

**MINUTES OF THE THIRTY FIFTH ANNUAL GENERAL MEETING OF THE SHERE SWIMMING POOL CLUB  
HELD ON MONDAY 13<sup>th</sup> NOVEMBER 2023 at 8 PM – AT THE TANYARD HALL, GOMSHALL**

9 TRUSTEES (T) and 21 MEMBERS SIGNED INTO THE MEETING: Jenny Kingcome (T), Jenny Taylor (T), David (T) and Scilla Roe, Steve Moggs (T), Christian Staunskjaer (T), Amanda Hall (T), Kath Webster (T), Carol Glasstone, Roger Troughton (T) Diann and Barry (T) Arnfield, Will Knowlton, Margaret Yale, Amanda Childerstone, Julie Dudley, Jane Waugh, Ian Miller, Carole Hartney, Marc and Nicola Anstey, Stephanie Gallo, Handa Bray, Andrew and Bettina McLean, Gillian Akroyd, , Claire Dobson, Sue Smith, Caroline Evans. Hilary Carvell; Shere Parish Council representative, Jonathan Cross and Nicola Walker were also present.

APOLOGIES FOR ABSENCE: Sue Darling, Karen Emerson, Sue Pears, Sarah Hutton, Clive Stevens (T), Betty Fitzpatrick (T) Rosemary Carr, David Pryor (T), Ian Allen, Ann Curries, Marian Harrison, Kate Steele

**1. The Chairman, David Roe welcomed us to the meeting and thanked all for coming.**

David explained that we have had a very successful season. We have finally installed our new water heating systems, finishing the major refurbishment work on the pool. We welcomed children from Shere and Clandon local schools to enjoy swimming at the pool for the first time in many years.

He outlined the agenda, including important appointments of a new Chair and a new Membership Secretary. The AGM has several functions. As well as reporting back to members, the Committee welcome any views and questions members may have throughout the meeting.

Shere Swimming Pool Club (SSPC) is a Charitable Incorporated Organisation (CIO), in which all members are voting members and are required by the Charity Commissioners to be advised of and to ratify and vote for various items, e.g., the Annual Accounts, Trustees Annual Report and any changes to Trustees or the SSPC Constitution. In accordance with the Charity Commission requirements all members, were emailed access to the Annual Accounts, which had been signed off by the Independent Examiner, and the Trustees' Annual Report, together with the 2023 AGM Agenda and 2022 AGM draft minutes, in advance of the AGM.

**2022 AGM Minutes.** The meeting agreed that these were a correct record and can be signed by the Chairman of the Trustees.

**2. ANNUAL COMMITTEE REPORTS:**

**Pool Operations**

**Steve Moggs for Clive Stevens**

The Pool Operations report is attached-written by Clive Stevens, Pool Operations Manager (POM) and presented by Steve Moggs one of the two Deputy POMs in Clive's absence (Barry Arnfield is also a deputy POM).

The pool has operated well during the season with no closures. There were issues with the thermostat (3 malfunctioned and were replaced), which resulted in pool temperatures below (and above) the 26-27C target. Members discussed that this is undesirable and the Chair emphasised that the pool temperature of 26C is a priority.

The Chair thanked Clive, Barry and Steve and the entire volunteer team who do a fantastic job to keep the pool operational. Without this team who open and close the pool, take water samples, adjust chemicals and maintain the plant room as well as fixing problems, such as leaks and blockages when they occur, we would not be able to enjoy swimming. We discussed enhancing the technical backup for this small team, which is currently being explored. David Roe explained that we need to balance this with respecting the maintenance agreement that we have with the current supplier (PPE).

Sue Smith suggested supplying disposable bags in the toilets for nappies and sanitary products to help prevent blockages- which had been a problem mid season, with two toilets out of use for several weeks. Marc Anstey suggested using a pictorial diagram to support this.

## **Health and Safety**

**Steve Moggs**

Steve took us through the Health and Safety report (attached)

There have been no accidents and no significant problems due to members behaviour during the year. There was one incident of an unsupervised child which resulted in a three week suspension for the family involved.

A new chemical dosing system was installed at the beginning of the season which has been an improvement on the previous system and generally worked well. Throughout the season we have carried out testing of the water twice a day. This would not have been possible but for our dedicated team of plant room volunteers. Without their contribution we could not have responsibly allowed the pool to remain open, and we would like to take this opportunity to thank every one of the team for their help throughout the season.

