

ISPE NEWS

Member Feedback

**October ISPE
Seminar**

**New ISPE Office
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Details**



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From the Editor

Welcome to this edition of the ISPE Magazine, and first of all, a heartfelt thank you for the warm welcome I've received from many members since my appointment in May. I am truly grateful to the ISPE council for giving me this opportunity, which I am embracing wholeheartedly. I'd like to extend a special thank you to Ross and Linda, who have been two of the most supportive and kind individuals I've had the pleasure of working with during my first few months at ISPE. Their guidance has made this transition a smooth and enjoyable experience.



As I settle into this new role, I am eager to learn and take on the challenges that come with it. There is a lot to absorb, but I find myself relishing every step of the journey. Alongside getting to know many of you, I've also set up a new office, which I discuss later in this issue, and you can find our updated contact details on the next page.

While I discussed an evolution of ISPE during my interview, I have come to realise that some changes will require a revolution to truly benefit our members and the broader industry. Any adjustments we make will always prioritise improving the experience for you—the members—and the future of our field. I'm eager to hear from you, our members, about what you value most about ISPE and where you think we can improve. Your feedback will be essential as we move forward.

Looking ahead, we have several exciting events on the horizon, including the October Seminar, the November Filtration Workshop, and SPATEX in the new year. These are wonderful opportunities for professional development, networking, and learning from some of the best in the industry.

In thinking about how to close these editorials, I was inspired by Ross's signature "keep busy" phrase. I reflected on what ISPE stands for and its mission to support and improve swimming pool engineering through education. While I have big shoes to fill after Ross's 35-year tenure, I am determined to carry on his legacy and provide meaningful opportunities for both current members and those who have yet to join us. But I can't do this alone—I need your engagement and commitment as we embark on this journey of continuous education and professional growth together.

Keep Learning!

Luke Griffiths - September 2024.

The ISPE Council of Management

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General Manager - Luke Griffiths, **General Secretary** - Ross Alcock

A: The Institute of Swimming Pool Engineers, Kildonan, Maypole Street, Wombourne, WV5 9JB.
T: 0331 630 3301 W: www.ispe.co.uk E: luke@ispe.co.uk

NOTICE TO ALL READERS

Articles and advice in the ISPE Magazine are for guidance only. Further professional advice should always be sought before acting upon, or refraining from acting upon, a course of action. Health & Safety is of paramount importance and the correct PPE (personal protective equipment) should always be utilised before undertaking any job.

If in doubt, ASK!

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New ISPE Contact Information

For all future ISPE enquiries, please use the following contact details:

Phone Number: 0331 630 3301

Address: The Institute of Swimming Pool Engineers,
Kildonan, Maypole Street, Wombourne, WV5 9JB.

Email: luke@ispe.co.uk

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Front Cover Pool Project



Certikin equipment is the backbone of a commercial pool says Buckingham Pools

When Warwickshire-based Buckingham Pools installed an infinity pool and wellness suite in the UK's first net-zero retirement community in Caddington, Bedfordshire, they naturally turned to their tried and trusted supplier, Certikin, for the all-important pumps and filtration.

Buckingham Pools was commissioned to design and build a contemporary level-deck indoor swimming pool with an integrated spa and fully tiled steam room. At 16.8 x 6.7m, the pool features infinity overflow edges and an air pad, back and calf massage jets.

The pool's cutting edge plant room equipment includes a state-of-the-art filtration system and the highly reliable, quiet Euroswim booster pumps, ensuring optimal performance and water quality, and all supplied by Certikin.





Regardless of the aesthetic requirements of a pool, it is nothing without sparkling, clear water and that all comes down to the quality of the filtration. Buckingham Pools chose Certikin's SLX bobbin wound GRP Filtration. The SLX range of filters are the workhorse of a commercial pool and with a wide range, covering sizes from 1.05m through to 3.00m, and options for laterals and nozzles with various pressure ranges and accessories, any pool can be catered for. The standard SLX lateral version comes at 2.5 bar rating with commercial laser cut 50mm laterals making them robust for the commercial environment and all backed up with a 10-year warranty.

Richard Troman, design lead at Buckingham Pools, specified the equipment because of its recognised quality and robustness. "Our technical specifications prioritise the integration of these components to ensure not only compliance with, but the surpassing of client expectations in terms of operational performance and water quality standards.

