



## Hampstead Heath Sports Advisory Forum

Parliament Hill meeting room

16 September 2019, 6.30pm

### Members:

Richard Sumray (Chair)	RS	Hampstead Heath Consultative Committee
Marc Hutchinson	MH	Hampstead Heath Winter Swimming Club, H&HS
Joseph Lowe	JL	Highgate Harriers
Jon Parry	JP	Parliament Hill Lido Users Group
Ella Mitchell	EM	Hampstead Rugby Football Club
Richard Caylor	RC	Parliament Hill Bowls Club
Brian Presley	BP	Parliament Hill Bowls Club
Rudolf Benjamin	RB	Hampstead Heath Tennis Coach
Sandy Nairn	SN	Hampstead Heath Croquet Club
David Littler	DL	Hampstead & Highgate Angling Society
Caroline Buzzard	CB	Hampstead & Highgate Angling Society
John Carrier	JC	Camden CCG
Debbie Bush	DB	Community Sport & Physical Activity Manager Camden

### Officers:

Bob Warnock	BW	Superintendent of Hampstead Heath, COLC
Sufina Ahmad	SA	Corporate Strategy Team, COLC
Declan Gallagher	DG	Operational Services Manager, COLC
Paul Maskell	PM	Leisure and Events Manager, COLC
Richard Gentry	RG	Constabulary & Queen's Park Manager, COLC
Gill Rivers	GR	Parliament Hill Keeper Team Leader, COLC
Kate Radusin (notes)	KR	PA to Superintendent of Hampstead Heath, COLC

ITEM		ACTION
<b>1.</b>	<b>Apologies</b>	
	Karina Dostalova, Anne Fairweather, Nigel Robinson, Natasha Cendrowicz, Eleanor Kennedy, Simon Taylor, Robert Gibbs, Josef Thomas, David Walton, Richard O'Mahony, Phil Cordingley.	
<b>2.</b>	<b>Minutes of the previous meeting (10 June 2019) &amp; Matters Arising</b>	
	N/A. All items covered on the agenda. Minutes agreed.	
<b>3a.</b>	<b>Minutes of the Swimming Forum (12 March 2019)</b>	
	The minutes were noted.	
<b>3b.</b>	<b>Minutes of the Track Forum (12 September 2019)</b>	
	JL raised an item in relation to wristbands and access to the Track facility outside of Tuesday and Thursday Club sessions. BW confirmed that Officers would continue to work with representatives from the Club to find a solution and would meet outside of the Forum to continue discussions. It was noted that the Track facility was heavily subsidised.	<b>BW/JL</b>

	JC asked a general question regarding reinforcement and wear and tear of the inside lane. DG confirmed the inside lane was not reinforced and that the lane could be closed to spread wear amongst the other lanes.	
<b>4.</b>	<b>Review of the 2019 Summer Swimming Season</b>	
	<p>BW building on the 2018 summer season review, we have worked to capture the issues which arose during summer 2019 across the swimming facilities.</p> <p>During extreme weather events the pressure on the facilities gives rise to anti-social behaviour as the bathing loads are reached and queues form outside the facilities. We need to consider how we can manage this more effectively moving forward.</p> <p>RS there is growing, and considerable stress put on the swimming facilities. BW confirmed the growth in the use of the Bathing Ponds was estimated at 100% since the 2010/11 season.</p> <p>RS each discussion point will have an implication on resourcing.</p> <p>PJ the COLC used to employ 6-7 casual staff to support the summer season, there is now in excess of 20 casual staff. There is a lot of pressure on Lifeguards we are seeing instances where staff are off work sick with stress following very busy days. The winter season used to be quiet but it is now almost as busy as the summer. The sauna has increased the usage of the Lido, as people are swimming longer into the winter season. Outdoor swimming is generally growing in popularity. The Lido café is able to operate all year round as the Lido is busy.</p> <p>PM managing the busy facilities in the summer has additional costs, such as security and additional support staff.</p> <p>PJ on the busiest days over the summer, people started queueing for the day swim (which opens at 10am) at 8.30am.</p> <p>RS where are visitors coming from?</p> <p>PM some locals, but people travel from all over London. The mix of users also makes the crowd challenging to manage.</p> <p>RC popularity has become the issue.</p> <p>PJ the Lido has a capacity of 2,000 and we turned away a similar number of people.</p> <p>JP noted that numbered cards had been used later in the summer to manage the queue, and this had helped to a degree. Tickets could be sold online so you would know how many people are coming in advance.</p> <p>PJ noted that the current entrance layout did not help, as it is difficult to get large numbers of people into the facility quickly.</p> <p>PM the numbered cards did aid the queueing system and the addition of exit turnstiles had also helped. The recent opening and immediate closure of Beckenham Place Park swimming lake was discussed by the Forum.</p> <p>JP the team do a brilliant job managing the Lido.</p> <p>JC there used to be a culture of queueing, which has changed.</p> <p>RG the behaviours displayed by visitors have deteriorated. We do liaise with the MET who have been generally supportive, however, their resources are also stretched. We have increased the number of security staff being brought in and have been briefing ground staff, but we do not want to put frontline staff in a position where they are coming into conflict or being verbally or physically abused.</p> <p>DB comms are important. Spread the message to check before you leave home.</p>	

