

## **MINUTES OF THE THIRTY SEVENTH ANNUAL GENERAL MEETING OF THE SHERE SWIMMING POOL CLUB HELD ON THURSDAY 4th DECEMBER 2025 at 7 45 PM – AT THE SHERE VILLAGE HALL**

9 TRUSTEES (T) and 26 MEMBERS SIGNED INTO THE MEETING: Kath Webster (T), Christian Staunskjaer (T), Jenny Kingcome(T), Jon Watson, Bettina McLean (T), Steve Moggs (T), Amanda Hall (T), Will Esplen(T), Nicola Walker (T), Rosemary Carr , Pauline Hogan, D Rockhill, Hamish Robbie, Gill Hymers, Maggie Kyriacou, Phillipa Galloway, David Roe, Ian Allen , Roger Troughton (T) Diann Arnfield, Sue Pears, Mark Walker, Janice Boother, Caroline Evans, Carol Glasstone, Jessica Andrews, Judy Peto, Wendy Bray, Isobel Miller, Nicola Anstey, Kate and Ella Steele, Amy Nunn, Sue Smith, ; Shere Parish Council representative, Jonathan Cross.

APOLOGIES FOR ABSENCE: Marc Anstey (T), Clive Stevens (T), Jane Waugh, Kim Peto, Margaret Yule, Sue Darling, Fay Still, Charlotte Allan, Alice Cook, Emily Weber, Javed and Jane Kumar, Claire Dobson, Robert van Eykenhof, Ian Miller, Carole Hartney, Hilary Carvell, Chris Manning, Annie Evelyn, Kevin and Sue Bezan.

### **1.CHAIRS INTRODUCTION AND OVERVIEW.**

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

The **minutes of the 2024 AGM** have been on the SSPC website and were shared with members in the 2025 AGM pack. They were unanimously approved and can be signed off by the Chair of Trustees.

Nicola explained that we have changed the venue for the AGM to improve accessibility for members and were also experimenting with a new format, including a Winter Social and a more interactive AGM. We would welcome feedback on the changes. Formal reports had been issued to all members in advance of the meeting.

The Annual report covers the twelve-month period to the 30<sup>th</sup> of September 2025, but here we will also encompass the couple of extra weeks until the pool closed on 19<sup>th</sup> October 2025.

Nicola described the very successful season. We were open continuously for 198 days from the 5<sup>th</sup> of April. Fifteen thousand swims were booked, (last year just over 10,000) and the booking system which was invented by Roger as a temporary fix during covid took it's 50,000<sup>th</sup> booking in July!

The pool has been consistently clean and warm, and thanks were given to the operations team. Several brilliant social events such as coffee/tea swims, "toddler splash", "inflatable madness" and moonlight swims have taken place throughout the season and been hugely valued by different groups of members.

Communication with members has improved with better use of the website and monthly newsletters.

We have developed and implemented an "Access Betterment Policy". This recognizes that we are an old pool, which has some limitations from current design and infrastructure. However, this year we have raised the access path- which benefits everyone and particularly those in wheelchairs or with a buggy. We have made improvements to the gate making it easier to open from a wheelchair and added a handrail by the steps to assist people get into and out of the pool. This has been well received, and comments have indicated that it provides easier access and egress than the vertical steps found in many leisure centre pools.

The ancient gate computer has been replaced with a more reliable and safer system which can be accessed remotely.

The membership fees were increased for the 2025 season. We were conscious that this may have been a barrier for some. We introduced a hardship fund, which assisted participation for a small number of families and will continue to support this fund in the 2026 season.

A ballot for 20 memberships was introduced which we will run again in 2026. This was open to all and allowed some locals who had not applied in time and some new remote members to join.

Nicola thanked Jessica Andrews for her work on the new branding and signage which we will use on the website, communications and on merchandise which will be available next season. The aim here is to promote a community feel rather than fund raising.

We are now much better organized, with timelines and plans for opening, closing the pool, preparing for the AGM etc. Nicola thanked Amanda for her excellent attention to the pools' finances. We now have a much better feel for budgets.

Nicola thanked members for responding to the survey. Satisfaction with the pool is a dream! - with 93.5% of members scoring 8 or more. Comments reflected calm, friendship, kindness, and improved health. Members also suggested improvements/ developments they would like to see.

The focus for next year will include:

- Investigation of solar panels to reduce both utility bills and carbon footprint.
- Donations will be requested with a view to installing a warm shower
- We plan to put some seating by the wall- so there will be seating on both sides of the pool and more access to shade
- We are developing a new joiners pack which will be available to all members
- Branded merchandise (swim caps and bags) will be available
- We will consider if we can do anything more on No Shows. This has been reduced this year, but there is still more to do
- Write a contingency plan for if we need to change disinfectants
- Joining PWTAG (Pool Water Technical Advisory Group)
- We plan to have an independent safety inspection by ROSPA (Royal Society for the Prevention of Accidents) to provide assurance and challenge and do these every 5 years.
- Ongoing cyber risk assessment

Shere Pool is an active community. We have over 220 members volunteering in a variety of capacities and are grateful to everyone who helps in any way.