"As Certikin is the UK's leading supplier of premium products, service, and customer support, we naturally turned to them. With a demanding and complicated design and build project, such as this, working with the trusted UK market leader is of utmost importance."

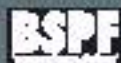
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For advertising enquiries contact Tony Weston on 01474 813433 or email tony@aquapublishing.co.uk



Member Feedback

ISPE Launches NPS Survey to Gather Member Feedback

ISPE is committed to continually enhancing the services and support we offer our members. To help us better understand your needs and expectations, we are launching a Net Promoter Score® (NPS) survey through Active Insight.

Your feedback is invaluable in shaping the future of our organisation, enabling us to provide even more relevant and effective training, resources, and member services. The survey is brief and should only take a few minutes of your time.

We encourage all members to participate. Your responses will help us identify areas where we excel and those where we can improve. By sharing your honest opinions, you'll be playing a crucial role in the ongoing development of ISPE.

To participate, simply scan the QR code below or use the link to access the survey. Your input is greatly appreciated!



<https://tinyurl.com/ISPENPSSurvey>

About Active Insight and NPS

Active Insight work with leading industry organisations, local authorities and leisure and cultural trusts, as well as private sector operators and suppliers. Helping them to understand their customers' and clients' needs and aspirations, and to deliver innovative service improvement initiatives.

Net Promoter Score® is the one of the most recognised methods of benchmarking your business against competitors through just one single question. Whilst this is a very popular approach to finding out more about your customers, Active Insight are one of only four officially accredited to deliver this question to your customers. Used across several different industries; including tech, hospitality, and clothing, NPS is one of the best ways to get to grips with what your customers want.

Active Insight Events

Active Insight's flagship event is active-net which has run every year in Spring since 2014. The event comprises inspiring educational sessions, interesting speakers and productive 1-to-1 meetings across a packed two-day agenda.

Active-net is a buyer and supplier event for the health, fitness and leisure industry. We invite buyers and suppliers from all aspects of the industry to meet with one another and aid each other's expansion and progression.

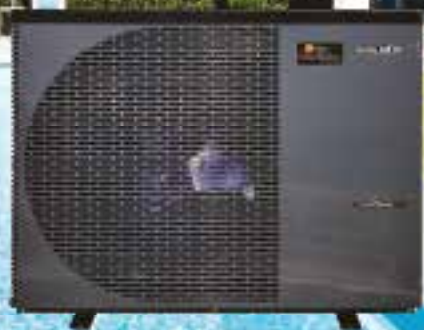
active-net has been connecting partners and operators for over 10 years. We have a Net Promoter Score average of 89 across virtual, face to face and events in the public sector, private sector and Scotland.

Our private sector event in February 24 was a sell out on its first attempt, 20 supplier partners met for pre arranged meetings with operators from hotels, health clubs, Universities, fitness chains, residential and independent operators. This private sector event is now in the calendar for 2025 – it will be held at The Radisson Blu in Stansted on 28th January and supplements our Scottish event on 25.09.24 and our public sector event on 26th and 27th March 2025 in Notts.

For Further information please see www.active-net.org or contact davidmonkhouse@active-insight.org



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Upcoming Filtration Workshop The Importance of Practical Training

ISPE's hands-on filtration workshops are designed to equip new recruits and service personnel with essential skills for managing domestic and commercial pool installations. The next one is scheduled for **Tuesday 12th November**, at Plastipack Ltd in St Leonard's on Sea.

Why Practical Training Matters

In the field of swimming pool engineering, practical skills are as crucial as theoretical knowledge. The complexities of filtration systems and their critical role in maintaining water quality make on-the-job expertise essential. This workshop, led by experienced ISPE Council Members and seasoned filtration trainers - Chris Carr FISPE, Philip Barlow FISPE, and Kim Mumford MISPE - aims to bridge the gap between knowledge and practice, ensuring participants gain a deep understanding of the technical aspects of pool filtration systems.

Workshop Highlights

The intensive one-day workshops cover a comprehensive range of topics vital for those entering the industry or looking to refine their skills. The course is structured to provide both foundational knowledge and hands-on experience, making it ideal for newcomers and service personnel seeking to enhance their technical capabilities.