All independent water tests were satisfactory.

The National Pool Operators training was attended by Clive, Barry and Steve. Two have been recertified meaning that we have qualified people to run the pool and we are chasing up Barry's certificate which appears to have been lost in the system.

Rob Arrow had indicated that he would visit to repair the sump to the toilets. We are still awaiting the work to be done as soon as possible. Christian is the SSPC contact for this work.

David thanked Steve for all his work on health and safety and revision of risk management processes.

## **Booking System Operation and website**

**Roger Troughton**

Roger took us through the booking system report (attached).

The booking system was kept pretty much the same as for the last couple of years. It was agreed that Bank Holiday Mondays would be treated the same way as a Saturday or Sunday, with Open Swimming between 2pm and close. The other noticeable change was with the Shere and Clandon schools using the pool, when the period from 12.30- 15.00 was blocked out for use by members on Mondays and Tuesdays during the Summer and early Autumn terms

This year 507 cards were defined to the system; of these 98 were not used to make a booking, so presumably they were only used during open swimming periods, or not at all.

The booking system registered 8,958 transactions since we opened this year – more than last year due to the earlier start to the season. [2022: 7,514] Members cancelled 1806 bookings. [2022: 1,364] The net result is that a total of 7,152 effective bookings have been made this season. [2022: 6,150] Of these, 327 were standby bookings – bookings which can only be made on the day if there are slots available. Less popular times tend to correspond with inclement weather. However, if people have booked a slot they do tend to turn up and swim, whereas in some open sessions the pool can be empty at times.

The objective of the trustees is to get as many people swimming as possible and members observed that its "lovely and busy" which sometimes means it's a challenge to book a lane as often as some people would wish. This is not easily solvable. Sue Smith asked if a mechanism to share a lane on the system had been considered. Whilst the committee encourage people to share lanes with friends we haven't come up with a practical mechanism for doing this within the booking system for a number

of reasons. Stephanie Gallo asked whether there were issues with people failing to cancel. All members are able to report this to the membership secretary and suspensions have been issued this season when this has occurred. However, it's important to recognise that some people wish to swim for a portion of their booked slot. David Roe suggested that people who are not using their cards to swim should consider whether they need membership or could access the pool, on occasion, as guests, thereby freeing up memberships for others.

Members are able to bring guests to swim with them and this has been well used during the season increasing access to the facility. Members are responsible for paying for their guests on each occasion they swim (£2 –adult or £1- child). This season we have introduced new ways to pay for guests for members' convenience. In addition to putting guest tickets and cash in the box in the signing in room, people have also paid using their mobile phones to access the QR code, Paypal and by transfer into the SSPC bank account. This is much appreciated as income for guest use is an important revenue stream for the pool and we had reports early in the season that not all guests were paid for.

There was a discussion about maximum pool occupancy which is 50. It has not been reported as exceeded this season. On one occasion Jane Waugh counted 42 people. It was emphasised that as we don't have a lifeguard, members have the responsibility to sensibly monitor this.

There was also a discussion about membership cards. Some families would find it more convenient to have additional cards. It was confirmed that families are issued with only one card.

David thanked Roger for all his work resolving a myriad of technical issues this season and the brilliant "self devised" booking system – which serves the SSPC members wonderfully well.

### **Cleaning Rota**

**Betty Fitzpatrick**

Betty was unable to attend the meeting. She does an admirable and difficult job in planning and organising the cleaning rota, which for the majority of the time has worked really well. Lots of people are involved in keeping the pool complex clean and tidy. On a small number of occasions volunteers have not turned up for their week of duties. If this is a problem, please can members ensure that they communicate with Betty about this.

Marc Anstey commented that all the changing rooms will be painted white and floors sealed. This will bounce daylight, making the changing cubicles lighter and assisting with cleaning and prevention of odours. The wall adjacent to the shower will also be proofed.

David thanked Betty for all her work and time spent on the rota over many years.

### **Membership**

**David Pryor**

David was unable to attend the meeting. His report is attached.

There are currently approximately 500 memberships (individual and family). Eighty per cent of memberships are from Shere or associated local parishes, the remainder are renewing remote members, many of whom have longstanding associations with the club. The Henry Smith fund has supported the membership for a small number of local families with financial difficulties, and we have also supported free membership for several Ukrainian refugees; so, no-one within these parishes is prevented from swimming.

