

# **Membership & Volunteering Report – 2025 Season**

## **Membership Application**

A massive thank you to all the members who have so generously donated money during the 2025 application process, it is very much appreciated but also forms much needed capital to keep the pool running and to improve its infrastructure, such as the new path to the compound and the safety rail into the pool itself.

We continued using the on-line system and for those members who were members in 2024, this meant renewing their membership was a much simpler process. It also made life much easier for us, as payment was taken immediately on signing up.

In 2025 we trialled a ballot application for 20 memberships. This proved to be incredibly popular for both local as well as remote members, receiving over 100 applicants. Due to its positive impact we will be holding another ballot during the 2026 application period.

This year, the split of family and individual memberships was 51% to 49%. (In 2024 this was 53% and 47%).

Whilst local memberships came in at 77% with remotes making up 23%. (Compared to 79% and 21% in 2024).

The 2026 application process will start on 1 January, when we, as per usual, open to all local members. This will then follow on 1 March with remote renewals. Full details will be found on the website.

## **Newsletters**

This season we have introduced our monthly newsletters, to communicate new developments at the pool, issues needing addressing and future events.

Feedback from members has been incredibly positive and we plan to continue it in 2026. In fact our recent membership questionnaire suggested that of everyone who replied to the survey, 100% are happy with the current level of communication and someone actually highlighted that they “like the regular emails throughout the season.”

## **Swimming Season**

The pool opened on Saturday 5 April 2025 with a social get together over a cup of coffee, tea and soft drinks. A lovely way to welcome all the members and something we will repeat in 2026.

During the 2025 season we reclassified the swimming seasons to: lane swimming, bookable swimming and free swimming. The timing of which can all be found on the website under swimming schedule. We are especially pleased that the early evening lane swimming, 6pm to 7pm, has now established itself as a very popular slot and is appreciated by many of our members.

The pool finally closed on Sunday 19 October, which meant the pool welcomed swimmers for 198 days this season.

## Booking System

The only notable changes to the booking system were to introduce the concept of Lane Swimming periods as a subdivision of Open Swimming, and to include a direct link in the booking confirmation email to enable the booking to be more easily cancelled.

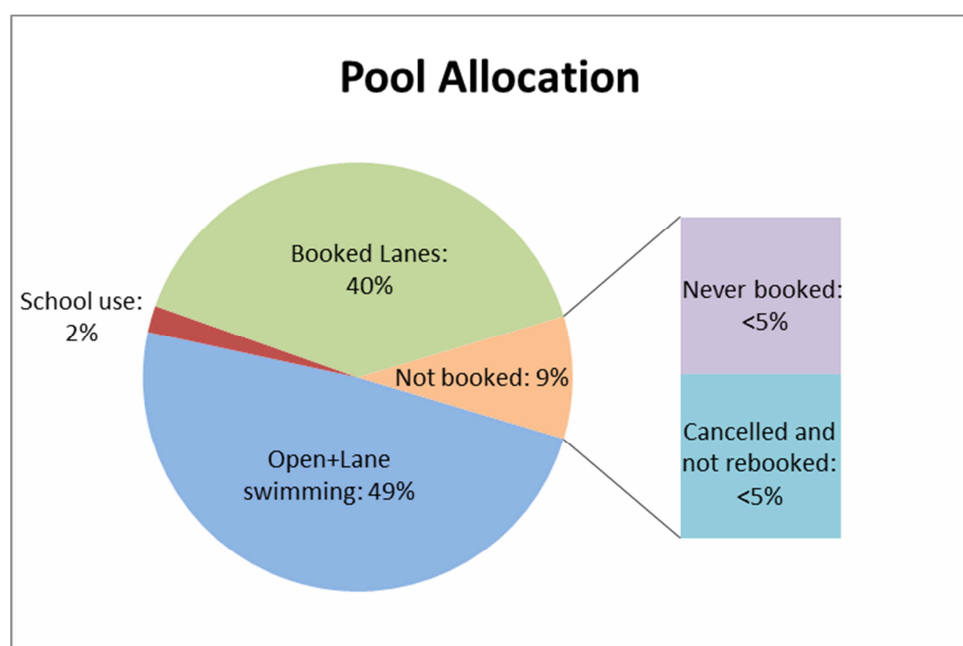
This year 532 member's cards were defined to the system, of these 127 were not used to make a booking, so presumably they were only used during open or lane swimming periods.