Key highlights:

- Pipe-Work Installation and Correct Pipe-Work Sizing
 - Learn the intricacies of pipe-work installation to ensure the efficiency and longevity of any pool filtration system. Participants will gain practical skills in correctly sizing and installing pipe-work.
- Sizing a Pump, Sand Filter & Pipe-Work for a Domestic Pool
 - Proper sizing of equipment is vital for optimal performance. The workshop will provide guidance on accurately sizing pumps, sand filters, and pipe-work for domestic pools.
- Filter Strip-Down and Rebuild
 - Gain hands-on experience in disassembling and reassembling filters, building confidence in maintaining and troubleshooting filtration systems.

- Pump Strip-Down and Rebuild
 - Similar to filter maintenance, this segment focuses on the mechanical aspects of pool pumps, ensuring participants can effectively service and repair these critical components.
- Sizing Equipment for a Commercial Pool
 - Moving beyond domestic installations, the workshop will also address the more complex requirements of commercial pools, teaching participants how to size equipment for larger loads and consistent water quality.

Workshop Details

The ISPE's filtration workshop is an invaluable opportunity to gain hands-on experience and deepen your understanding of essential technical skills. With expert instruction from leading industry professionals, attendees will enhance their expertise and contribute to the safety and efficiency of the pools they work on. Don't miss this chance to learn from industry experts and elevate your practical capabilities.

The workshop is priced at £75 for ISPE members and £95 for non-members, offering exceptional value for the depth of training provided. With the practical expertise of Chris, Philip and Kim guiding the sessions, participants will receive top-notch training from some of the best in the industry. Given the hands-on nature of the course, places are expected to fill up quickly, so early registration is advised.

For more details or to register, please email luke@ispe.co.uk



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AFM and PWTAG Guidance By Jimmy Lamb, FISPE

I often get asked questions by installers or end users who are considering a swap from sand to Activated Filter Media (AFM), “where does AFM sit with PWTAG?” or “Does AFM comply with PWTAG?”.

There are some misconceptions about PWTAG. When the word ‘comply’ is used, it suggests law! PWTAG are not a governing body. PWTAG are the Pool Water Treatment Advisory Group with Advisory being the operative word. PWTAG is an independent, non-commercial membership organisation, dedicated to raising standards in pool water treatment. They collaborate with government agencies and professional and technical specialist bodies. I am the current representative for Dryden Aqua who are a member of the PWTAG Industry Forum.

The publication Swimming Pool Water is something that every pool professional should have a copy of. It contains good advice, and it is a book that is always at hand in my office. There are however, some guidance notes that remain open to interpretation.

Below are the three common questions that I get asked to whether AFM has compliance to these standards.

Extracts below have been taken from the PWTAG book, Swimming Pool Water.

1. Question: - Do you still need to change the filter media every 5-10 years?

Page 79 of chapter 7 – filtration

Filter media may need to be topped up and perhaps replaced every 5 -10 years.

Page 195 of chapter 9 – Spa pools

Sand filters should be checked quarterly and the sand replaced annually.

Answer: - May and perhaps are suggestive and not a must. AFM is not sand. As long as the recommended flow rates are respected, AFM can last 20 years plus. My recent visit to the Leisuredrome Swimming Pool in Bishopbriggs, Glasgow is testament to this. AFM was originally installed there in 2014 and the pool water and air quality are as good today as it was 20 years ago (case study available on request).

2. Question: - For how long do you need to backwash the filter?

Page 76 of chapter 7 – filtration

Backwashing should continue for at least 6 minutes or until the backwash water is clear, whichever is the longer. **The manufacturer’s recommendations should also be taken into account.**

Answer: - Our research has shown that even when the discharge water runs clear, it does not mean that the filter vessel is empty of trapped debris (see below answer to question 3). Our experience has shown that the backwash time compared to that of sand is typically halved. Why waste water for the sake of guidance that does not apply to AFM? Water is becoming a very precious commodity!

3. Question: - Why do you recommend a min. 40m/h ($m^3/h/m^2$) backwash velocity?

Page 76 of chapter 7 – filtration

The backwash flow rate should be fast enough to fluidise the bed. For the sand grain size traditionally used in the UK (0.5-1.0mm) a flow rate of 30m/h has been effective for many years alongside engineering, underdrain and distribution systems that are well designed and installed.