David Roe thanked David Pryor for the tremendous job that he has done over the last seven years. It is a difficult task with a lot of activity concentrated in the first three months of the year and David's dedication has been much appreciated.

We are planning to use an automated system for the 2024 season. Jenny Kingcome has led on developing this tool. Applications and payments will be on line, with members receiving acknowledgements by email, removing the concern that things have been lost in the post. No issues were raised at the meeting, but if anyone has any concerns or wishes to have more information please can they contact the membership secretary ([membersec@sherepool.org.uk](mailto:membersec@sherepool.org.uk)).

## Energy Systems

**Christian Staunskjaer**

Christian described the analysis undertaken prior to deciding to install a hybrid system consisting of a new more efficient gas boiler and an air source heat pump (ASHP). The criteria were maintenance of temperature, value for money and reduction of carbon footprint.

The gas boiler was operational at the beginning of the season and the ASHP introduced in June. An "instruction manual" is not available for such a hybrid system and there was an element of learning during the season. This was complicated by the failure of three thermostats. At times the pool was a balmy 28C, on other days it was 23 or 24C- neither of which is ideal. Caroline Evans explained the problems caused by a cooler pool and David Roe reiterated that 26C is the key requirement. By early September things were operating more smoothly.

It is difficult to compare energy usage with other seasons because of a number of variables such as different ambient temperatures, length of season, pool temperatures achieved. Coupled to this we have seen extreme changes in the price of our gas and electric contracts during the swimming season.

	<b>2023 contract changed midway through season p/kwh</b>	<b>2022 contract p/kwh</b>
<b>Gas</b>	8.97	3.5
<b>Electric</b>	30.77	12.08

We have seen our energy usage decline significantly this season (although the cost increased) and we came in within the budgeted amount.

We will continue to balance the systems in the 2024 season. Currently, as electricity costs more than 3x the price of gas per kwh it is not economical to use the ASHP when air temperatures are below 15C. However, as more renewable energy comes on stream in the future we hope this differential will change.

## 3. TREASURER'S REPORT

**Amanda Hall**

The Trustees Annual report and Accounts are [here](#) and were available to all members prior to the meeting.

The Accounts have been drawn up as in previous recent years on an accruals basis.

The charity generated a total income of £85,535 this year, showing a notable increase from the prior year's £77,661. The predominant income source for the charity was subscription revenue, tallying at £50,515 (an increase from the previous year's £44,108). This increase largely mirrors the 20% increase in subscription fees.

Total expenditure for the year amounted to £35,005 (before depreciation). Total operating costs amounted to £34,475, an increase from the preceding year's £25,575. The large increase primarily relates to utility costs at £19,770 (a rise from the preceding year's £12,164) and pool repair expenses totalling £6,772 (an increase from £4,581). The surge in utility costs reflects considerably higher gas

and electricity costs in the marketplace during the last year, following the renewal of both the gas and electricity contracts, yet was somewhat counterbalanced by the introduction of the more efficient gas boiler and ASHP.

The escalation in repair and maintenance costs is ascribed to two water leaks, collectively amounting to £3,311. A leak at the stopcock was Thames Water's liability. We initiated a claim with Castle Water, Thames Water's retail business billing agency, in January 2023. Preliminary indications from Castle Water suggest a possible refund of up to £2,000 on the water bill. The repair claim remains pending. Exercising prudence, we have provided for the full water usage and repair costs in these Accounts.

Depreciation of £20,131 represents a further deduction from income to take into account, but does not represent money actually paid out, just a provision for future expenditure. The figure is higher than last year, due to the inclusion of depreciation on the cost of the new energy systems for the first time.

The charity was the recipient of grants totalling £16,678, with £2,000 sourced from iGAS and the residual £14,677 the amount actually received from LoCase, to be invested in procurement of the new energy systems installed. Donations (largely received from members) witnessed a remarkable upsurge, amounting to £17,664, largely attributable to the specific fundraising for the Air Source Heat Pump. This was primarily driven by the highly successful Swimathon and complemented by Gift Aid contributions of £3,636, giving rise to total donation income of £21,300, received during the year.

Fixed Assets Capital expenditure incurred for the procurement and installation of the new energy and chemical dosing systems, totalling £47,725. These are being depreciated at a rate of 10% which is consistent with the rate used for recently acquired new plant room systems assets.

