

Brockwell Lido AGM 2009 Feedback:

Brief summary of main points: (detailed feedback appears below in full)

Feedback at the 2009 BLU annual meeting was overwhelmingly positive with particular compliments going to the new café and the extended pool season.

“Getting better and better – a place to be proud of” sums up the feeling of the meeting.

Appreciation was also expressed for the enlarged pool changing rooms and for improvements to sound-proofing studios both of which had been implemented in response to feedback at last year’s meeting.

There was a great deal of interest in extending the swimming season even further, and there were suggestions for a winter swim club.

Many requests were recorded for earlier opening of the pool at weekends.

Suggestions were made about improving drainage in pool changing rooms and the provision of more toilets and showers for pool users.

Concerns included misuse of the car park, especially disabled bays. Comments about staff were nearly all positive but there was thought to be room for improvement in some areas, notably lifeguarding.

Events were very welcome and more were suggested as was enhanced communication about events and changes to opening hours etc.

Detailed feedback

Events

What happened to the barbeque evening and the salsa evening we had last year?

More events please.

Events are fantastic – give a strong sense of community

Would love musical events

Midwinter swim is great. What happened to the summer solstice swim this summer?

Films please (+2 ticks)

BLU

A big thank you to the BLU steering committee. For all that they do unstintingly for the Lido.

Hear! Hear! Let’s hear it for the heroes!

BLU email updates are wonderful

More power to BLU’s elbow. But don’t go native – keep your distance from Fusion.

Pool

I have been swimming at the Lido since the early 80s when the Icicles used to swim in the winter time and never until this last year have I seen so much support and enthusiasm about swimming in cold water. There has been a real buzz about the lido over the last few months. It’s been a great season and I’m sure that given this amount of interest and genuine enthusiasm for the sport, that swimming could continue over the winter in some modified form (even if it were only a couple of mornings a week). I would be willing to provide lifeguard support if needed (after suitable training) and any other support needed.

Good size, well-supervised, friendly people. COLD! (+ one tick)

Pool lovely

Lido is fantastic! But changing rooms are much too small and no privacy, e.g. door opens directly from corridor so you are exposed to everyone passing. Any chance of changing cubicle/huts? Otherwise, I love this place – excellent staff too. (+ two ticks)

Changing rooms – more privacy needed. Cubicles/huts?

Wet side changing rooms are horrible places –please put in proper drainage.

Men's toilets/changing rooms are not clean on many days.

Not enough toilets/showers

Signs to be put up in ladies' changing room – boys over the age of 7 not allowed in that area – as there are no separate cubicles for ladies to change.

Get proper drainage in the changing rooms: simple drain in the floor would do! (+ two ticks)

Drainage in changing rooms bad. (+ 3 ticks)

Really cool showers that you wave at!

Very pleased with swimming facilities this year as opening times reliable and I could not believe the changing rooms were actually made bigger in response to our comments last year. Thank you so much!

Very happy with the pool and how it all works. More outside showers perhaps? (+ one tick)

Still some minor problems with drainage and inadequate showers.

Though I don't like the people in wetsuits running over me, well done to Paul for getting them in here as it helps to keep the pool open.

PLEASE can you open earlier on Saturdays and Sundays.

Earlier opening on Saturday (for those of us with "early bird" season tickets)

Please open the pool at 6.30 am on Saturday and Sunday

A plea for earlier swimming hours on Saturday and Sunday if possible. (+ one tick)

Earlier and later opening for everyone at weekends.

At least one early (08.00) swim slot on weekend days. (+ two ticks)

Earlier swimming at weekends and later too please. Longer hours at weekends. (+ 5 ticks)

Lovely! Winter swim season ticket please.

Winter swim season ticket please

Winter swimming season ticket please!! Interim – please can you consider opening in April? Tooting winter swim season finishes end of March. Would agree wholeheartedly with this and could you also consider staying open until 1 or at least mid day, a bit warmer then and people could come in their lunch hour. I know tooting Bec's winter season (£65 October – March) is due to funding from Wandsworth and because it's South London swimming club. Could we aim for something similar?

Open April to link in with end of winter swimming at Tooting (end of March)

Suggestion-open in April.

Longer season – April -?

Great that swimming was extended to end of October. Would love swimming to carry on through the winter.

Lots of requests for swimming throughout season (+2 ticks)

Delighted with extension of season – would also like swimming to continue through the winter.(+one tick)

Longest and most enjoyable season I've known!

Longer season great –BEST EVER SEASON

Best season ever.

Brilliant season! Great that it's been an extended season but would have been even better if it had been even more extended! Heartbreaking to have beautiful sunny days that call out for a swim and the Lido is closed. I appreciate it's difficult because of needing to pay more staff but PLEASE look at it again.