Answer: - Unfortunately, the advice from PWTAG does not give a percentage of how much the media bed should be expanded during a backwash. It only states that the 'flow rate should be fast enough to fluidise the bed'. For an effective backwash, the bed should expand by at least 15%, preferably 20% along with total fluidisation in order to release trapped particles. Our research has shown that sand behaves differently depending on where it has come from. It is not just the size of the grain that matters, it is the shape! With sand, a 30m/h backwash velocity is not fast enough to achieve a 20% bed expansion. At best a 6% expansion can be achieved with a quality sand at 30°C. The colder the water, the better bed expansion will be achieved. This is shown in a graph in the PWTAG book on page 77.

Our research has shown that AFM is the only filter media, that will fluidise and expand by 20% at the low velocity of 30m/h. This does not mean that the velocity is fast enough to remove the larger, heavier particles from within the filter vessel. It can also be said that if flocculation has been used, then even more force will be required to break up the sticky substance formed by the flocculant. Debris that is not discharged by backwashing will remain within the filter vessel and become a harbour for bacteria.



If you're an ISPE member, SPATEX 2025 is for YOU!

SPATEX is the UK's only dedicated water leisure exhibition but thanks to its long-standing partnership with ISPE, the show is equally famed for hosting an impressive education programme, packed with technical workshops and insightful seminars, led by industry experts. Free to attend, there is no greater concentration of water leisure talent in the UK, make sure you're a part of it.



Here's five reasons to attend SPATEX 2025 – Tuesday 4th to Thursday 6th February at Coventry Building Society Arena

1. **Invest in yourself** – catch over 20 CPD-accredited interactive workshops curated by ISPE (Arena 1) with leading experts providing valuable insights. Make the most of free intelligence! SPATEX is fortunate to have the support and access to the technical know-how of all the industry's main associations so can offer a second seminar programme in Arena 2 covering topics such as future trends, social media and marketing.
2. **Some things need to be seen** – it's your first opportunity in 2025 to see the latest innovations from all the leading manufacturers and suppliers from around the world. See, touch and discuss the latest products and take advantage of exclusive generous show offers. Meet the decision-makers - this is where all the conversations that will shape this fast-evolving market over the next 12 months will take place.
3. **Business best practice**, including saving energy and sustainability, are topics high on the agenda and feature both in the seminar programme and in the products displayed on the one hundred plus exhibitors' stands.
4. **Expert advice** – Gain the most up-to-date information from over a thousand industry professionals. There's no better place to seek impartial advice from a variety of specialists, and all for free. Visit the SPATEX Help Desk at the entrance to the Arena to be pointed in the right direction.
5. **Raise your own profile** – build valuable business relationships and collaborate on new ideas. SPATEX offers lots of out of hours social opportunities including the SPATEX Networking Party on the Wednesday evening in the Coventry Building Society Arena Clubhouse. Visitors and exhibitors are warmly invited to attend at 5pm after the show closes, for free canapes, drinks and a very collectible SPATEX gift.

It's the industry's red-letter day!

Newly appointed ISPE General Manager, Luke Griffiths says: "The continued collaboration between SPATEX and ISPE ensures that the event remains a premier destination for pool and spa professionals seeking to connect, learn and discover new products and services. By participating in SPATEX, ISPE members can enhance their skills, expand their industry knowledge, and stay ahead of the curve in an ever-evolving industry landscape. The Institute brings a wealth of expertise, credibility and industry insights to the event. ISPE will be out in force in Arena 1 with a packed three-day programme of informative and engaging workshops."

SAVE THE DATE: SPATEX 2025 - Tuesday 4th to Thursday 6th February. The Coventry Building Society Arena, Coventry CV6 6GE. Register your interest now and sign up for monthly newlines www.spatex.co.uk For more info: helen@spatex.co.uk Tel: +44 (0) 1264 358558.

The Institute's Home Study Course and Programme of Education for 2024 is kindly



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October ISPE Seminar

We are thrilled to announce that the programme for the 132nd ISPE Seminar is officially confirmed! This exciting event will take place on **Wednesday 23rd October** at the **DoubleTree by Hilton Newbury North** hotel and promises to be an unmissable day for all professionals in the pool industry.

