

MINUTES OF THE THIRTY SIXTH ANNUAL GENERAL MEETING OF THE SHERE SWIMMING POOL CLUB HELD ON TUESDAY 3rd DECEMBER 2024 at 8 PM – AT THE TANYARD HALL, GOMSHALL

9 TRUSTEES (T) and 15 MEMBERS SIGNED INTO THE MEETING: Jenny Kingcome(T), Jenny Taylor (T), David Roe, Christian Staunskjaer (T), Amanda Hall (T), Kath Webster (T), Nicola Walker (T), Jon Watson, Roger Troughton (T) Diann and Barry (T) Arnfield, Jane Waugh, Ian Miller, Carole Hartney, Marc Anstey, Will Esplen, Stephanie Gallo, Sue Pears, Rosemary Carr, Bettina (T) and Andrew McLean , Sue Smith, Phillipa Galloway ; Shere Parish Council representative, Jonathan Cross.

APOLOGIES FOR ABSENCE: Steve Moggs (T), Clive Stevens (T), Betty Fitzpatrick (T), Elspeth Moran, Lucy Barker, Tom Stansfield, Karen Emerson, Emily Weber, Margaret Yule, Caroline Evans.

1. The Chair Nicola Walker welcomed us to the meeting and thanked all for coming.

Nicola explained that we have had a very successful season. She recalled this time last year when she joined the AGM, recognising a couple of faces, had never swum in the pool, knew nothing about the running of a pool and had lived in Shere for 6 weeks!

She thanked everyone for taking a chance on her and making her so welcome.

She thanked everyone for support in her first year as chair:

- The SSPC committee is a very strong one, who put many hours into their role. Nicola thanked them for guidance and running the pool so well
- David Roe the previous chair- who led the redevelopment projects so ably- handing over a future proofed asset, allowing us to build on that legacy with the 2024 plan which the Trustees Annual report covers in detail
- The level of community engagement is amazing. Nicola thanked all who volunteer - in numerous capacities, we couldn't do it without you.
- The members- some of whom attended tonight, considered the papers, engaged in the governance of the charity and in using the pool and social activities, donating time and contributions to fund raising

Nicola highlighted three major achievements this year:

- A consistent pool temperature- achieved by balancing the Air Source Heat Pump (ASHP) and gas boiler- facilitated by excellent remote reporting which Roger has set up. This has enhanced comfort for swimmers, reduced utility costs and our carbon footprint. The new pool cover also helped here – being more thermally efficient as well as easier to use and smarter!
- The digital application process which has modernised our systems
- Provision of social activities such as tea/ coffee swims and twi-light swims- both of which we plan to build on in 2025

Additionally, Nicola highlighted the three subcommittees which have been used to streamline how we manage SSPC business:

- Finance, Governance and Risk led by Nicola
- Membership and Volunteering (M&V) led by Bettina
- Operations and Health and Safety (Ops) led by Steve

We have structured the agenda around these.

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, Reports from the M&V and Ops subcommittees, together with the 2024 AGM Agenda and 2023 AGM draft minutes, in advance of the AGM.

2023 AGM Minutes. The meeting agreed that these were a correct record and can be signed by the Chair of the Trustees.

2. ANNUAL COMMITTEE REPORTS:

Pool Operations and Health and Safety

Roger Troughton for Steve Moggs

The Pool Operations report is [here](#) written by Steve Moggs and the Operations and H&S Safety sub-committee team (Clive Stevens Pool Operations Manager , Barry Arnfield Deputy Pool Operations Manager , Christian Staunskjaer)

The pool has operated well during the season with no closures. There were issues with the boiler at the beginning of the season which resulted in pool temperatures below the 26C target. The required work was carried out by PPE, the boiler recertified and subsequently temperatures have been consistent. Indeed, during the summer months (June to mid September) heating has been provided solely by the ASHP. Thanks were given to Clive, Barry, Roger 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. Remote monitoring of air and pool temperatures at various points has been instigated by Roger. This system greatly aids efficient management of the integrated system. A new pool cover is now in place. Thanks to members for generous donations and to Christian for arranging the purchase and installation of this.

Sue Smith suggested supplying a dispenser for disposable bags in the toilets for nappies and sanitary products to help prevent blockages- which had been a problem mid season. (Bettina reminded the meeting that boxes of such bags are already in place).