The booking system this year registered 8979 transactions this year – more than last year when there was a delayed start to the season. [2024: 7793; 2023: 8958]. Members cancelled 2166 bookings, some of which would have then been re-booked by others. The net result is that a total of 6813 effective bookings have been made this season [2024: 6019; 2023: 7152]. Of these, 341 were standby bookings – bookings which can only be made on the day if there are slots available [2024: 237].

The Availability page, which allows bookings across the next 3 days to be seen at a glance, continued to prove even more popular, being accessed well over 19,000 times. [2024: 11000; 2023: 5000]

A milestone was reached in late July when the booking system recorded its 50,000th booking since it was introduced back in August 2020.

This chart summarises how the pool is divided up between bookable lanes and open/lane swimming:

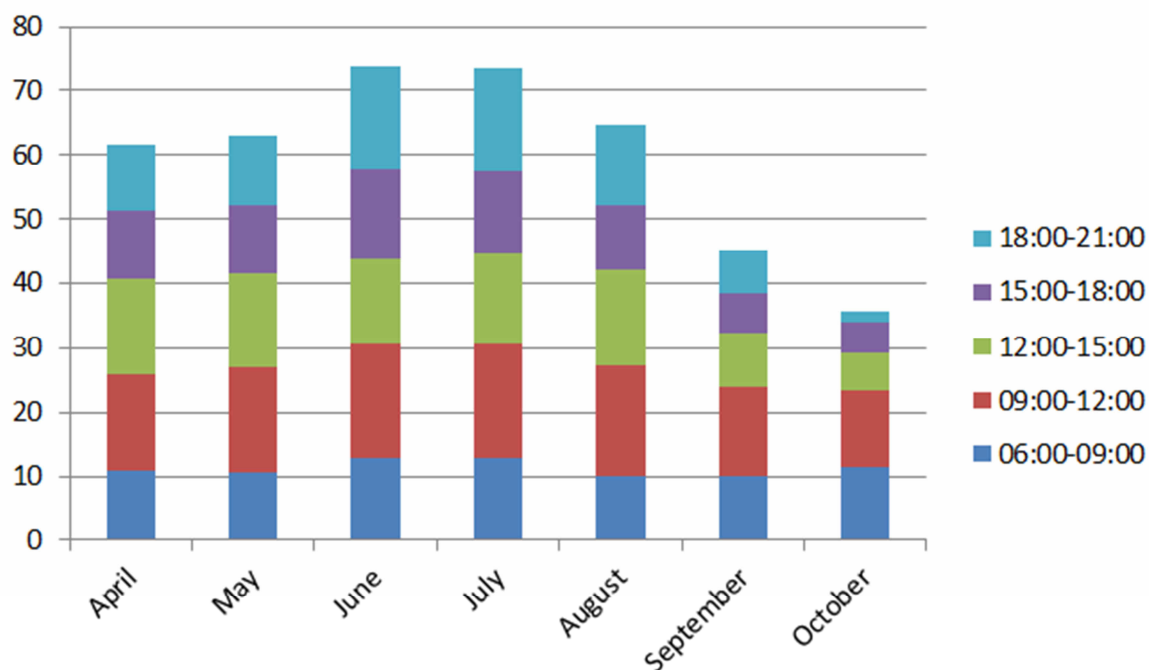


## Gate System

At the end of last year, the gate system was upgraded to enable it to be managed via a cloud-based application. This has made a significant improvement in the functionality of the system behind the scenes.