The seminar will feature a distinguished line-up of speakers who will share their expertise and insights on the latest industry trends and developments. We are delighted to welcome **Mike Burnham, Jimmy Lamb, Glyn Lucas, Andrew Gaffey, James Hadley, and Bob Judd** as our keynote speakers. Each speaker will bring valuable perspectives and knowledge, ensuring a rich learning experience for all attendees. The presentations will cover the following topics:

| | | | | | |
|---|---|---|---|--|--|
| Plantroom Planning, Design & Layout Mike Burnham MISPE - Pool Logic | Filtration Jimmy Lamb FISPE - Dryden Aqua | Filtration Glyn Lucas MISPE DG Pool and Leisure | TCDO Chlorine Dioxide Treatments Andrew Gaffey MISPE - Andrew Gaffey Ltd | Preventative Maintenance of Pool Plant Equipment James Hadley MISPE – Sterling Hydrotech | Chemical Control for Large Volumes of Water Bob Judd FISPE – Aquatrol |
|---|---|---|---|--|--|



In addition to these insightful presentations, the seminar will feature several special events:

- **Inauguration of the New ISPE President**
- **44th Annual General Meeting**
- **2024 ISPE Awards**
- **Panel Discussion and Open Forum.**

Attendees will also have the opportunity to visit exhibition stands from a variety of companies showcasing their latest products and services, providing invaluable opportunities for networking and business development. Participating companies include:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Complete Pool Controls • SPATEX • Sterling Hydrotech • Dryden Aqua | <ul style="list-style-type: none"> • Andrew Gaffey Ltd • Pool Logic • DG Pool & Leisure • Aquatrol. |
|---|---|

And let's not forget about the complimentary refreshments! Enjoy free pastries on arrival, a delicious buffet lunch, and tea and coffee throughout the day as you engage with industry peers and learn from the best!

Special Thanks to SPATEX

A special thank you to SPATEX for generously funding **FREE** places for successful 2024 students to attend the seminar. This initiative provides a fantastic opportunity for the next generation of pool engineers to gain valuable insights and build their professional networks.

Don't Miss Out - Book Your Place by Today!

Places must be pre-booked and the closing date for bookings is Friday 18th October.

- Prices:
- ISPE Members £75
 - ISPE Students £55
 - Non-ISPE Members £95
 - FREE to Successful 2024 ISPE Students
- Funded by SPATEX and the ISPE Education Fund.*

Pre booking is essential. Please email: luke@ispe.co.uk providing the name(s) of attendees booking on and the invoice address.

We look forward to welcoming you to the 132nd ISPE Seminar!



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Unlock Your Potential with ISPE Membership

Are you a professional in the swimming pool and spa industry, or an associated trade? Joining ISPE is your gateway to professional recognition, development, and career progression. With various membership categories tailored to your experience and career stage, ISPE welcomes individuals from all backgrounds, offering a range of benefits to help you excel in this dynamic industry.

Why Become a Member?

ISPE membership offers numerous advantages, the most prestigious being the right to use designatory letters after your name—FISPE, MISPE, AMISPE, AISPE, or the coveted TnISPE(cert) for those who have successfully completed the ISPE home study course. These designatory letters provide immediate recognition of your expertise and dedication to professional growth, distinguishing you in a competitive marketplace.

In addition, membership opens doors to a wide network of industry professionals, technical resources, and events, all designed to enhance your knowledge and skills. Whether you're a seasoned expert or just starting your career, ISPE offers the tools and support needed to elevate your standing in the industry.

How to Apply for Membership

Becoming an ISPE member is a straightforward process. Simply complete the application form providing details of your experience in the swimming pool industry, and have your application supported by two existing ISPE members.

Each application is reviewed by the ISPE Council of Management to ensure you are placed in the correct membership category. This personalised assessment ensures you join at the level that best reflects your qualifications and experience.

Membership Categories

- **Fellow (FISPE):** The highest honour, awarded by the Council of Management for outstanding service to the industry and ISPE.
- **Member (MISPE):** Available to those over 30 with at least seven years of technical and responsible experience in the swimming pool industry.
- **Associate Member (AMISPE):** For individuals under 30 or with less than seven years of experience. You may upgrade to full Member status once you meet the requirements.
- **Associate (AISPE):** Ideal for individuals under 23 or with less than three years of experience. This category suits those in non-technical roles or related fields.
- **TnISPE(cert):** For members who have successfully completed the ISPE study course, recognising their in-depth technical knowledge and dedication to continuous learning.

