Membership & Volunteering Report – 2026 Season

Membership

As every year, we were blown away by the generosity of so many of our members. The additional money received via donations makes an enormous difference to our ability to deliver many of the much appreciated improvements to the club. These included this season: a warm shower, seating on the back wall of the compound where most of the shade can be found during the afternoon, and dedicated sockets for the electric urn. THANK YOU ALL!

The online membership system remains one of our greatest innovations and has made re-applying for a membership a much more streamlined process.

The popularity of the pool continues to grow and we were taken aback when we opened remote membership applications on 1 March at 12 o'clock to find that 6 hours later we had reached capacity.

The ballot which followed, for 20 memberships, was also inundated with applicants! Over 170 registered their interest.

We have taken all this on-board and have therefore made the decision that, although we will continue holding a ballot for 20 memberships in 2027, applications will be limited to local residents and existing remote members only.

For the exact details on how to apply for a 2027 membership please visit our website.

Whilst we had 77% local and 23% remote members in the 2025 season, this season saw 80% locals and 20% remote members. Family vs individual memberships are now at an even 50% split, whereas in the previous season we had slightly more families than individuals (51% vs 49%)

Newsletters & Membership Handbook

This season we continued to communicate with all of the membership though our monthly newsletters. These were a great way to highlight the events for the coming month as well as conveying other important messages.

The season also saw the introduction of our Membership Handbook. A useful tool for new members and a great reference for all exiting members. An electronic copy of the handbook can be found on our website and will be updated where necessary for 2027. If there is anything you think should be added please let us know.

Swimming Season

The 2026 season started on Good Friday with a party to welcome all new members and returning members.

The re-classification of the swimming sessions is now well established and the clearly defined lane swimming, free swimming and bookable swimming has meant many more members have been able to enjoy the pool on a daily basis.

The weather this season has been exceptional, with many members commenting on how much the pool was appreciated this year.

The season then came to an end with a closing party on Sunday 18 October.

Booking System

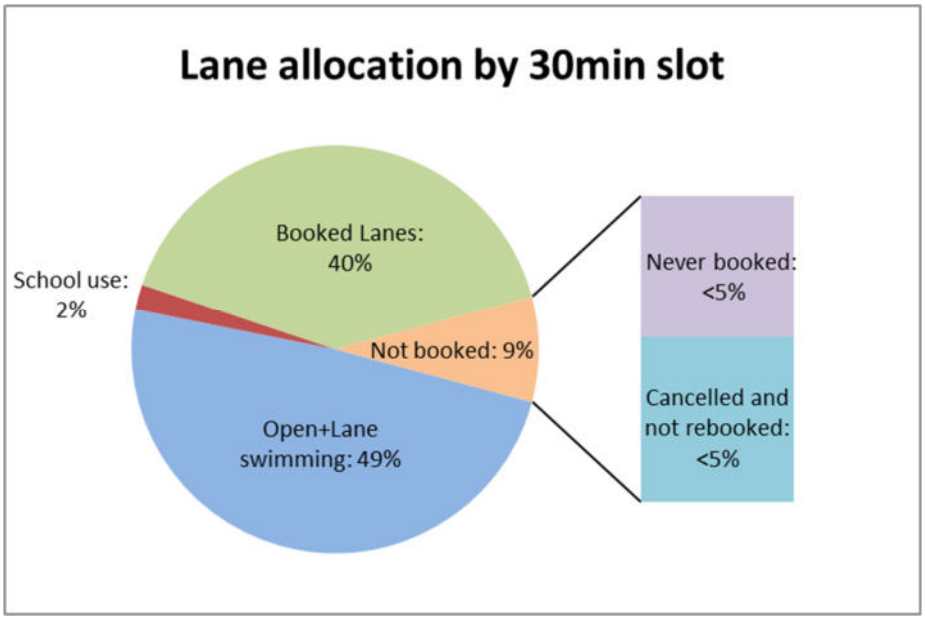
The main changes to the booking system were firstly to issue email reminders of bookings as an attempt to reduce unintentional "no shows" and secondly to augment the Pool Availability information page with a Later Availability page. This approach was used rather than extend the current Availability view both because this already fits conveniently on small screens, as well as for speed of implementation.