	<p>RS could there be joint messaging on capacity with the other London Lidos?</p> <p>RB can volunteers help?</p> <p>BW volunteers from the KLPA do support staff at the Ladies' Pond, but during extreme weather events we are concerned about volunteers being exposed to conflict and anti-social behaviour. Currently, they help the Lifeguards in many practical ways, which is greatly appreciated.</p> <p>RS resources are needed to protect the staff.</p> <p>PJ the right staff are needed to manage a queue of 2,000 people, or a busy pond.</p> <p>JL can the swimming hours be increased to increase the capacity?</p> <p>RS how do you get the revenue to provide additional resources?</p> <p>PJ there is a balance, we cater for day swimmers as well as various evening clubs and groups. We already facilitate evening sessions, so it is not an option to open longer for day swims.</p> <p>RS the level of payment compliance is very low at the Ponds, around 7%. What can be done to improve this?</p> <p>BW we have been working on the 'journey to payment' to increase compliance. Season tickets have recently been made available for purchase online. We have also improved signage and the layout of the payment machines to make it clearer and easier. Across the three bathing ponds there were 654,000 beam breaks, however the income was only £67k.</p> <p>MH at the Mixed Pond there are staff on the gates and this increases compliance.</p> <p>BW it does increased compliance and we are also promoting season tickets via the Swimming Associations.</p> <p>PJ it does leave staff vulnerable as they are holding cash, issues can arise if people do not have correct change, people push past and don't pay which created conflict with the people who have paid. Due to the layouts it is difficult to stop people coming in who have not paid.</p> <p>RS do we need to revisit mandatory payment? More £ being spent on one sport means there is less going into others. The Forum supports the COLC looking at this.</p> <p>JP in Europe there is a culture of paying and people expect to pay when visiting facilities. This is the case for swimming lakes in Austria, which is comparable.</p> <p>JC it is a cultural issue, can physical changes be made to the entrances? It is a protection issue; Lifeguards need to limit the number of people entering the water and swimming. The staff need to be protected as do swimmers.</p> <p>RB card payments are growing. Considering this as a means of taking coaching payments moving forward.</p> <p>MH if turnstiles were introduced at the Ponds this would not be well received.</p> <p>PJ more income is received through the donation posts than the payment machines.</p> <p>DB Camden have worked to get buy in from residents to support changes due to austerity. There is some learning which may be applicable.</p> <p>RS a range of solutions are needed, not just one. A holistic approach with different propositions to look at so solutions begin to emerge. A comms strategy should also be in place.</p> <p>MH website, can this be made clearer?</p>	
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	<p>BW the website is currently being redesigned. This will allow quicker access to information about opening times and charges than general information about the history of the site.</p> <p>BW the discussion will be continued at the Swimming Forum, to develop a collaborative approach with both swimmers and the wider Heath community included to discuss options to address the issues ahead of the 2020 season. We can bring these back to this Forum for review and further discussion.</p>	<b>BW/PM/PJ</b>
<b>5.</b>	<b>City of London Corporate Sport and Physical Activity Strategy</b>	
	<p>SA provided an update on the Strategy. A second draft is being prepared for consultation. The strategy covers the Statutory obligations of the COLC in relation to City workers and residents as well as Non-Statutory obligations, in relation to the Open Spaces and Schools situated outside of the Square Mile, as well as families. It was acknowledged that the first draft of the Strategy did not get the balance right, and this was reflected in the feedback received from Members and Stakeholders. The Strategy is being extensively redrafted and the discussions at this meeting will inform this work. The second draft will be discussed with Members at a breakfast briefing in October before being discussed with Committees. The Strategy will cover a five-year period and would be launched in 2020. The Strategy will champion and maximise the benefits of Sporting Activity and will cover Macro- Major Sporting Events, which boost the attractiveness of London, Mid Tier - Events which strengthen community bonds, and Micro – Sports and Activities which happen at the Club or individual level.</p> <p>RS noted that the Heath already hosts Major sporting events, such as Cross Country Runs and the Night of 10,000m Personal Bests. The COLC host and support other Major Events which promote wellbeing.</p> <p>SA confirmed the Strategy would act as a framework and will include an asset list which confirms what facilities the COLC provides. The role and offer of the Open Spaces will be clarified.</p> <p>MH referenced work undertake by the Forum to inform the 2007 Heath Management Plan. This is a valuable resource and could be reviewed to see if it was still applicable, as it included an overview of the Heath's sporting offer. KR confirmed she would circulate the documents to SA, so that it could be reviewed.</p> <p>JC the values are timeless, regardless of having an Open Space or not. It is difficult to put a measure to but does need to have a measure. Will finance be covered in the Strategy?</p> <p>SA the Strategy will cover the raw materials, as each Department will be asked to confirm what they have to offer. The Strategy is a public statement from the COLC that Sport matters. Target groups have been identified at the high level – a measure will be the number of people taking part in sports, and the increase in the number of major sporting events held. The COLC will have a role as a key partner in supporting sporting bids.</p> <p>SN the Strategy can have a positive effect on the City's image, as currently there is a bad image. It is seen as a place where people work night and day which is unhealthy. A successful City has increased health and</p>	<b>KR/SA</b>