Take the Next Step

To learn more or request an application form, email luke@ispe.co.uk.

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Product focus - Rosa Gres Porcelain Stoneware

Earlier this year, Certikin announced a new partnership with Rosa Gres porcelain stoneware meaning they are now able to offer a complete design and manufacture solution for both indoor and outdoor pool tiling projects. This bespoke service means they can take details of a project and working with the team at Rosa Gres, Certikin can produce full design visuals as well as a detailed breakdown of the stoneware required. This not only helps your clients see how their completed pool will look but also gives you an accurate cost of the materials you will need to complete the project.

At Rosa Gres, they love to create evocative, inspiring, and beautiful colours. At the same time, they focus on designing innovative solutions for the most technically demanding construction projects.

They have over 40 years' experience in the creation of complete and functional systems where each finishing piece plays an essential role. The special pieces that are created are what set them apart from the competitors in terms of quality and perfection.

Rosa Gres porcelain tiles are created from natural raw materials and are fired at over 1200°C which results in a tile with almost zero porosity and high durability to make it the product of choice for a wide range of projects including pools.



The base pieces are manufactured using the pressing method to ensure the perfect size and calibre is obtained. This means, that these pieces can be installed with a narrower joint. Extrusion is used to manufacture all special pieces, steps, edges, channels, gratings, and half rounds. With this method, more robust, resistant, and longer lasting pieces can be obtained.

The unique combination of pressing and extrusion means Rosa Gres can produce both base tiles and special pieces in the same colour, creating maximum visual harmony. With more than 30 colours and textures, and a range of design options, Rosa Gres has a solution for all tastes.

Certikin's partnership with Rosa Gres allows you to offer a high-quality and visually appealing solution for pool tiling projects whilst having the reassurance that it is backed by the expertise and experience of the UK's leading supplier.



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The Importance of the ISPE Home Study Course

Swimming pool technicians and engineers play a vital role in maintaining safe, functional, and well-maintained swimming facilities. Given the technical and regulatory demands of the job, specialised training is essential. The ISPE Home Study course equips aspiring technicians and engineers with the knowledge and skills required to succeed in this important field.

The ISPE Home Study course covers four key subjects Filtration, Chemicals, Construction and Heating providing a solid theoretical foundation. Through the ISPE Home Study course, students gain an understanding of these key principles preparing them for practical challenges in the workplace.

| | |
|---|---|
| What the ISPE Tutors say: | |
| Colin Day - Chemicals module Co-Author and Tutor: “ The ISPE Home Study Chemicals Module gives a great foundation of all aspects of pool water chemistry, treatment and testing. For any pool technician or service engineer having a good knowledge of pool water treatment, chemical handling and water testing is essential to ensure customer and user safety, good water quality and care of the pool plant, fixtures and fittings. Most of the work you carry out is on behalf of your customers – they trust you to do it correctly! The ISPE Home Studies Course will help you achieve this goal.” |  |
| Ben Studdy – Heating module - Co-Author and Tutor: “Understanding how energy works in relation to swimming pools is a vital step in creating the best heating solution for any type of swimming pool. The revised ISPE Heating Training Manual provides several of those steps towards a complete understanding from first principles.” |  |

The flexibility of the Home Study course allows learners to study at their own pace, making it ideal for those who are already employed or have other commitments. The course materials are carefully curated to ensure that students understand both the technical and regulatory aspects of pools. This preparation is vital, as it equips new students with the skills needed to maintain high standards of safety and efficiency in pool facilities.

Graduates of the Home Study course are also eligible to use the designatory letters TnISPE(cert), showcasing their qualifications and expertise. This credential helps demonstrate their professionalism and commitment to maintaining high industry standards.

By completing this course, students are well-prepared to meet the demands of the swimming pool industry, with the skills and knowledge to maintain the safety, efficiency, and quality of facilities.

In conclusion, the ISPE Home Study course is an invaluable resource for those pursuing a career as a swimming pool technician or engineer. Its comprehensive curriculum, flexible structure, and the TnISPE(cert) designation provide a solid foundation for success in the pool industry, ensuring professionals are equipped to deliver safe and high-quality services.

For further details on the ISPE Home Study course or to enrol please email luke@ispe.co.uk.