There have been no accidents and no significant problems due to members' behaviour during the year. The chemical dosing system has continued to work well. We had one instance of a microbiological test being slightly out of range. The pool was shocked (other chemicals added to remove any potential pathogens) and subsequent testing has all been acceptable.

At the end of last season, trustees became aware of a potential problem which could occur if bromates build up in the pool (generated from the bromine disinfectant we use). We sought advice from PWTAG- (Pool Water Technical Advisory Group). Independent tests were arranged and the pool opened after receipt of the first results (which were clear). Testing continued through the season and all results were below the acceptable limit. Testing will continue during the 2025 season.

Membership and Volunteering

Bettina McLean

The M&V report is [here](#) - written by Bettina and the M&V sub-committee team (Jenny Kingcome, Jenny Taylor, Betty Fitzpatrick, Roger Troughton)

Bettina thanked members for donating their time to volunteer in several capacities; cleaning the pool compound, uncovering and recovering the pool each day, as part of the pool room and gardening teams. All of this is greatly appreciated and we could not run the pool without such commitment from members. She also thanked members for generous donations which allowed us to purchase the new pool cover – which has been important for maintaining pool temperature and is much easier to use.

The pool has been well used with over 10,000 swims during the season. We have maintained both free swimming and bookable slots. Free swimming has been extended in the mornings by half an hour- which has proved popular. During the summer holidays- free swimming has been extended for an hour in the afternoons – principally for children and families.

Bettina pointed out that analysis of usage data shows that the latter parts of afternoon swimming sessions are frequently underused even in good weather and encouraged members to consider these periods- particularly when they have been unable to book a lane on busy days. This observation was supported by some members including Jane Waugh who frequently swims at 530 pm.

Bettina encouraged members to utilise all features of the booking system. She highlighted the 'My booking' section, which lists booked swims and reference numbers. N.B. the reference number is needed to cancel a swim and can be found here even if the confirmatory email has been lost. Bettina offered to assist any members who wish to do this.

Christian advised saving the booking page to the home screen of your phone- so it's easily available, akin to an app.

We are upgrading the gate system during the closed system. We are moving to a cloud based system, but upgrading rather than replacing which means that membership cards will work next season when reactivated.

Additional social events have been introduced and greatly enjoyed by participants. Bettina thanked everyone who had joined in or provided delicious refreshments. We plan to hold more twi-light swims and also children's events. The atrocious weather meant that we postponed our planned pool party twice and held a much enjoyed, but reduced scope end of season session.

We will continue to sell the guest tickets we currently have and honour all guest tickets. However as members can now pay for guests by 3 methods (QR code, bank transfer or cash), we are not planning to order new tickets when the current stock runs out.

There was a discussion about school swimming. The pool was used by children from Shere and Clandon schools on Monday and Tuesday afternoons from June to October. Members were reminded that for safeguarding reasons there is a buffer before and after the school session when the pool may appear to be empty.

3. TREASURER'S REPORT

Amanda Hall

The [Trustees Annual Report](#) and [Accounts](#) 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 £58,496 this year, showing a notable decrease from the prior year's £85, 535. The predominant income source for the charity was subscription revenue, tallying at £51,736 (an increase from the previous year's £50,515). Subscription fees were not increased. Income

in the previous year from grants and fundraising to support the redevelopment was £18,342 compared to £5,712 this year.

Total expenditure (revenue) for the year amounted to £36,044 (before depreciation). Total operating costs amounted to £35,488, an increase from the preceding year's £34,475. Utility costs were managed using the hybrid heating system. Gas usage was reduced by 34%- if we had maintained the same pattern of utility usage as the previous year – utility costs would have been £23K compared to £20K.

We pursued a complaint against Castle Water in relation to a water leak. The ombudsman upheld our complaint resulting in the return of £1900 plus a £612 contribution to the repair costs. The new membership system had a cost of £250, which we consider to be good value plus a transaction cost of just over 1%. This is offset by savings on some bank charges and considerable time savings in administration of the system.

We have invested £9,468 in capital purchases this year (the new main pump, the pool cover and the ancillary pump for the ASHP). Depreciation of £21,577 represents a further deduction from income to take into account, but does not represent money actually paid out, just a provision for future expenditure.

