

Brockwell Lido Steering Committee (BLSC)
Issues Raised by Users and Action taken
October 2009 to October 2010

Action indicated in Service Delivery Plan / urgent at this time/ *recent complaint or action

The Use, Care and Maintenance of the Facility			
Issues Raised	Proposed action	Action	Outcome
<p><u>Hours and season</u> Earlier pool opening on weekends</p> <p>Extending length of swim season into winter months—either via club or Oct pay as you go swimming</p>	<p>Consideration to be given to this in hot weather</p> <p>Costs of lifeguards and use of pool and the schedule for pool repairs need to be confirmed by Fusion before Swim club can go ahead</p>	<p>Agreement to open earlier at weekends this Aug/Sept (BLSC meeting 13/07/10)</p> <p>Users applied and received ASA approval for swim club informed by ASA that it is possible register with exec. committee only for this year until membership can be recruited</p>	<p>Pool opened 8am on Sat. and Sun. in Aug. and Sept.</p> <p>Winter swimming not possible in 2010 because of pool repair and painting. Costs to club of winter swimming not yet clarified *October swim offered as part of season tickets and membership until Oct 17th</p>
<p><u>Maintenance of gym and studios</u> Energy and ventilation a concern---need windows that open/ Hydro pool closed more frequently than should be More cold showers near sauna Less chlorine in spa Indoor trainers only in gym Larger area for mats Belts and balance boards Toilet flush difficult</p> <p>Changing rooms not clean late in day Complaints about lack of repair to equipment</p>	<p>Part for heat exchange unit of hydro pool ordered Showerheads to be replaced</p> <p>Painting of hydro pool area to take place as part of winter maintenance.</p>	<p>Chlorine free disinfectant in use in hydro pool</p> <p>New cleaning contract placed</p> <p>*New contract for maintenance of gym equipment in place</p>	<p>no action planned or taken to provide windows that open</p>
<p><u>Disturbance of holistic classes by gym and studio noise</u></p> <p>*More complaints in summer 2010</p>	<p>Jan. 10-- Signage to be used to encourage staff and clients to close doors correctly</p> <p>*Sept.10 --- Catherine and Lauren to work with staff to improve noise control and to explore further alterations to doors.</p>	<p>Additional soundproofing installed which reduced noise intrusion significantly but relies on people closing doors and central control of maximum sound level</p>	<p>Sound proofing has reduced noise problem but only when all doors are closed, timetabling is done with care and volume is controlled.</p>

Issues Raised	Proposed action	Action	Outcome
<p><u>Access for those with limited mobility</u> Door to wet changing rooms difficult to open Hand rail leads to lane---- but some are not confident in lanes Grip rails needed for showers Crutch users can't carry clothes to outside lockers</p>	<p>Grip rails to be installed in wet side showers--- inside and outside</p> <p>audit of access to be invited from external charity to cover total facility</p>		Action not yet taken
<p>Ambience (some items listed here relate to pool maintenance but as they appear in the ambience section of the SDP they are included here)</p>			
Issues Raised	Proposed action	Action	Outcome
<p><u>Fabric and décor of building</u> <u>Wet changing rooms</u> Walls damp No hooks by showers Poor drainage=dirty floors and puddles</p>	<p>work to refurbish wet changing rooms to be completed before swim season 2010</p> <p>need for improved drainage to be monitored but puddles addressed in short term by vac and revised cleaning schedule</p>	<p>Repair work done in wet changing rooms in Sept.2010</p> <p>Life guards and cleaners mopping water and dirt into shower more frequently</p>	<p>*Floor tiles and damp in wet changing repaired in Sept 2010.</p> <p>Vac not in evidence. Problem continues when pool is busy</p>
<p><u>Pool</u> Concern about quality of water, particularly algae growth</p> <p>Difficulties in controlling chlorination of water and problems with pumps cause pool closures and murky water</p> <p>Flaking paint, chipped pool surface and steps</p>	<p>Algae growth to be monitored and effective prevention researched and applied</p> <p>Pool tank to be sandblasted, repaired and repainted before swim season 2010</p>	<p>pool cleaning improved</p> <p>4 year maintenance contract with engineering firm established for plant room</p>	<p>Water quality appears to be better but bottom of pool often not clean</p> <p>pool refurbishment postponed---large areas of exposed, brown concrete in evidence--- tank surface continues to deteriorate</p> <p>*pool repair and painting scheduled for winter 2010 start date to be announced</p>
<p>Many objections to restricting swimmers to use of half of pool in early June when there were often 20 or more swimmers in pool at one time *Also objections to using half the pool on sunny Sept days when 15-20 swimmers in pool</p>	<p>Half pool to be used in May and Sept except on exceptionally busy days. Full pool to be used in June, July and Aug except when weather is exceptionally bad and number of swimmers drops.</p> <p>*Management agreed to review use of half the pool before agreeing service delivery plan for 2011</p>	<p>The agreement in SDP clarified and full pool used from mid June to end of August. In Sept we returned to using half the pool as stipulated in SDP</p>	<p>Continued complaints about use of half the pool on busy days in Sept.</p>