To the extent that funds brought forward plus donations and grants were still insufficient to fully fund the capital expenditure undertaken, this gap was funded by accessing some of the operating surplus for the current year. This has resulted in a transfer of £9,672.

In terms of the financial position at the end of the period, careful financial management has ensured there is still a substantial residual of unrestricted funds, concluding the year with net current assets valued at £22,791, indicating a robust fiscal year-end status. Judicious capital investments have addressed the challenge of significant increases in market prices for gas and expenditure, as well as paving the way for substantially reduced carbon emissions for future years, through the use for the first time of an air source heat pump. The overall financial position at year-end is healthier than the previous year, indicating sound financial management and strong community support for the charity's objectives.

The accounts have been examined and signed off by Julie Dudley. Julie has undertaken this role for the past 13 years and this will be her last. The Trustees extended their thanks for the work she has undertaken to support the charity.

No questions were forthcoming on the accounts.

**Roger Troughton proposed, and Jenny Kingcome seconded that the Accounts and Trustees Annual report be adopted. All the attendees were in favour.**

#### **4. CHAIR'S SUMMARY**

This is David Roe's last season as Chair of Trustees for Shere Pool. His summary report is attached.

He thanked current and past Trustees, the Operational Team and all volunteers. He has been privileged to be part of such a great team enjoying camaraderie, friendship and challenge. This has included improvements to risk management with assistance from Jonathan Cross, coming through the Covid pandemic and evolving as a club in addition to the refurbishments. There are still things to do, but David has not been more confident in the Trustees than he is now, and considers that we are well placed for the future.

## **5. ELECTION OF TRUSTEES**

The constitution requires that a third of the Trustees should retire by rotation at each AGM. This year the following five Trustees are due to retire: **Amanda Hall, Jenny Kingcome, David Pryor, David Roe, Jenny Taylor**. Amanda, Jenny K and Jenny T are willing to stand for re-appointment.

**Diann Arnfield proposed and Caroline Evans seconded Amanda , Jenny Kingcome and Jenny Taylor being re-appointed. The meeting agreed unanimously.**

David Pryor and David Roe are retiring. Consequently, we need a new Chair and Membership Secretary.

**Nicola Walker agreed to stand as Chair** and presented herself to the members.

Nicola is new to the village and committed to contributing to the local community. She has previously been the CEO of Sported- a charity providing professional services to grass roots sports organisations like our pool, aiding them to flourish. In this capacity she has worked with over 3,500 sporting organisations helping bring sport to marginalised communities. She has highly relevant experience of the charity sector. **Amanda Hall proposed and Christian Staunskjaer seconded the appointment of Nicola as Chair of Trustees and the meeting agreed unanimously.**

David Pryor has been the membership secretary for 7 years. It is a difficult task with concentrated effort between January and March and ongoing activity throughout the season. Hopefully this will be simpler going forward with the new membership application system. David Roe thanked David Pryor for his work over the last seven years and the members gave him a round of applause.

We have had three expressions of interest to assist the club as membership secretary and the Trustees recommended Bettina McLean to the members.

**Bettina McLean agreed to stand as Membership Secretary** and presented herself to the members. Bettina is a Shere resident, a member of SSPC since 2017 and a regular swimmer. She appreciates the value of the facility to the community and is recently retired- so has time to get involved. She has relevant experience in asset and systems management. **Jenny Kingcome proposed, and Jenny Taylor seconded the appointment of Bettina as Membership Secretary and a Trustee.**

## **6 AOB**

Claire Dobson asked whether consideration had been given to opening the pool in winter.

This has been discussed before. Barriers include capacity to organise pool maintenance and an operational team to run the pool, plus the heating costs. The pool must be heated to a minimal level to maintain the integrity of the tiling. These are not insignificant challenges. It is still on the table and would likely need a committed group to take such a proposal forward.

Christian Staunskjaer reminded members that we have extended the swimming season (both earlier and later) and there are some times of the year, particularly autumn leaf fall- which make it practically difficult to open.

There was a discussion about the ratio of open swimming to booked lanes. The committee have received feedback from members this season who have differing views. Some would like more open swimming sessions, some would like more opportunity to book lanes. This concurred with the last membership surveys. So on balance, whilst the times may be refined, we are not proposing major changes.