Nicola thanked the Committee, who are energetic and collaborative with effective sub committees which cover Finance and Governance, Membership and Volunteering and Health & Safety and Operations. We have a plant room team of 20 people who keep the pool clean and safe; Teams who remove the pool cover early in the morning and replace it at dusk. A huge number of volunteers helped to get the pool ready at the beginning of the Season. Cleaning volunteers who cover either a weekend or weekday slot keeping the sides of the pool, changing rooms and toilets sparkling and acorn free. Thanks to Phillipa and the gardening team who have put in the hornbeam sapling hedge and beautiful tubs and to Christian for the wildflower path which has been a wonderful feature this year. We are grateful to Pools by Design who have supplied and delivered our pool chemicals at cost. Our Shere Parish Council representative Jonathan Cross attends all our committee meetings and provides wise counsel.

## **2. TREASURER'S SUMMARY INCLUDING THE TRUSTEES' ANNUAL REPORT, ADOPTION OF THE ACCOUNTS AND BUDGET FOR 2026**

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 2025 AGM Agenda and 2024 AGM draft minutes, in advance of the AGM.

Amanda explained that we have prepared the accounts on an accrual basis as usual and that they have been examined by our independent examiner and signed off by the Trustees.

We have had a slightly increased income of £63K in 2025, attributed principally to increased membership subscriptions. We are also grateful for generous donations and associated gift aid of over £4K and restricted funds of £400 from Shere Open Gardens specifically for expenditure on our garden areas.

Our operating expenses were £38K (up about 10%). Which gives an operating surplus of £16K.

Of this £10K was transferred to our Capital Replacement Fund. We also had £9k of capital expenditure on projects (Raised path, Gate improvements, Handrail)

Amanda talked about the operating expenses in more detail. Utilities remain the most significant cost.

Since we installed the Air Source Heat Pump, we have used less gas and more electricity. Our contracts for utilities increased unit prices by 150%, resulting in our combined utility expenditure increasing from less than £10K in 2022 to £20K in 2024 and £21.5K in 2025 (the latter increase is explained by the increased number of days open). This would have been even more painful without the hybrid heating system. £920 was spent on the Hardship Fund.

Amanda also explained that we depreciate assets over time and apply different rates dependent on the type of asset. Depreciation was £23K this year.

Our fixed assets have also increased as we have added capital investments such as the handrail, path and gate improvements

Our reserves are in a healthy position with £12K on the balance sheet, £30K Capital Replacement Fund and £10K general reserves.

We also have utility contracts fixed for future years, which gives more certainty about expenditure.

We have become better at building our budget and use this to determine subscriptions for the following year. .

There will be **no increase to membership subscriptions in 2026** which will remain at £70 for a Single and £140 for a family.

**David Roe proposed and Will Esplen seconded that the TAR and Accounts be accepted by the meeting. The meeting agreed unanimously.**

### **3. TOPICS FOR DISCUSSION FROM THE MEMBERSHIP SURVEY:**

#### **BOOKING SYSTEM, LANE AVAILABILITY AND NO SHOWS- Jenny Kingcome and Roger Troughton**

Jenny discussed that we have comments from some members requesting more bookable slots and an equal number from other members requesting more free swimming. On balance the Committee feel that we have got it about right.

This season we have introduced a third category of lane swimming, which is for anyone who wants to swim continuously. The slots between 6 and 8AM and 6 and 7PM are successful and have a good take up.

Pool allocation over the whole season divides into: Booked lanes-40%; Open and lane swimming 49%; Schools 2%; Not Booked 9%. As expected, swimming is very popular in hot sunny weather. Many of the unbooked lanes are on less clement days.

We discussed no shows and acknowledged that this is very frustrating particularly at busy times.

However, it is difficult to monitor and relies on members informing the membership secretary that a particular lane was not occupied for an entire 30-minute slot. Bettina investigates all reports.

There are four usual explanations:

Traffic; a family emergency; the person forgot; the person was confused about the dates.

No shows have occurred less frequently this season (to our knowledge) and this may have been associated with easier cancellation directly from the confirmatory email. We are investigating whether reminders could also be sent.

Roger has undertaken some analysis, matching bookings with gate card entry statistics. This is an imperfect method as we know that some people tailgate into the pool, despite being asked to use their gate cards each time. From this there were 468 no shows- which is about 2 a day.

150 members missed one or two bookings.

A small number of gate cards are associated with missing more than 10 sessions and these are being followed up.