In terms of the financial position at the end of the period, careful financial management has ensured there is still a substantial residual amount to guard against unforeseen issues which may ensue and planned replacement of capital assets. Thus £35,375 is carried forward. In terms of reserves - we have £10K in a general reserve. We have added £10K to the Capital Replacement Fund which is in an interest earning account and now stands at £20K plus interest and therefore carry forward £5375 in unrestricted funds. 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 Debbie Salmon. This is Debbie's first year as examiner for SSPC. The Trustees extended their thanks for the work she has undertaken to support the charity.

No questions were forthcoming on the accounts.

David Roe proposed, and Christian Staunskjaer seconded that the Accounts and Trustees Annual report be adopted. All the attendees were in favour.

4. TOPICS FOR DISCUSSION FROM MEMBERSHIP SURVEY

i) NO SHOWS led by Jenny Kingcome

This is the topic which is raised the most amongst members. It causes angst particularly at popular times in the summer when it can be difficult to book a lane and we know some members would like to swim daily. To manage expectations – in high summer it will not be possible to book a private lane every day.

Jenny explained the membership team rely on reports from members that a no show has occurred and encouraged people make such reports. The M&V team have followed up reports to establish that the slot had been unoccupied for the entire session (some members choose to swim for 15 mins - which is fine). In many cases there is a one off emergency situation which prevents attendance. We have on occasion suspended the ability of a member to book for several weeks.

There was a useful discussion regarding how to deal with no shows.

Questions were asked about whether this happens at a particular time of day- which is not apparent.

There was a discussion about removing booking options. However, from the survey there are views requesting both more and less free swimming, so there is no appetite to dispense with the booking system.

We discussed making it easier for people to cancel - see points from Bettina and Christian above around using the 'my booking' tab and putting the booking page on a phone's home screen.

We discussed having 4 lanes instead of the current 3 - which is fine for single swimmers- but less effective for lane sharing. On balance we will stay as we are.

There was a discussion about shared lanes. We know that many people do this already and so gain greater value and are able to swim more regularly. Others would be happy to share, at least on some occasions. This is dependent to an extent on which lane is available (some people want to be near the side of the pool or have step access and for some it is dependent on the speed of swimming).

A lane sharing sign up board at the pool will be explored **Action M&V committee**

We will encourage people to use standby bookings to utilise cancelled lanes - **Action M&V Committee**

We will explore whether an email can be sent to people (who opt in) to advise them of cancellations on a particular day. Also look at what else may be possible with the booking system **Action Roger T and Jon Watson**

We will trial options for non-bookable lane swimming at different times during the day- **Action MV Committee**

Jane Waugh commented that she never books and swims about 530pm. The pool is usually very quiet, and any families present are very respectful.

Marc Anstey emphasised that it is vital to check the date that you have made a booking as the system will revert to the first available date if you look at alternate lanes. This can mean that people have inadvertently booked on a different day (and also causes a double booking issue as well as an unattended lane)

ii) Membership Subscriptions led by Nicola Walker

Ballot- Nicola outlined that membership of SSPC is popular and we have more potential members than available places. We have had new local members in recent years, but no new remote members for some time; although there are people who would like to join.

For 2025 we propose that local applicants (both current and new members) can apply between 1st Jan and end of February as usual.

From 1st March the application process will be open to renewing remote members- as usual. At this point 20 places will be held for a ballot. Any applications (local and remote) received before the closing date will be entered into the ballot.

The aim of this is to open up membership of the club a little.

We discussed that:

The pool was donated for the benefit of the residents of Shere and associated parishes

This would not disadvantage local applicants

It would open up the membership of an "ageing "club- although we cannot know who will win the places from the ballot.

This may disadvantage remote members, who have been a part of the club for many years. Indeed, Roger made the point that some of the major volunteering and Trustee roles are covered by remote members.

David Roe suggested that we increase the membership by 20 places. But we would need to do this year on year- so not considered appropriate for this purpose.

We agreed to trial this for 2025 and review.

Fees

We have debated fees long and hard. SSPC is financially secure with appropriate levels of reserves, but every year is tight and there is little left for extra projects or funds if things go wrong. We will continue to look for external funding, but this takes time and is not something we have in place for 2025 yet.

The membership survey asked what members would be prepared to pay in 2025. Obviously there was some variance, but as outlined in the Trustee Annual Report most people stated that £70 for a Single and £140 for a family would be acceptable. To that end we have budgeted on that basis and propose to increase the fees by £10 for a single and £20 for a family. This is set against a background of increasing costs and no rise in membership fees for 2 years. In future, we will review fees annually based on our need. They could go both up and down.