Sue Smith requested more 'inflatable' sessions and offered to help organise these. Additionally, other organised activities such as nighttime swimming proved popular. The Trustees will propose some activities and look for volunteers among the members to organise such sessions.

**Steve Moggs** proposed a vote of thanks to David Roe as retiring Chair of SSPC.

When David took over 6 years ago there was no previous Chair, a rather dilapidated swimming pool with a cracked pool bottom and changing rooms on their last legs. He has put in an inordinate amount of work to develop the vision, raise funds and make this happen. Approximately £360K has been spent to facilitate a new pool, tiling, state of the art plant room, new heating and chemical dosing systems, alongside new changing rooms which maintain their quaint coloured doors!

Without David to head this up- we doubt whether it would all have been possible.

We will miss David; the two-and-a-half-hour committee meetings and the legendary emails. Steve thanked David, wished him well and presented him with an engraved tankard and Honorary Membership of the Pool.

The meeting closed at 21.30. David thanked members and Trustees for their attendance.

## **SHERE SWIMMING POOLROOM OPERATIONS REPORT 2023- Clive Stevens**

Over winter period PPE our main contractor has worked tirelessly to install a new 55kW Vaillant gas boiler with circulation pump to replace the 2 old 35kW boiler which were showing signs of aging. At the same time PPE installed a new ASHP in the SE corner commissioning it at end of July which is environmentally advantageous and could be cheaper to run as the climate warms.

The pool opened on 29<sup>th</sup> April a little late because of work on the plantroom.

The door lock to plantroom broke in May but replaced quickly by our trustee Christian S

- SEKO records confirmed that the water clarity, PH and Bromine levels were always within limits and the pool was not closed at all for technical or safety reasons this year.
- 25<sup>th</sup> May- a sewer problem occurred that closed 2 WC's leaving only Disabled toilet in use. Experts were called out but failed to clear the blockage leaving it for our trustee Christian Staunskjaer to finally resolve. Rob Arrow will relevel the offending manhole ASAP in the autumn.
- The average pool temperature was set between 26 and 27C although on several occasions the temperature dropped to 23 degC due to problems with PPE installing the wrong type of thermostat which they replaced with another suggested by our trustee Roger Troughton. Unfortunately, this one drained the batteries too quickly, a situation resolved when they replaced the batteries with a mains power adapter.
- The new ASHP, worked well but should only be used if the ambient air temperature is above 15 deg.C. Clouds caused a drop thrice in August to 23.C for which we apologise.
- Backwashing was undertaken only weekly as total dissolved solids in pool are tiny due to running the pump 24/7, We could switch off overnight as new boiler will still work
- Tree pruning needs to be undertaken annually; to stop acorns and leaves damaging roofs and pool. Also the trees sheltering the ASHP need trimming during annual maintenance
- No abuse of exit button or vandal activity reported but we restricted flow to basin in disabled toilet because someone had left tap running overnight.
- Water was shocked on 2 occasions in July/August as the pool water looked slightly milky
- At Shere surgery the well water submersible pump tripped twice for unknown reasons
- Air bubbles started to appear in mid-September which upset the SEKO and caused the stack valve to wear out prematurely requiring it to be replaced. Cavitation could have worn the impellor due to overspeeding which lowers pressure to below SEKO minimum NOTE our total dissolved solids TDS are under 650 much lower than PWTAC limit of 1,370 ppm . We could reduce flow to 25 cu.m/hr normally except on hot afternoons.
- We should obtain a spare pump immediately £2k , a br/cl sensor £200 and UV lamp £150 just in case they are needed along with the 2 months chemicals shock algaecide etc.
- Very recently the Trustees have become aware of a potential issue with Stack bromine forms bromates, which could be a problem. More work will be done on this early next season. A legal case about the stack was resolved and after a WARNING on the equipment and user instructions to the effect "Do not leave tablets in stack UNLESS a valve is open".
- Our thanks go to all the devoted rota volunteers who have operated and cleansed the pool so diligently during this past season. Thank you all so much.

### **Health & Safety Report for AGM –Steve Moggs**

#### **Accidents**

Total – None reported

#### **Disinfectant Dosing**



A new dosing system (Seko) was installed at the beginning of the season. Overall the new Seko has maintained the disinfectant (bromine) and PH levels within the desired parameters with only a few exceptions, which has been very pleasing, and an improvement on the previous system. During the last part of the season it was found that the Seko had started to increase the dosing of disinfectant levels in the pool. Corrective actions were taken to ensure that the disinfectant levels remained safe for swimming. The issue was found to be due to a faulty sensor in the Seko which should be replaced before the start of next season.