	<p>wellbeing and the Strategy will help with this image. Some major sporting events held in the City (such as baseball and F1) are a distraction and have no impact on public wellbeing.</p> <p>DB how will the Strategy reflect input from the voluntary sector? Events such as Night of 10,000m Personal Bests include volunteering as a resource and this contributes a lot to holding large events. Camden are in the process of realigning their strategy and contracts to address the levels of inactivity in the Borough.</p> <p>RS there are a number of schools in the local area, we should aspire to have all children doing some sort of activity.</p> <p>DB Camden support residents using the Heath.</p> <p>SA we don't want the Strategy to stifle what is already happening, we want to enhance it. The Statutory duties fall mainly within the Square Mile.</p> <p>PM asked what resources there were to embed the Strategy. The most important part of the Strategy is what resources we have and how they will be managed. At the Heath there is already good participation levels in Rugby, Football, Athletics and Running. The Heath's partnership with Camden is integral and we need to consider how this can be factored into the Strategy. The Athletics Track will need to be resurfaced during the lifetime of the Strategy, the cost will be in excess of £1m, how is this captured? As the project will need capital support.</p> <p>EM it is important to reach under represented groups and to break down barriers. How do we keep people involved? Inclusivity – cost is an issue and impacts on access. There is also a need for capital spends to maintain the facilities as they are.</p> <p>JP it is concerning, that there are facilities the COLC has already invested in for 30 years, unless this investment continues the outcomes of the Strategy will not be achieved. The COLC has particular responsibilities to specific facilities.</p> <p>BW there is an opportunity to align the Strategy with the new Hampstead Heath Management Strategy.</p> <p>RS there is a balance between conservation and sport, which is now widely accepted and this needs to be reflected in the Strategy.</p> <p>DB is youth safety included?</p> <p>SA confirmed this was covered in the second draft which was yet to be published. The Committee consultation process would start in late October 2019.</p> <p>It was agreed that SA would circulate the second draft so that the Forum could have additional input.</p>	SA
<b>6.</b>	<b>Draft Fees &amp; Charges 2020-21</b>	
	<p>BW the proposed fees and charges have been uplifted by 2.8% based on RPI. The fees for the swimming have been held at the current rates.</p> <p>JC the proposals do not seem unreasonable.</p> <p>There was agreement amongst the Forum in relation to the proposed sports fees and charges.</p>	
<b>7.</b>	<b>Review the Membership of the Sports Advisory Forum</b>	
	<p>RS Angling is now represented on the Forum. This item will be carried forward to the next meeting for a further discussion.</p>	