SSPC has always shown some discretion for families unable to pay - and historically this has been on an adhoc basis We discussed why we are putting in place a more formalised hardship fund and how this will be promoted.

This is the second year of using the digital membership application system. Current members will have a simpler process than last year and will be asked to pay at the time of application. New members will go through the same approval stage as last year and be asked to pay within 10 days of the applications approval or the membership will be declined.

All the above points around membership processes and fees were agreed unanimously by those present.

iii) Physical Environmental Improvements and Accessibility led by Christian Staunsjkaer

Christian described that the improvements we had already made to the pool such as depth of the tank, pool temperature, step free access to a changing room for people with disabilities were useful.

However, there are significant challenges in accessing the pool compound over a grass field (which floods) and accessing via a gate which opens outwards with a high keypad. This means that there are people in our community who would not consider joining the club because they can't get in. Additionally, our current sign in position also requires people to go up a step.

Christian is grateful for the support and advice of Ollie Thorne who works in this area and is a wheelchair user.

We have agreement from SPC and the Bray Estate to raise the path to the compound above the puddle level and surface with a mesh. The trustees have some ideas to improve the above issues and Christian welcomes other suggestions which would help inclusivity.

We acknowledge that this will be staged process with some things achievable relatively quickly and others in future years.

In 2025 SSPC will develop an access policy.

iv) Volunteering led by Bettina McLean

Bettina thanked the volunteers who are integral to the smooth running of the club. People clean, sweep, pressure wash, paint, do gardening, test the pool water and keep the plant room running throughout the year.

In 2024 34% of members have volunteered on cleaning rotas. However, we know that more people would like to do so, but can't because of work commitments. So in 2025 the cleaning rotas will be split into weekday and weekend sessions.

We discussed bringing volunteers together and agreed a day at the beginning of the season (which may be incorporated into the sweep session) to act as a familiarisation and get to know each other session.

Finally, Betty Fitzpatrick, who has been our volunteer manager for 14 years, has decided to retire from the Committee. We would very much like to hear from members who would be interested in this role (please contact secretary@sherepool.org.uk)

5 CHAIR'S SUMMARY

Nicola thanked all attendees for the constructive debate.

This meeting is very much about signing off on 2024 accounts and actions, but the committee have already started to think about 2025 and Nicola highlighted a few of our priorities, which have already been covered in discussion.

1. Accessibility
2. Plastic mesh path
3. Utility efficiency e.g. better monitoring/ solar panels etc
4. No shows/ ease of booking
5. More social events and a fundraiser

The budget allows action on all these issues

6. ELECTION OF TRUSTEES

The constitution requires that a third of the Trustees should retire by rotation at each AGM. This year the following three Trustees are due to retire: **Steve Moggs, Clive Stevens and Roger Troughton**. All are willing to stand for re-appointment.

Jenny Kingcome proposed and Bettina McLean seconded Steve, Clive and Roger being re appointed. The meeting agreed unanimously.

Barry Arnfield, Betty Fitzpatrick and Jenny Taylor are retiring.

We wished to strengthen the technical expertise of the Trustee team and are grateful to Marc Anstey and Will Esplen for agreeing to stand and they introduced themselves to members.

Marc Anstey has been a resident of Peaslake for the last 15 years. He has been an active member of the SSPC for number of years and also a voluntary member of the pump room team carrying out checks and testing on a weekly basis for the last 6 years. During this period, he has been assisting Clive and Steve with additional pump room maintenance tasks as they have arisen and the winterising of the pool at the end of the season. During the winter months he has also carried out additional tasks such as trying to clear the large amount of fallen leaves. Last year he also pressure washed the paving surrounding the pool and painted the changing room floors to hopefully improve the cleaning process of the floors for this last season.

Marc feels that joining the SSPC as a Trustee, it will give him the opportunity to listen and voice the thoughts of the membership in general, with regard to the operation and future proofing this great community asset.

Roger Troughton proposed and Kath Webster seconded the appointment of Marc which was unanimously agreed by the meeting.