There was a discussion about what members should do if they notice an empty lane and it was explained that all the member needs to do is contact the membership secretary with the date, time and lane number and Bettina will analyse and act. There was also a discussion around people not always having a phone with them to send a message and the option of leaving a written note. The consensus was to put this in the secure ticket box. This will be included in the new membership pack.

Access to the pool saw significant improvement this year. One member was interested in help to get into and out of the pool. The committee will discuss this.

## **POOL TEMPERATURE AND HEATING SYSTEM**

**Christian Staunskjaer and Steve Moggs**

The pool was open for 198 days in the 2025 season and consistent temperatures were maintained apart from a couple of days in May when the pool temp dropped a little, because of a broken part in the boiler system. The ASHP did provide heating during the warmer parts of the day.

We can select the most appropriate system for the conditions and have the resilience of the hybrid system. We have become much more adept at running this and remote monitoring has been hugely beneficial. The ASHP did most of the heating in the summer, with a resultant reduction in carbon emissions.

The new pool cover has also helped insulate the pool and reduce heat loss.

For the future we are looking at the possibility of installing solar panels and are at the stage of quotes and early discussions.

## **MAINTENANCE, CLEANLINESS AND STRUCTURAL ISSUES**

**Will Esplen and Bettina McLean**

Will explained that the pool had generally run well this season. If anyone notices anything amiss, they are requested to tell Bettina, the membership secretary who passes it onto the relevant member of the SSPC Operations team who have different specialities. We also use PPE for a monthly service and more specialist advice.

There were a few suggestions in the survey which are being addressed.

- We have obtained more environmentally friendly cleaning products for next season.
- We have replaced the brooms
- After investigation, the mould observed in the end toilet appears to be a result of water ingress from the shower.
- There were reports of the gate mechanism not closing properly. This appears to be a user issue which requires people to close gently as it operates on a magnet and check its closed.
- We will be acquiring a manual mangle to wring water from bathing suits (spinners which are sufficiently robust are expensive)
- Sunshades and sails to provide shade were considered- but were likely to blow away or into the pool. So, we will be adding benches to the wall side of the pool in 2026 to utilise the shade.

There was a comment that the wildflowers were beautiful, but please can we ensure that there is still space to lock up bikes.

There was a question about the oak tree in the school and can we reduce its size. This has been explored with the school who have the tree regularly checked. They are advised it is safe and does not require reduction in size, which could impact on the health of the tree. A similar question was posed about trees in the churchyard. Jonathan advised that these are also regularly checked and have been deemed safe.

There was a question about whether we can have more light in the changing rooms. The operations team will consider the best way to do this.

## **BEHAVIOUR, CONDUCT, SUPERVISION AND ENFORCEMENT OF RULES      Steve Moggs and Bettina McLean**

Steve told us that most people are well behaved and follow the rules. All rules are displayed at the pool and included in the membership packs which people sign up to as they become members. The rules are there for everyone's benefit, to make the pool as safe as we can. We are conscious that we operate a facility without a resident lifeguard. The rules come from the professional body CIMSPA (Chartered Institute for Management of Sport and Physical Activity).

- No children to be left in the pool compound unattended
- All Children under 8 must have an adult in the pool with them (Ratio 3 to 1)
- All children over 8 must have an adult supervising within the compound (Ratio 6 to 1)
- All children 16 years and older are allowed to swim unsupervised and enter compound unsupervised if a disclaimer has been signed
- No Diving
- No Bombing
- No Throwing

Steve encouraged everyone to oversee the rules. Initially to talk to anyone not following the rules (or the parents of children). If members see anyone not following rules, they are encouraged to report this to the membership secretary with as much information as possible. The Trustees investigate each report, and where appropriate act, which can result in suspension or termination of membership.

There was a discussion about children being observed playing and even standing on lane ropes. This can result in damage to the ropes or the pool structure where they are secured and in the latter case is a safety issue. It will be included in the new members pack and rules.

There was a discussion about noise, and the consensus was that we want children to be able to play and enjoy open swimming sessions. If members want a quieter swim, there are other sessions to attend. However, we are conscious that we do have neighbours and will consider how to word this.

#### **4. CHAIR'S SUMMARY AND ANY OTHER QUESTIONS ARISING FROM THE PAPERS**

Nicola thanked everyone for their contributions to the discussion. There were no further questions. There were some comments commending the new format and venue of the AGM.

#### **5. ELECTION OF TRUSTEES**

The constitution requires that a third of the Trustees should retire by rotation at each AGM. This year the following two Trustees are due to retire: **Christian Staunskjaer and Kath Webster. Nicola explained that both have had a massive impact on the governance and evolution of the pool.** Both are willing to stand for re-appointment.

**Diann Arnfield proposed and Will Esplen seconded, Christian and Kath being re-appointed. The meeting agreed unanimously.**

The meeting closed at 21.10. Nicola thanked members and Trustees for their attendance.