

Notes from feedback session at BLU AGM/Users' Forum. 11/10/2008

Collated from flipcharts under original headings. Some comments have been re-assigned but all comments have been recorded. Some have been paraphrased. Heavily endorsed views are in bold and the most heavily endorsed are in a larger font.

WISH LISTS

Communications

Fusion website improved since last year but still in need of improvement
Favourable comments on BLU website and emails

More posters/publicity for events at Lido
More celebration, using pictures, of events at Lido

Emails from Fusion to members (and BLU members) about events, changes, opening of pool, new classes etc)

Improved recording of comments and complaints. Eg. triplicate forms at reception so customer keeps copy and number of comments per issue is recorded
More consistent response to comments and complaints
More space in reception area for comments

Communicate changes to schedules/location to class leaders in good time

Café

Bring back summer barbeques
Bring back Beamish and McGlue or similar

Needs to be better

Good that it happened
Better everything: food, drink, attitude, ambiance, décor
Organic toast, bread, cakes
Better coffee, better bread for toast
Muesli, bran flakes with skimmed milk
Jacket potatoes, pasta
Match range with Tooting

No need for full menu on quiet days

Encourage use by gym people

Use for talks outside normal opening hours

Keep these as they are/celebrate

Community spirit

Pool, especially opening hours

Lane ropes

Responsive staff

Lovely reception staff – friendly, helpful – unlike lifeguards

Natural temperature and texture of water, especially in late summer

Safeguard Lido as centre of excellence for yoga. Failure to provide quiet space risks driving top teachers away

Pool cleanliness important

BLU/BLSG

Thanks for emails

Thanks for hard work

Strive for better spread of user representation on committee (volunteers please!)

Encourage donations to BLU

Encourage members to give email addresses

Should BLU replicate work of Fusion (i.e. advertising at Country Show)?

Pool and pool area

Lose musak in changing rooms

One music ok/different music (not sure whether this refers to pool or gym)

Extend season by raising water temperature

- Night cover
- Ground pump
- Solar heating
- An objection to above on grounds of aesthetics

Retractable roof (lottery funding) One “no!”

Early morning swimming at weekends and event days

Get lifeguards more engaged/empathetic/not pool “police”, negotiate with swimmers/ treat them with humour but firm

Changing rooms inadequate, need booths (one “no”) and more space

Late night swims

Film screenings out of swim season

Set up swimming club (If interested please contact Paul Maier paul.maier@fusion-lifestyle.com)

Is triathlon club happening? (If interested please contact Paul Maier

paul.maier@fusionlifestyle.com)

Please do not heat pool

Heat pool only out of season

All year opening

Open pool early morning in October and on rainy/cold days

Keep open in October: always hot weather, better than August

Train gym staff as lifeguards
Use agency lifeguards rather than same all season
Review why we need four lifeguards all the time
Performances (quiet ones)
Theme nights
Skinny dipping
Ensure sufficient lanes
Often too many lanes
Lane markings on bottom of pool
Offer stroke improvement/adult swimming lessons
Adult galas
Ice rink in winter
More lockers
Not enough loos (tempting to use pool rather than queuing)
Keep changing rooms and toilets very clean please
Improve showers – hotter, more powerful, not stopping in mid shower or returning to cold
Bring back flags around pool
Barbeques (also see under café)
More events in August and September: e.g barbeques

Classes and studios

Urgent need to sound-proof studios/sound proof doors/reduce noise from gym

Sensitive scheduling of classes so quiet class not endangered by noisy one (*by far the most frequently recorded comments*)

Failure to deal with above points reflects lack of respect for long history of yoga, meditation etc at Lido

Reduce level of music in gym
Use headphones in spin classes to reduce noise levels
Consider some periods of classical music

Include ALL classes in gym membership

Offer some classes for families at weekends/evenings
More morning classes e.g. body pump and combat

Dance classes

Gym and Gym area

Increase weights of free weights

Vary music (not just XFM)

Reduce volume of music

Install and charge for long-term lockers

Change loo flush mechanism to enable non body-builders to use

Reduce prices

Improve temperature of showers

Have at least one dry changing area

Train gym staff as lifeguards so can provide short swim sessions off season

Install hooks for towels to replace “poles” off which towels fall to floor

Other things

Stop all-day commuters in car park

Turn reception area from sterile dentist’s waiting room into a welcoming one in keeping with Lido ethos

Could we have community information boards like we used to have

Review Lido re green issues including recycling

Explore using renewable energy for whole site: solar (flat roofs), biomass (wood from park), heat pool and showers in these ways

Performances in Whippersnappers space: music, comedy, book readings etc

Offer crèche for an hour at a time so working parents can swim or do class

Yvonne Levy 12/10/2008