Do we really need as many lifeguards?

Alex, the lifeguard is friendly, professional and engaged with the public (not true of most of the lifeguards (+one tick))

Lifeguards leave something to be desired.

Lifeguards lack credibility. Poor presentation and attention levels. Immature behaviour doesn't instill swimmer confidence. (3 ticks)

Lifeguards could go to charm school- actually swim in the pool occasionally.(+ 3 ticks)

Algae trouble

The secrecy re the algae closure was corporate failure by Fusion – you shouldn't be dishonest with your users.

Don't know what the fuss is about algae - keep chlorine level down (+ two ticks)

Disagree – (Health and safety)

Re algae and stopping the chlorine: decision to cut chlorine seems to have been made on the basis of one or two individuals complaining. Shouldn't there have been wider consultation? I know a person who stopped coming to the Lido because of the algae.

I disagree. Algae don't kill people!

Keep environmental impact of water purification solution to a minimum.

I applaud attempts to reduce chlorine and feel it was worthwhile trying – would be pleased to hear about alternatives being explored.

Lower chlorine was good idea – environmental impact important

The concern about environmental issues and heating is very good.

Please open the entire pool. The experience of swimming in only half the pool is poor.

Please leave total pool open at all times except under exceptional circumstances.

Lanes not good. Whole pool please. (+ 5 ticks)

Not happy with curtailment of pool into lanes only. Lifeguard problem not yet satisfactorily solved. PLEASE leave pool fully open during summer season unless under exceptional ?. H & S of course is an issue but can surely be solved. Atmosphere of pool also vital. (+ one tick)

Please limit the number of lanes – we like the freedom of the open water.

Poolside could be more inviting in terms of flooring – linking the changing rooms to the pool

Great that you are investigating heating options – keep going!

I like cold water swimming and feel no need for the pool to be heated, especially in the light of environmental concerns about energy use.

I'd like to explore the idea of a winter swimming club. If the club was self-governing-providing surface cover etc, would lifeguards be required – and, if this is the case, does this remove the major difficulty in having such a club (i.e. the need to fund lifeguards)?

I second the idea of a winter swimming club (+one tick)

Winter swimming club (+ 3 ticks)

Swimming all winter (+ 3 ticks)

Winter swimming club (+ 3 ticks)

Water was foul-tasting on more than two occasions (+ one tick)

Can you insist that people shower before swimming?

Pool is divine. Straw matting round café is HIDEOUS. Cheap and nasty and un-historical, contrary to Grade 2 listing.

NUDE midsummer swim for 2010 please.

Like to see some chairs for use on the decking – really needed by the elderly and those with stiff knees (+ one tick)

Suggestion: more, diverse activities round pool

Paddling pool please

Could be better advertised to the competitive sports community. Many triathletes/open water swimmers outside of Windrush Tri club may use the pool to train.

Ambient temperature, water and air swimming has, naturally, created a fair weather club.

Poolside wifi for those sunny “shirking from home days”.

Café

Café has been a wonderful addition----well done

Café a great success –hope it can become a local centre for evening dinners

Café is excellent

The new café has been the highlight of the Lido season

Great start

Very friendly service

Café is fantastic ---well done

Café is a brilliant addition to the lido; the ideas, approach and aspiration are excellent.

Café is excellent---such an improvement from previous years x x

Very happy with café---well done

Absolutely marvellous. But still some teething problems with service/smooth operation, at busy times in particular.

Café good but service disorganised----a bit slow

The café needs to be able to serve breakfast quickly from 7.00.(+ 1 tick)

Service needs to be improved---it’s slow.

Lovely food, coffee, tea etc....but service needs improving x

Café toilets---I know there are plans but a very good clean would work wonders in the mean time.

Think about special diets (e.g. gluten free) when drawing up your menu

Not sure menu is varied enough

Pleased to see healthy option at last---décor great and staff friendly. Good luck over the winter

Not yet consistent enough—30 minutes for broken poached eggs is not good

Nice croissants

Lovely pastries+ nicely done

Café is very nice, good quality, good price

Prices were quite cheap compared to other cafes

I love the new café and will be coming regularly at weekends but it would be even better if it catered for vegans

Café—thank you for selling fair-trade and organic products. In the future maybe even more organic

What happened to the Barbeque evening and salsa evening we had last year?

Café and pool accessibility are important

As a gym user ---café seems a bit disconnected because access is all the way round other side of building. Doesn’t feel integrated with centre

Fencing round café is hideous

Regarding the cafe, I was in there today and interestingly some of the Mums in there were saying that there were too many little kids, and it is true that little kids may put off the gym users, maybe this is just too bad, or maybe there could be time restriction

Gym

Turn down sound level in gym yet further –both music and talk

Have they looked at crèche facilities?