<b>8.</b>	<b>Licensing Personal Trainers</b>	
	RG provided an update on the recent engagement and consultation in relation to a dog walkers code of conduct. The consultation closed on 15 September 2019 and balanced feedback has been received. A focus group took place as part of the engagement and a number of Forum members attended. We will work to translate the findings into proposals for regulations and will develop a licensing scheme. The next phase will cover personal training, and this will be discussed at the next meeting.	
<b>9.</b>	<b>Upcoming Events</b>	
	<p>PM noted that an update on events had been included in the meeting papers. The recent Duathlon was very successful, and the number of applicants was up on previous years.</p> <p>JC sheep on the Heath. Could a partnership be made with local City Farms? Have events on the Heath to display what they do and draw attention to the local city farms.</p> <p>BW the recent trial was very successful, we will consider a further pilot in 2020.</p>	
<b>10.</b>	<b>AOB</b>	
	<p>DB – 26 September, Camden Active networking event taking place. An invitation will be circulated to the Forum.</p> <p>An update on 'we can move' phase 2 which will be launching soon, will be put on the agenda for the next meeting.</p> <p>RG key code entry for the Parliament Hill Tennis courts is being discussed. Courts 1-4 will be remarked in the next few weeks.</p> <p>PM the North London League have no home fixture in 2020. The next event will therefore be in 2021.</p> <p>World Heritage Plaque – we are hoping to install the plaque at the back of the Lido which is the starting point of the cross country. The plaques will be issued in March 2020.</p> <p>PJ the cold water swimming championships will be taking place in January 2020.</p> <p>EM gave thanks to the PH Keepers for the recent repairs to the track infield. Heath Extension Meeting room, is this available for hire? BW confirmed the meeting room would be made available for hire in the short term, with the long-term ambition to undertake a consultation which would inform a tender exercise.</p> <p>Hampstead Rugby Club day taking place this weekend.</p> <p>SN an annual license for the green and pavilion has been agreed along with a ten year framework. The Croquet Club would like to give thanks to the PH staff for maintaining the green, which is very good.</p>	

	<p>BP echoed SN's comments in relation to the license and management of the green. The Club have a feature in the next edition of the CNJ.</p> <p>RB Tennis for kids' sessions, supported by the LTA, have helped to introduce ten new children to the sport.</p> <p>DL The HAHAS have recently joined the Forum. The groups objective is to promote and protect angling on the Heath. Free children's sessions are being offered to local schools to help promote the sport. The group would like to propose the reintroduction of fishing along the Men's Pond Northern Bank and propose that float fishing would mitigate any conflict between swimmers and anglers at this location. BW confirmed the proposals should be discussed with the Swimming Forum in the first instance, before being discussed with the Heath's Committees.</p> <p>RC passed on his thanks to the PH staff for their green maintenance. A fixture has been secured for the Chelsea Pensioners to play a fixture at the green in September 2020.</p>	
<b>11.</b>	<b>Upcoming Meeting Dates</b>	
	<p>Monday 10 February 2020, 6.30pm</p> <p>Monday 18 May 2020, 6.30pm</p> <p>Monday 14 September 2020, 6.30pm</p>	