

## **SWIMMING REVIEW 2020**

### **INVESTMENT PROGRAMME (Draft Proposals)**

In addition to addressing the charging model and rates at the Swimming Facilities and the operational deployment of Lifeguards and Rangers, it has become apparent that an investment programme is necessary to achieve the objectives of the Swimming Review. Particularly, given the need to move at pace to implement the Health and Safety Executive advice and address the negative comments from the Swimming Forum on the City Corporation's failure to install contactless technology.

This programme has been generated following detailed discussions with the City Corporation Lifeguards, the Hampstead Heath Swimming Associations and following three meetings of the Hampstead Heath Swimming Forum.

The Superintendent seeks to collaborate with colleagues from across the City Corporation to implement this programme. Project Management, Information Technology, Communication capability is required to help deliver this programme.

Given the short timescale, additional project management capacity is needed to prepare for the 2 May 2020 commencement of the summer swimming season.

### **PROPOSED PROJECTS ACROSS THE FOUR SWIMMING FACILITIES**

#### **Technology**

1. To facilitate the installation of technology to support revenue collection provide power and broadband at the entrances (inner and outer cordons) to the Bathing Ponds.
2. Install contactless payment and season ticket card readers at two positions, the outer gate and a location in view of the Lifeguards. Upgrade the contactless payment system and install and season ticket card readers at the kiosk to align with the system at the Bathing Ponds.
3. Install technology to count the number of visitors entering/exiting the facilities.
4. Install technology to record the bathing loads, and the capability to relay the number to the queue outside the facilities.
5. Install keyless lockers at all facilities to support the rollout of contactless payment for phones, wallets and cards.
6. To review the online season ticket application process to enhance user experience. This should include adding the option to make a donation in addition to purchasing a season ticket, gift aid, delivery options for the season ticket, automatic renewal, photo uploading and monthly instalment payments.
7. Investigate and procure smart season tickets to collect participation data.

## **Capital Bid - Built Assets**

8. Relocate the Men's Pond entrance to create an accessible facility, removing the steps and fencing associated with the existing location. Provide payment points, dog tethering area, widen paths and access to both the compound and pond to establish better flows for visitors to the facility. Provision of a new door into the existing changing facilities to separate wet/dry routes. This access programme is also paramount for Lifeguards and their safety so that they can see people coming into the facility for safety and accessibility.

Men's toilet block to be reconfigured to address the anti-social behaviour, re-planned and to integrate a 'pissoir' with off the ground metal screens and sections of canopy roof. Enclosed WC cubicles would also be required.

Provision of accessible changing, showering facilities and accessible WC in a new lightweight compound on the edge of the pond with a pontoon for disabled access into the water.

Provision of new long window on the south elevation with glazed corners to the West and East elevation to allow a panoramic view of the pond for the Lifeguards.

Reconfiguration of the key clamp enclosure/railings outside the Lifeguards Observation Hut.

Provision of steps to link the two existing concrete platforms to improve Lifeguard access.

9. Increase the height of the fence and gates at the rear access at the Kenwood Ladies' Pond and install the facility for season ticket entry gate release.
10. Re-provision the accessible toilet as a wet room and toilet at the Kenwood Ladies' Pond.
11. Re-provision the Lifeguard welfare facilities at the Mixed Bathing Pond.
12. Review the space allocated to the changing compounds and sunbathing areas at the Mixed Bathing Pond.
13. Review the accessibility of the facilities.

## **Cyclical Works Programme**

14. Re-provision the 3-phase electrical power supply from the UK Power Networks pillar near Hampstead No 1 Pond to the Mixed Pond. Trunking has been incorporated into the dams to facilitate the new cable run.
15. Review and update the Mixed Bathing Pond fixed wiring.
16. Connect the 3-phase aerator at the Mixed Bathing Pond from the Hampstead Heath Ponds Project.
17. Upgrade the water supply at the Mixed Bathing Pond to increase the water pressure allowing cold water showers to operate in the summer.
18. To re-provision the hot water boilers for the Ladies' changing room at the Lido.
19. Re-provision the Lido entrance shutters, gates and turnstiles to provide a secure facility to protect staff.

20. The Lido leak is currently being monitored. To review the data and develop a project to resolve the leak.

### **CSD – Client Funded Projects**

21. Review the design of the Lido outer perimeter fence to prevent unauthorised access. Seek Planning Consent to install a temporary security fence for June - August 2020.

### **Hampstead Heath Annual Work Programme**

22. Design and fabricate a cover to securely close the diving board when the Men's Bathing Pond is reaching the peak bathing load.
23. Re-provision of a new timber pontoon for Lifeguards at the Men's Bathing Pond to the South-East of the concrete jetty (access to water) & steps into water for ambulant disabled access.
24. Re-provision the fixed Lifeguarding position at the Kenwood Ladies' Bathing Pond to the north of the pond.
25. Install waste and recycling facilities all facilities.
26. Update the Communications Plan in relation to both internal and external stakeholders utilising the web, social media and the Heath Diary.
27. Update Risk Assessments, Safe Systems of Work and Emergency Action Plans to inform staff training and development.
28. Install new signage to support the contactless payment and season ticket access arrangements.
29. Update the safety signage to reflect the learning from the Swimming Review.