Of all the member's cards defined to the system, just under 100 were not used to make a booking, so would only have been used during open or lane swimming periods. The booking system this year registered 9496 bookings this year [2025: 8979; 2024: 7793]. Members cancelled 2529 bookings, many of which would have then been re-booked by others. The net result is that a total of 6967 effective bookings have been made this season [2025: 6813; 2024: 6019]. Of these, were 593 standby bookings – bookings which can only be made on the day if there are slots available [2025: 341; 2024: 237]. The Availability page, which shows what can be booked across the next 3 days to be seen at a glance, continued to prove popular, being accessed nearly 21,000 times [2025: 19,000; 2024: 11000]. The Later

Availability page which shows the next 3 days, and which was introduced in late May when the popularity of pool bookings jumped, was itself accessed nearly 2,500 times.

The ”Add to calendar” feature has been requested 1,614 times from the booking confirmation screen

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



Gate System

The gate system has caused a few problems this season, as any power cut immediately resulted in a number of random gate cards being deactivated. Luckily, due to the gate system now being cloud based, we were able to reactivate these cards very quickly.

Apologies to anyone who was affected by this. Steps have been taken to hopefully eliminate this problem going forward.

Events

The 2026 season was packed with social events. We had 6 coffee / tea swims, 4 Kids Splash, 2 Toddler Splash, 1 volunteering morning, 4 twilight swims, an opening party and a closing party.

And who can forget our incredible movie night!!! With the most spectacular raffle ever seen, thanks to the unbelievable generosity of the local businesses. We raised a staggering sum of money, well over £3,000.

Thank you so much to everyone who came to support any of these events. As always, great fun was had by all!

We were told that you love the monthly coffee/tea swims so much that two of our members, have very kindly come forward to organise the 'Out of Season' Coffee/Tea mornings. These will be held in the Amble Café in Gomshall. There will unfortunately be no swimming, but there will be a chance to meet up with your fellow swimmers and catch up on everyone's news.

New SSPC Logo and Merchandise

We launched our new SSPC logo this year. Jess Andrews, one of our members and a very talented graphic designer, was the brains behind it. This has completely transformed the look and feel of our entire website and we are incredible grateful to her for her amazing work.

The new logo has also enabled us to launch a new range of SSPC merchandise. Included are light and mid blue coloured swim caps as well as a kit bag. All feature our very stylish new logo which many of our members have already purchased throughout the season and which will be available next season.

Volunteering

A big THANK YOU to everyone who came to our pre-season clean up in March. You are all the reason why we were able to open the pool so promptly this season.

Volunteering – Pool Cleaning Rota

As every year, we are so appreciative of everyone who ticks that little box to say that they are happy to help with the daily cleaning of the pool facilities. That is, the sweeping of the compound, cleaning the cubicles and cleaning the toilets.

Last season we introduced a week and weekend rota for the duties. This meant many more members could get involved in helping just a few days to maintain the wonderful facilities we all share.

Next season we will go a little further in spreading the load, by introducing three rota sessions each week:

- Monday, Tuesday and Wednesday
- Thursday and Friday
- Saturday and Sunday

This means no member needs to help with the cleaning for more than three days during the season. Hopefully you will all agree that this is a very small ask in return for the enjoyment of our amazing facilities.

Volunteering – Opening and Closing Team

The pool cover has been instrumental in ensuring that the pool temperature does not plummet during the night. However, ensuring that the cover actually goes on and off the pool is due to a dedicated group of individuals. So, a BIG THANK YOU needs to go to our opening and closing team.

Volunteering – Plant Room Team

The plant room team consists of over 20 individuals who come rain or shine to attend the pool to maintain it in perfect condition for all of us to enjoy. We even have a number of individuals who continue looking after the pool during the winter when the season is closed.

A MASSIVE THANK YOU to you all!

Gardening Club

There can be no doubt that the pool compound has never looked as beautiful as it has this season! This is largely due to the incredibly hard work the Gardening Club has put in under the brilliant direction given by Philippa Galloway, the lead gardener. We are so immensely grateful to all of you!

Next season, Philippa will be stepping back from this role and we are looking forward to welcoming Sally Mant and Toren Hirshfield to take on the baton. Please reach out if you are interested in being part of the gardening club in the coming season.

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