The UV system has been working well and is acting as a secondary source of disinfectant.

### **Daily testing**

Throughout the season we have carried out testing of the water twice a day. This would not have been possible but for our dedicated team of plant room volunteers. In addition to the 14 people covering the two tests carried out each day we have had 5 reserves to use as back up. It is true to say that without their contribution we could not have responsibly have allowed the pool to remain open, and hence I would like to take this opportunity to thank every one of the team for their help throughout the season.

### **Monthly water testing**

Independent water tests were carried out each month during the season and sent off to a laboratory for analysis. I am pleased to report that all these tests showed the water to be of good quality.

### **Child supervision**

The rules for child supervision as recommended by CIMPSA have been in place since last season. It is pleasing to report that generally the membership have adhered to these rules. There was only one reported incident of children attending the pool unattended, and once the parents were identified they were issued with a 3 week suspension.

### **Members behaviour**

It is pleasing to report that the vast majority of members are abiding with the H&S rules. No significant issues to report

### **National Pool Plant Operator certification**

A training session for the recertification of the National Pool Plant Operator qualification was attended by Steve Moggs, Clive Stevens and Barry Arnfield. Following each of the attendees then completing the mandatory assignment it has been confirmed that both Clive and Steve achieved the required pass mark and have had their qualification renewed for a further three years. Nb. We are still investigating as to what has happened to Barry's certification.

### **Toilets**

During the season there was a serious issue with two of the toilets being blocked. The blockage was found to be in the pipe exiting the sump at the rear of the changing rooms which had resulted in sewage seeping out over the ground – an obvious health hazard. The blockage was cleared but it was found that it was caused by the sump unit having been set too low when the changing rooms were rebuilt. Our contractors - Rob Arrow - are due to carry out work on the sump in order to raise its level so that hopefully this will prevent any further blockages.

**Steve Moggs**

**Health & Safety Manager**

## Membership Report 2023-

David Pryor and Jenny Kingcome

### **2023 Membership summary**

- 318 local renewals
- 76 new locals
- 105 remote renewals

*Total: 499 members*

*Of which there were...* 209 single memberships and 290 family memberships

[This total of 499 memberships was slightly higher than in previous years.]

- There is, consistently, a very healthy level of interest both in maintaining existing memberships and in applying for new memberships. This includes plenty of interest from people wanting to apply for a new remote membership but the club was not able to offer any new remote memberships in 2023.

**Membership Application Process for 2024-** Next season we are proposing to move the membership application process online to speed things up and simplify the operation for the new Membership Secretary.

## Booking System Report 2023

Roger Troughton

The booking system was kept pretty much the same as for the last couple of years. It was agreed that Bank Holiday Mondays would be treated the same way as a Saturday or Sunday with Open Swimming between 2pm and close. The other noticeable change was with the Shere and Clandon schools using the pool, when the period from 12.30-15.00 was blocked out for use by members on Mondays and Tuesdays during the Summer and early Autumn terms.

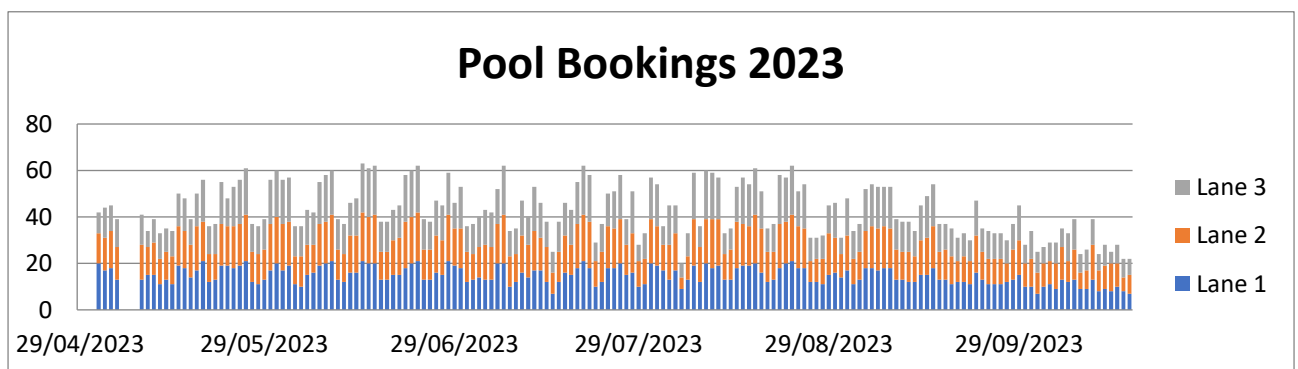
No major changes were made to the booking system software. To my relief it runs itself as, after the system has been set up for the season, there is no day-to-day management required. The only exception to this is any unplanned changes such as when it became apparent that the schools were not going to use the pool on dates they had requested, and it was possible to make the time slots set aside for them available to members.