Can you consider off peak membership?

I have a 19 year old son who can't afford the gym – any more concessions or off-peak reductions possible?

Gym looks very good, very inviting. Nice visual link between pool and gym. (+ 3 ticks)

In general, very happy with all aspects. I would like a request for people to wear indoor trainers – not the ones they wore (to get to) the gym please.

I think the gym is really great and well-stocked. Only thing that might improve is to have a larger matted area for floor exercises.

Need belts, balance equipment (balance boards)

Possibly make a studio available between classes with mats for individuals to use (within membership cost)

Classes

You could get inveterate pool users like me to take more interest in the classes if the information about them was accessible to people who don't understand gym-speak.

When the café is not being used in the evenings (Monday –Wednesday) can it be used for holistic classes? Or very noisy ones.

Classes for oldies please!

What on earth is a “holistic” class and why is it different from other classes?

I would really like tai chi classes to come back to the centre – and to be included within gym membership.

Fully sound insulate studios please

I go to yoga on Sunday morning and want to say the sound has got much better so thank you for that.

Thumping music and shouting instructor can ruin the atmosphere for yoga.

Make yoga classes part of gym membership.

I love Vistoria Artori's holistic class – Pilates on a Saturday morning. She is a brilliant teacher and the class is the highlight of my week – good for mind, body, soul. I hope these holistic classes continue to grow.

Classes are a bit over-crowded so would be good to add some 5.30pm classes and more early morning classes (any time between 6.30 and 8am) and more on weekends.

(Add) Iyengar yoga, Capoeira, Pilates on the ball, martial arts (Kung Fu, Kick Boxing, Aikido)

Spa

Everyone has their own personal method of tricking the sensor so please can we have the steam room hotter?

More cold showers next to sauna.

I would like to be able to use the spa after yoga on a drop-in basis –say pay £10 for a class and steam, or could there be a carnet system – say £100 for 10 sessions?

Apart from necessary closure for cleaning and maintenance the spa/sauna are closed/out of action more often than I feel they should be.

Make spa less chlorinated.

Make sauna hotter.

Spa could do with some advice about loud talkers – i.e. no conversation is private and sound booms.

Parking (cars and bikes)

Can we have more parking? Perhaps more mother and baby parking.

Parking still a problem.

The parking is a great facility – encouragement better than enforcement.

Stop the abuse of disabled parking bays by Whippersnappers employees, Fusion staff and others

One member who had to leave the meeting complained about misuse of the disabled parking bays in the car park. Something must be done, she said. (+2)

More and better-designed bike racks

More bike parking please. (+ 1 tick)

Talk to Park/Lambeth about the unsatisfactory division between pedestrians, bikes and cars by the car park and try and make it safer.

Parking – awful problems still! Please can we investigate the option of pay for parking for one hour during the day? Many people use the car park all day while they get off on the train etc.

Bike parking – you need more!

Communications

It would be good to have accurate information re opening days. One day when I rang three times and told pool definitely NOT open before 4pm, when I got there at 4 it was packed. Boo! Boo!

Fusion should have an email system as good as BLU's.

Suggest more use of Twitter or emailing list to remind people of events/changes in opening hours etc.

Didn't realise how many other activities go on. Needs more publicity in foyer, not just on website. Impressed with Caroline (Whippersnappers) and Gethan's work. More promotion for them please.

Reception

One or two really lovely.

Some of the reception staff are lovely. Others not. Get the grumpy ones to cheer up?

Yes, please do. (+ 1 tick)

Reception staff to be aware that Lido season may be extended (at time survey was going on)

General comments. The Place, The Space, The Atmosphere

Fantastic example of a refurbished building providing a base for a range of activities that make connections with a broad section of society (+ 1 tick)

Totally great in every way. Wonderful environment and sense of community. Very welcoming and easy to come on your own. It works well.

The Lido has a great community feel, an oasis in the area. (+ 2 ticks)

Atmosphere and ambiance just wonderful. I love lounging on the deck on a sunny day, just the right laid-back yet considerate friendly vibe. Nothing better than swimming beneath a blue sky. Thank you!

We're from the Portsmouth School of Architecture. There's a great sense of community and it's been a great experience. Facilities are great!! It's good to see a thriving community behind the Lido. Everyone is welcoming. Everyone feels equal. (+2 ticks)
Sublime! A sense of real loss now swimming is over. My summer is the Lido, swimming my lengths and sunbathing

The staff make the place and they are good. (+ 3 ticks)

Staff are friendly and helpful (almost all of them) even when faced with difficult customers (like me!)

Community resource for different ages.

Getting better and better – a place to be proud of. (+ 3 ticks)