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<p>Cafe Complaints that cafe does not feel part of Lido because access from pool is limited</p> <p>need for café to cater for early morning swimmers</p> <p>concern that beach hut has limited choice</p>	<p>Swimmers can enter café terrace from poolside except on busy days</p> <p><i>*Lido manager to meet monthly with café and liaise with BLSC</i></p>	<p>Cafe offered serve yourself breakfast from 7.30 am but few people used it</p>	<p>Further discussion needed about food and drink for swimmers in summer season.</p>
<p>Toilets Queue for toilets inside wet changing rooms adds to congestion</p>	<p><i>Explore feasibility of toilets accessible from poolside</i></p>		
<p>Activities/ classes/ events suitable for diverse local community</p>			
<p>KPIs encourage involvement of under 16s</p> <p>Concern that HLF funding ends in autumn 2010</p>	<p><i>Partnership between Fusion and Whippersnappers to increase</i></p> <p><i>Partnerships between Fusion and Lambeth to increase</i></p> <p><i>Heritage education programme in 3rd and last year</i></p> <p><i>*Peter Kay stated at BLSC meeting 13/07/10 that community and heritage activities will continue as part of mainstream Fusion activities</i></p> <p><i>(BLSC meeting Sept 10) Ian Farlane to take on Heritage activities alongside his sports development work. Consideration to be given to part-time member of staff with art background to help with more creative aspects of Heritage work.</i></p>	<p><i>20 schools involved, 1260 children participated</i></p> <p><i>Successful midwinter swim, artist in residence light and water project</i></p> <p><i>Artist in residence memories of water project</i></p> <p><i>Modern Movement Open House</i></p> <p><i>*Gethan Dick briefed Catherine Fleming, Ian Farlane, Sports Development and Dawn Bounce from Lambeth arts section on her work</i></p>	<p>WS gala cancelled</p> <p>Fusion organised older people's day on Oct 1st</p> <p>Teen cardio sessions introduced</p> <p>Canoe sessions introduced on Sept. 11---hope to continue</p> <p>4 day a week schools programme in summer term successful</p> <p>Ian Farlane, Fusion Sports Development Officer committed to continue schools programme</p>
<p>Classes crowded</p> <p>Add early morning and 5.30pm and weekend</p> <p>Classes for over 60s</p> <p>Sept. 10 timetable not revised---not accurate</p> <p>More events wanted: BBQ, nude swim, salsa</p>	<p><i>*Catherine and Lauren to introduce Green light system to record numbers in classes accurately. This will make it clear to all which classes are popular and need to be increased.</i></p> <p><i>Timetable to be updated quarterly</i></p>	<p>Café held mid summer BBQ---very successful followed by several themed BBQs</p> <p>Timetable updated</p>	

Car Parking (identified in SDP as priority based on user feedback but solutions not discussed in SDP)

<p>Disabled bays misused people parking all day— but not using park or lido cars block access for emergency vehicles poor maintenance of car park fence failure to lock car park</p>	<p>At December meeting it was agreed that BLSC would work with other park organisations to campaign for Lambeth bye laws to allow parking control in parks Subsequently park officers have researched terms of Fusion lease and wish to discuss way forward –</p>	<p>*BLSC meeting 13/07/10 Peter Kay reported that he had spoken to Lambeth Officers and Fusion would meet again to discuss a scheme of parking control</p>	<p>*Peter Kay met with Lambeth officers on Oct 1st to discuss car parking control scheme.</p>
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Communication

Issues Raised	Proposed action	Action	Outcome
<p>More Information about the centre: in local speak –not corporate speak</p> <p>Brockwell Emails about changes in classes and hours and special events</p> <p>More publicity for events and activities that go on--- in foyer not just website</p> <p>2009 Survey of users failed to reach all groups</p> <p>Sept 2010 users not receiving replies to written complaints</p>	<p>Email list to be established for users interested in receiving information</p> <p>Web site to be improved and to facilitate on-line booking</p> <p>Survey for 2010 to be undertaken in August.</p> <p>At meeting with BLU Sept 9 Management acknowledged back log in replies to complaints and stated that now that full team is in place will catch up and then reply within one week to all complaints</p>	<p>User Survey completed and outcomes will be available at Lido Forum.</p>	<p>Need feedback on this at Lido Forum</p>
<p>Prices Price information Lack of information given in non-user survey 09 as a reason for not using Lido</p> <p>Complaints that Lambeth REAL card cannot be used at Lido</p> <p>Query about free swim programme at Lido</p> <p>Carnet system for classes</p> <p>Yoga/sauna carnet</p>	<p>Dialogue between Fusion and Lambeth about how to make this work but issues not resolved</p>	<p>Free swim for over 60s and disabled in summer 2010</p> <p>Carnet introduced for classes but not Yoga/sauna</p>	<p>National gov. cancelled free swimming programme but Lambeth funded until end of August</p>