kms of cable including all the other venues, all to be removed after the games.

Despite all this knowledge and visiting the Aquatics Centre around 10 times in the last two years, I am still waiting to get a swim in the pool. The water looks superb! ●



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

YMCA London South West is now in its 6th year of managing Hampton Pool. Last year at this time I reported on the fantastic weather we were experiencing in April and May, sadly this is not the case this year. However, whatever the weather Hampton Pool provides an opportunity to all to refresh and recharge.



Sun Deck Café

We have recently replaced the Sun Deck Café chairs and tables for everyone to enjoy al fresco dining and replaced the worn outside stairs to make access safer. If you are one of our customers that has never ventured up the stairs for early morning scrambled eggs and toast with freshly brewed coffee, or lunchtime sandwiches and baguettes and Dabbie's fabulous home-made soups, then you need to take a minute to check the café out. The stunning views and excellent food are not to be missed.

Healthy Lifestyle Tip – we've all heard that green tea is good for you but what exactly does this anti-oxidant rich drink do? Green tea has been shown to decrease the risk of cancer, aid in weight loss, boost your memory and improve your blood pressure levels. Try swapping your morning cuppa for a cup of green tea.

Health and Fitness studio

We are also pleased to announce the introduction of new gym challenges in the fitness studio, speak to Richard or Sam if you want to know more. You might also like to check out The Get Started Programme that is on offer, gym staff will make sure you get the most from your workout by setting goals.

YMCA London South West continues to work alongside Hampton Pool Trust, to meet the needs and values of users and members who are part of this exciting community pool.

Staff news

Congratulations to Adam Steven's (maintenance) engagement to Kelly Sutton and... congratulations to David Makriel for being promoted to Duty Manager. Well done to you all.

Thank you to everyone that makes this facility a great one for all users. ●

Tweet of the year

If anyone sees the sun, please return it to Hampton Pool, High Street, Hampton. All staff will be extremely grateful!

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