- This year 507 cards were defined to the system, of these 98 were not used to make a booking, so presumably they were only used during open swimming periods.
- The booking system registered 8,958 transactions since we opened this year – more than last year due to the earlier start to the season. [2022: 7,514]
- Members cancelled 1806 bookings. [2022: 1,364]
- The net result is that a total of 7,152 effective bookings have been made this season. [2022: 6,150]
- Of these, 327 were standby bookings – bookings which can only be made on the day if there are slots available. [2021: 154]

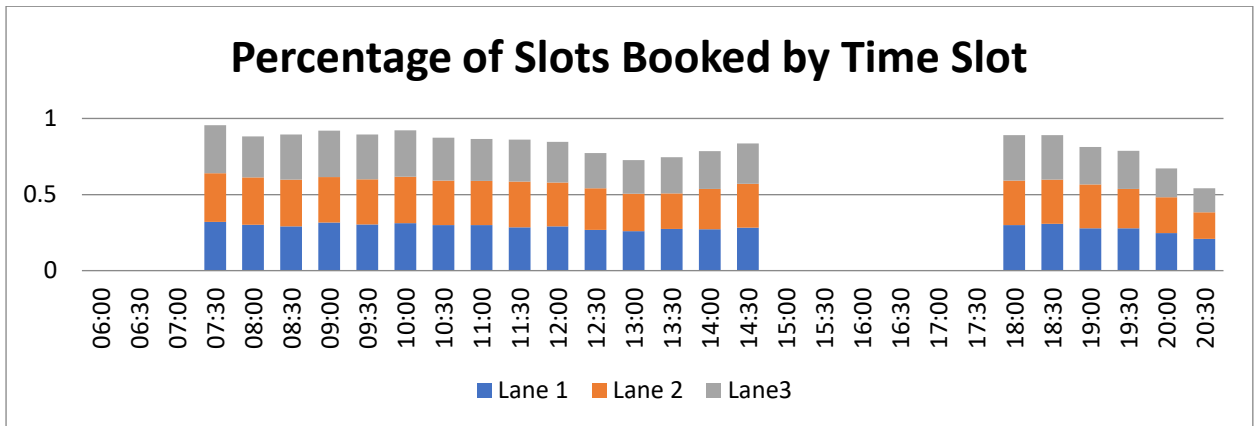
Lane 1 proved to be fractionally more popular with 34.4% of bookings followed by Lane 2 (33.7%) and then Lane 3 (31.9%). [2022: 35%, 34%, 32%]

The Availability page, which allows bookings across the next 3 days to be seen at a glance, continues to prove popular being accessed over 5,000 times. [2022: 8,400]