The new system also makes it easier to start to analyse the pool usage, for example, this chart shows the arrival times of members:

### Monthly Average Daily Gate Entrances



Note that as a card can allow a single member or a family in, this will not give a complete indication of the number of members using the pool. It is also important to take into account the reduced hours that the pool is open as the end of season approaches; and also that the pool is closed for the 12.30-15.00 times when the schools are using it.

We are also looking at the possibility of using the gate data to establish how much of an issue “no-shows” is for booked lanes.

The gate mechanism works on a magnet system so it is critical that everyone ensures that before they move away, they check that the gate has actually been closed. Unfortunately, there were too many occasions this season when the gate was left open and this obviously creates a security risk. As a committee we will ensure that the gate is set up in the optimum way to reduce the risk of the gate not shutting properly.

## Events

2025 saw the introduction of an Events Calendar which was published on the website at the beginning of the season. We also significantly increased the number of social events and even hosted our first ever toddler splash.

Thank you to all our members who have been supporting these events over the season. It has been a pleasure!

## **Volunteering**

The fact that well over 220 of our members volunteer to keep the pool operational shows how much of a community we are. It goes without saying that without everyone's willingness to give their time, we would not be able to enjoy the incredible facility that is the Shere Pool.

In our recent membership questionnaire this was further highlighted with comments such as : "... there must be an awful lot of hardworking volunteers behind the scenes. Thank you very much to everyone for their time and energy" and "Thought the pool area and changing rooms have been very clean this year - thank you to the volunteers" So lovely to hear that everyone's commitment does not go unnoticed!

Also a massive thank you to all the members who took part in our beginning of the season's 'Clean Up', it meant we were able to open the pool when we were hoping to. Next year we will once again ask you all to come forward and assist with getting the pool ready for the 2026 season – date to follow!

## **Volunteering – Pool Cleaning Rota**

Firstly, thank you so much to all the members who ticked the volunteering box during the application process. It is really appreciated and invaluable in maintaining the pool compound in the great condition that it is in.

This season 2,178 rinses of the cubicle mats were performed and 594 toilet cleans were undertaken. We wish we had the statistic for how many buckets of acorns were picked up...but trust us, there were many!!!!

This season we introduced a weekend and weekday rota, which has been positively received by all of our members, and has meant many more have been able to volunteer and share the load.

To make the duties easier this season we purchased a sweeper and a short hose.

Next season we propose to alter the duties slightly, which means volunteers will have three duties to choose from:

- Sweeping the pool compound – This includes all areas except the toilets and changing cubicles.
- Cleaning the changing cubicles – This includes sweeping and mopping the floors of the cubicles as well as cleaning the floor mats.
- Cleaning the toilets – This includes cleaning the toilets, basins and toilet floors, as well as checking the toilet roll and handwash supplies.

We understand from the most recent membership questionnaire that some members believe that the toilets should be tiled in order to improve the hygiene. However, tiles would make the floor very slippery given most members enter the toilet with wet feet,

so for safety reasons this would not be a feasible option. However, we will endeavour to explore other possibilities for floor coverings whilst the pool is closed.

### **Volunteering – Opening and Closing Team**

Maintaining the stable temperature in the pool that we all enjoyed this season is in part due to the dedicated work of the closing and opening team. They come along, come rain or shine, and ensure the pool is covered overnight but equally is open and ready for our early bird lane swimmers in the morning. Many thanks to you all!

### **Volunteering – Plant Room Team**

It takes around 20 members to ensure we can enjoy crystal clear warm water. So thank you very much for their unfailing hard work throughout the season. In fact a number of them continue outside of the season as well, to ensure the pool is safe over the winter.

A special thank you should also go to the team who regularly Hoover the pool as well as using the nets to fish out the larger debris. A very laborious task but boy does it make a difference.

### **Gardening Club**

What an incredible job Philippa Galloway, our lead on the Gardening Club, and her team have made to the overall appearance of the pool compound. We so appreciate all their very hard work!

*Bettina McLean on behalf of the Membership and Volunteering sub-committee.*