Notice To All ISPE Students on the 2025 Exams

The next ISPE Exams will take place on Tuesday 18th March 2025 at:
Hilton Cobham, Seven Hills Road South, Cobham KT11 1EW

All paid-up registered ISPE students will receive notification and booking information in mid-January. All places must be pre-booked so if you have not received a notification by 31st January, please get in touch.

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BSPF Equality, Diversity, and Inclusion Training Course

The pilot of the British Swimming Pool Federation's (BSPF) Equality, Diversity, and Inclusion (EDI) training course took place on Thursday, 25th July, at their Andover office, with some participants joining online. The course was led by Refeia Zaman, a Holistic Coach specialising in EDI, who provided key insights into the subject and its practical application in the workplace. Through engaging discussions, real-life examples, and interactive exercises, attendees were able to explore the importance of diversity and inclusion in professional environments.



The training was attended by Luke Griffiths from ISPE, along with Dyfed Thompson-Smith (BSPF President, AstralPool UK), Jon Herbert (SPATA Chair, Rockingham Swimming Pools), David Ramsden (CPC), Zac Cheek (STA), Anne Olliver (Certikin International), and members of the BSPF team including Chris Hayes, Jan Hardy, Sallie Leslie-Golding, Claire Maguire, and Jenna Patterson. Online participants included Mark Ramsden (PIP Chair, CPC), Dash Ganeson (SPATA Treasurer, SCP), and Michele Bridle (SPATEX).

Luke spoke highly of the training, stating, "It was an engaging course, providing valuable tools to help foster an inclusive environment. I'm grateful to BSPF for the opportunity."

The course emphasised the need for awareness and proactive measures in creating an equitable and supportive workplace. Participants left with a deeper understanding of how to implement these principles within their respective organisations.

With the increasing importance of equality, diversity, and inclusion in the workplace, the BSPF recognises the ongoing need for such training. They plan to host additional courses starting in the autumn, offering more opportunities for professionals to engage with this critical topic.

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Behind the Scenes at the ISPE Council: My First Meeting Experience

By Luke Griffiths

Attending my first ISPE Council meeting was a unique experience, offering insights into a world that is often misunderstood. From the outside, councils like ISPE's can appear as exclusive, "jobs for the boys" setups, resembling something akin to a secret society. Many perceive them as a club of traditionalists, or how the late Allen Wilson used to refer to them as "poolies." But how accurate is this view?

Leading up to the meeting, I was eager to learn more about the Council's role and the direction they wanted me to take the Institute. In my enthusiasm, I sent out a rather large agenda to prepare for what lay ahead.

Once we got through the typical agenda items, we moved on to more substantial topics, focusing on the council's long-term goals and the Institute's mission. One of the most intriguing parts of the meeting was a group activity, which required participants to brainstorm about ISPE's core values, goals, and vision for the future. Initially, I was apprehensive about engaging this particular group in such an exercise. However, to my surprise, the council embraced it wholeheartedly.

Through this and other discussions, it became clear that the ISPE Council is far from a closed, self-serving group. Instead, they are a dedicated collective of unpaid volunteers, passionate about supporting professionals in the industry. Their focus on education and continuous professional development reflects a genuine commitment to the advancement of their peers.

In just a few short months, it has been a privilege to work alongside these individuals. They are here for all the right reasons, and I look forward to continuing our journey together.



Obituary

Michael Bartlett

The pool industry lost a significant figure with the passing of Michael Bartlett in January 2021, during the height of the COVID-19 pandemic. Michael's contributions to the field, particularly through his work at Robert R Bartlett & Sons Ltd, have left a lasting impact.



Michael Bartlett's journey in the family business began in his teenage years when he joined his two older brothers, Paul and Alan, at the company. Starting on the factory floor, where he packed chemicals, Michael's dedication and talent soon led him to rise through the ranks. He eventually became the Sales & Marketing Director, a position in which he truly shone. Michael was with the company until his retirement in 1989 at the age of 55.