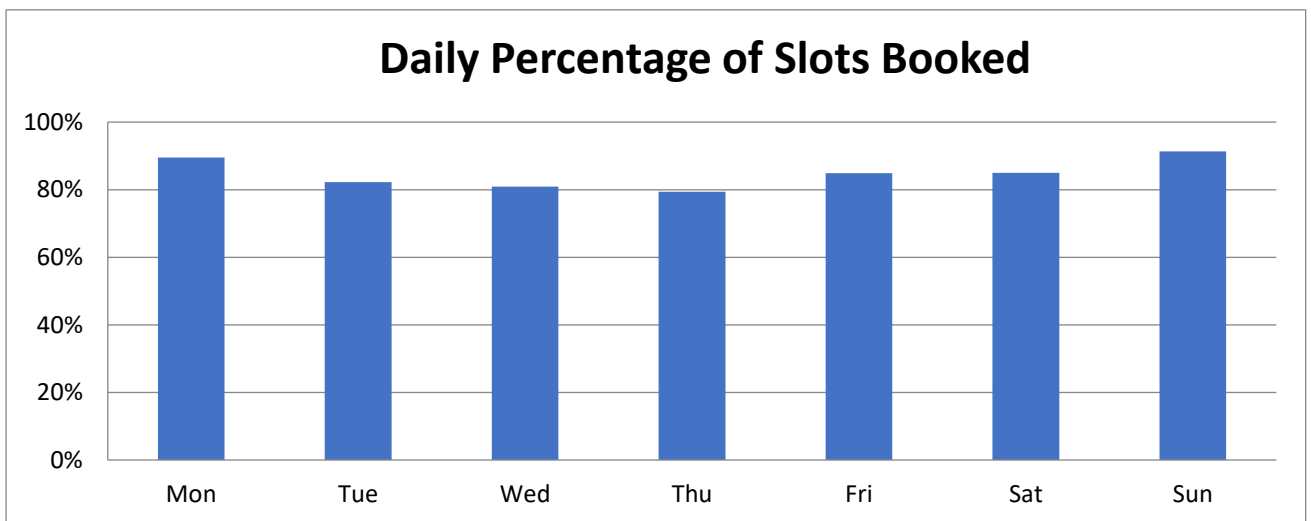
Below is a visual representation of bookings throughout the season by Lane. The gaps at the beginning of the season were over the two consecutive Bank Holiday weekends when the pool was Open Swimming only – and to give people an opportunity to make a booking. Two days when booking were noticeably lower than normal: 15 Jul and 05 Aug can probably be explained by wet weather.



The following chart shows the popularity of slots. By showing this as a percentage usage, this takes into account that there are less slots at certain times, eg. at weekends and with school usage, or when later slots are not available at the end of the season due to reduced hours of daylight.



Lastly, this chart shows bookings by day of the week. Again, by showing the numbers booked as a percentage of the slots available, this takes into account when there are fewer bookable slots (eg. on Saturdays and Sundays), and gives a better idea of which days are more popular.



Roger Troughton 08.11.2023

**Chair's Summary**

We have benefitted from a tremendous team effort over the six years I have been Chair of the Club, and I would just like to thank all the past and present trustees, as well as many other volunteers for their fantastic support over this time.

Together we have upgraded the pool, plant room and heating systems, as well as rebuilding the changing rooms. We have become a charity, improved our risk management, introduced a very effective booking system and lanes, initially so that we could continue to operate under COVID restrictions, but we have since found this useful in continuing to manage swimming at the pool to address diverse member preferences and the high level of swimming demand. All this has also helped to secure the operational and financial sustainability of the club.

When I first became involved in running the club, I was amazed how complicated the operation of a simple outdoor swimming pool could possibly be. All the involvement since has only served to demonstrate that, unfortunately it is even more complicated than I had first thought!

Perhaps we have over-complicated things at times, but I am at least hoping that operating the pool will be easier in future, albeit using much more sophisticated and quite complex monitoring systems, to optimise the use of more efficient gas and electricity through the ASHP. At least implementing an automated membership application system should be a lot easier and save us a lot of time, by comparison.

There is still more to do for the future to fully realise the Vision we set out back in 2018. In particular, we are still hoping that disabled children from the Cherry Trees charity will be able to use the improved access and dedicated changing room facilities for the disabled next year. In addition, I would personally like us to be able to offer suitably qualified swimming instruction and support at the pool more widely. This has proved to be highly beneficial for the children from local schools and could help to support children from Cherry Trees too, if this could be organised. Finally, I would like to hope that on its renewal in April 2025 we could move our electricity contract to one which maximises use of renewable energy for the future, thereafter.

I think members should appreciate what a talented and dedicated bunch of trustees we now have on the committee, combining a wide range of skills and expertise. Of course, previous trustees have also made brilliant contributions, but I have never been more confident that the trustees in place would be so well placed to take the Club forward successfully to meet any future challenges, especially as they will be complemented by and able to benefit from some further diverse talent now coming on board. I could single out individuals for praise and thanks, but there are so many of you that inevitably many deserving individuals would just be left out.

I have very much enjoyed being involved with helping run the pool over the last few years and will miss working closely together with colleagues to tackle the many challenges we have faced, as well as the camaraderie and friendship. However, I will continue to be a member and hope to continue to enjoy my swimming for the future. Thanks again to all of you for this wonderful experience and all the memories.

David Roe