Will Esplen has lived in Gomshall for nearly 25 years and has been a member of SSPC, most of that time. We are incredibly lucky to have this facility, thanks to the enlightened thinking of the Russell family back in the late 1800's. Having been a member of SSPC pretty much all of that time, and with his kids now grown up and largely living away, he wanted to add support to the committee. Will is lucky enough to have his own small swimming pool which he has largely maintained over the time he has lived here; same principles.... a lot more simple, so has some practical experience!

So, he comes with some knowledge and a desire to learn from those who know more than he does. This year he volunteered to "vacuum" clean the bottom of the pool, using the vacuum system instead of nets, which he hopes has made a noticeable difference, and through that has started to learn how the systems operate with a view to becoming another pair of helpful hands under the guidance of Clive, Marc and Steve; again, all the same principles he has operated on his own pool... just with greater complexity.

Will was born in Clandon, lived in Bramley, was schooled locally and become a Shere Parish Councillor in 2023 for Gomshall. He is a Chartered Surveyor, and his wife Helen is a physiotherapist who has been practising from home since they moved here, and she is a Trustee of SALV (Shere and Local Villages) health trust, which supports Shere surgery.

David Roe proposed and Sue Smith seconded the appointment of Will which was unanimously agreed by the meeting.

7. THANKS TO OUTGOING TRUSTEES

Nicola thanked outgoing Trustees on behalf of the members of Shere Swimming Pool Club.

Today we say goodbye to 3 absolute legends of SSPC. In alphabetical order Barry Arnfield, Betty Fitzpatrick & Jenny Taylor

Barry

Barry has been involved with the plant room for about 30 years and a Committee Member from 2019 onwards. He's one of the certified pool operators (along with Clive and Steve) which is a vital role allowing us to operate the pool.

Barry's devotion to the effective operation of the pool over many years has been outstanding. His technical knowledge of the workings of the plant room & chemical treatment of the pool has been unequalled, based on meticulous study of the issues and tireless work to come up with solutions.

He's been a font of knowledge for newbie Trustees - with all sorts of useful facts at his fingertips- how many litres the pool holds, how much electricity the borehole pump uses etc...

Barry, both your knowledge and positivity will be greatly missed from the committee... but still hoped for on a less formal basis.

Betty

For 14 years, Betty has been on the committee organising the volunteer cleaning rota, which is critical to us having a clean pool compound, changing rooms and toilets.

Betty has provided tireless and invaluable work in organising the quite onerous cleaning of the pool and surrounds over many years and deserves our enormous thanks. Picking up on gaps in rotas and managing the challenges of Covid were especially important contributions.

And when it was time to open the pool up, Betty would be there for many, many hours, cleaning, weeding and scrubbing. She just gets on with the job in an efficient manner, with a minimum of fuss and has been a very necessary and able enforcer of the member rules. Betty has an infectious smile and time to chat, often sharing anecdotes about her holidays in Sweden.

As a self confessed non swimmer in the pool, her dedication seems all the more to be thankful for! Betty, we hope next season you'll be by the pool enjoying a coffee and with no sign of cleaning products in sight!

Jenny T

Jenny T has been a Committee Member from 1988 - so 36 years!! For the vast majority of this she was Secretary (1989 to 2022). .. and for a number of years before David Roe joined the committee this was without a Chair! With her legal secretary background she could write a good letter and offer good advice.

As Secretary, Jenny has been a 'rock' in the smooth operation of the pool. Jenny's knowledge has been second to none. It's amazing how much she knows - everything from how to unblock the toilet using the broom, to how the well pump works, to the environment agency! Even her home has been the correspondence address for the pool for years & years and her garage is a treasure trove of Pool equipment!

Jenny has provided very valuable insights into relevant history in the technical side of the operations, as well as knowing how things should best be done on the committee to sort out issues. She spoke firmly on the need not to raise debt for the plant room - a decision which leaves us in a much better position now. Jenny gently shares pertinent points to keep us on track and we shall miss her wise counsel and sense of humour.

Jenny, thank you so all you have done and for offering to keep an eye out for us now you are not on the committee. We will be lost without you.

AOB

Sue Smith asked about provision of winter swimming. This has been considered by the Trustees this year and for several reasons (cost, availability of volunteers to run the pool, leaf fall, protection of the pool from frost etc) it is not considered viable.

Amanda Hall proposed a vote of thanks to Nicola for a very successful first year as Chair of SSPC.

The meeting closed at 21.50. Nicola thanked members and Trustees for their attendance.