Michael was not just an integral part of the business; he became the face of the company. His influence was pivotal in expanding the company's reach into the swimming pool chemical market. Chris Bartlett, Michael's son, reflects on his father's legacy: *"He was responsible for guiding the company into selling swimming pool chemicals and developed, designed, and launched the Briswim range of swimming pool chemicals, a well-known and respected brand during the 1970s, 80s, and 90s."*

Michael was more than just a businessman; he was a dedicated supporter of the pool industry as a whole. His involvement with key industry organisations like SPATA (Swimming Pool and Allied Trades Association), ISPE (Institute of Swimming Pool Engineers), and PWTAG (Pool Water Treatment Advisory Group) was instrumental in shaping industry standards. He served as a past President of SPATA and remained actively engaged with industry events, including the SPATEX exhibition, even after his retirement.

Howard Gosling, a longtime colleague, and friend, spoke fondly of Michael's influence and the personal connection they shared: *"I was asked to take over as SPATA Representative on PWTAG, as I was also a Chemical Distributor who had known Mike Bartlett for many years. We kept in touch over many years. I was very sad to hear of his passing."*

Michael Bartlett's legacy is one of innovation, leadership, and deep commitment to the pool industry. He will be remembered not only for his contributions to the family business but also for his role in advancing the standards and practices that continue to guide the industry today.

New ISPE Office

ISPE is pleased to announce its relocation to new offices at Kildonan, Maypole Street, Wombourne, WV5 9JB. This move provides a dedicated space for the Institute's growing operations and sets the stage for future expansion.

The new office includes three rooms: one for Luke, another for a soon-to-be-advertised colleague, and a versatile room that serves as a despatch, store, and meeting space. This setup will enhance the Institute's day-to-day operations and provide room for growth.

Luke received the keys to the newly refurbished office on 19th August and has been busy preparing the space. Though the office furnishings are still being completed, Luke is enthusiastic about the possibilities. "It's fantastic for the Institute to have a place to grow the business," he said. Luke also praised the new sit-stand desks, saying, "The addition of these desks has been a game-changer for productivity and health. Being able to alternate between sitting and standing has really helped me stay focused. I'm loving them so far and highly recommend giving them a try."

Speaking about the new location, Luke added, "Wombourne is a great place to be based, and living in the village makes it even more convenient. There are some great pubs, scenic canals, and the South Staffordshire Railway Walk, which are perfect for casual walk-and-talk meetings outside the office."

In addition to the new office, ISPE has updated its telephone number to 0331 630 3301.

The Institute is extending an open invitation to members and partners to visit the new office, whether to catch up on industry news or simply enjoy a tea or coffee.

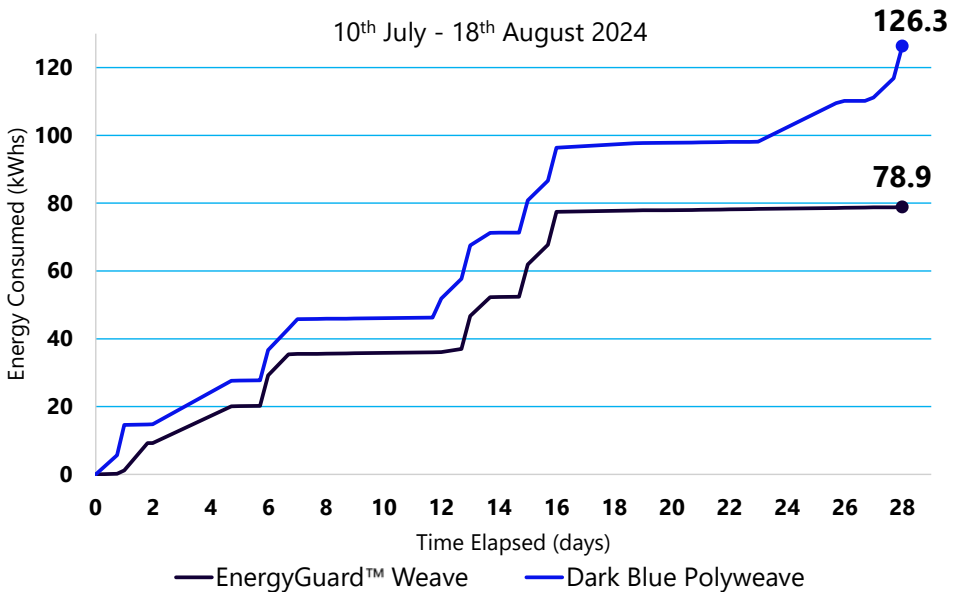




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