

BROCKWELL LIDO FEEDBACK 2010

Compiled from feedback at Forum October 16th, Twitter feed, and emails to BLU.

This is a full record of feedback from the Forum, Twitter and emails to BLU. We have removed the names of individuals who were criticised from this published version. But we are passing on the full version of these comments to Fusion, Lambeth, Brockwell Lido Steering Committee and the individuals concerned.

THE PLACE, THE SPACE, THE ATMOSPHERE

- Wonderful. x 3
- Great atmosphere in the mornings for a swim and then into The Lido café.
- It's very tranquil/exhilarating surroundings
- Great to have preserved 1930's building
- Good idea to bring back the façade to the 30's original x 2
- We want it less like a leisure centre, more like the Lido of old x 2
- Beware the corporate look. Use reception to celebrate what is going on that makes the Lido unique, including the three books celebrating the Lido – Memories of Water, Out of the Blue, Waterwords, rather than just the latest offer from Fusion.
- Need to have a more community atmosphere (not just Herne Hill). It is Brixton Beach.
- Crumbling building elements e.g. cracked tiles etc x 2
- Lack of enforcement and understanding by the current Lido management and Lido café custodians being aware that they are PRIVILEGED to be operating out of such a beautiful listed building. This aspect seems to be lost on them.

THE POOL

- I've loved the long season and early mornings. Thank you!
- Good to have extension into October at no extra charge x 6
- Extended summer hours very good.
- Lido pool open longer this season than ever before. Well done Fusion for delivering more than promised
- I love it even in the cold and rain! Please keep it open through the cold winter months.
- Nice that the water level is so high, and good water quality finally sorted.
- A few of us were wondering why we don't open the pool at weekends throughout the winter
- Keep open all year.
- I am a keen early morning swimmer and it is only as the imposing winter closure approaches that I have begun to realise how much I will miss my swims, the Lido is a wonderful place please keep it open as long as possible!
- I would be interested to understand the opening costs and whether an additional monthly fee or increased cost may help to persuade the management team to keep open the morning sessions?

- Why can't the Lido be open all year or at least mornings for Nov Dec?
Can winter swimming be subsidised by other lucrative activities in any way?
- In longer term, needs to be warmer water –would it pay for itself by attendance?
- Really enjoyed 1 to 1 swim sessions and the swim fitness classes on Wednesday evenings run by Mike. The swim fitness caters for all abilities unlike the triathlon club. It also covers all strokes and provides technique and stroke improvement x 20.
- Any possibility of providing aids/floats for people wanting to perfect strokes?
- I came to the Lido when I was about 8 years old. I am now 62 years old and I am able to maintain my fitness.
- Why does water level go up and down? It can be very hard to swim lengths when the water is very low. More water all the time please x 2

Use of full pool/half pool/lanes

- Full pool open all the time please
- Half pool bad. x 2
- I would like less of only half the pool being open next year
- Too many classes at once in the pool on Wednesday nights, very crowded lanes.
- This summer lanes were closed at peak time for one person's swimming lesson – not fair.
- My main complaint is about the lack of consistency regarding times when half pool only was open with many lifeguards. I would like to see a more coherent policy next season to do with the relationship between how much of pool is open and number of lifeguards. As a compromise if we must swim in only half pool could we have just one roped lane?
- More flexibility needed in response to weather (although good decision the other day) and things in general.
- Please can something be done about the issue of only having half the pool open early/late in the season so we're all squeezed into lanes. It really ruins the experience and makes us all grumpy and upset. X 3
- Clearly marked lines on bottom of pool would be of benefit to all swimmers and help to avoid collisions x 3
- Laneways painted on bottom of pool would be very good x 4
- Please keep lining blank –not in lanes.
- Please have fewer lane markings and less use of lanes to divide the pool
- No lane markings please x 3
- No fixed or painted lanes please, I like swimming in open space.
- Is it possible to have painted lanes instead of ropes? If we must have ropes could we have a smaller section of the pool in lanes, for example 2 lanes only?
- Repainting the pool is brilliant but don't lane all of it. Some people like an empty blue space, some need lanes, do half and half, maybe.

Disabled access

- Need (another) handrail into pool for disabled.

- Please can we have a handrail beside the steps on both sides of the pool. (There is only one beside left hand steps at present) This would help access to the pool for elderly and disabled people.

Lifeguards

- Better lifeguard training, further integration with other staff at the Lido.
- Lifeguards have little discipline, rarely in uniforms, often bunching together. We need a head lifeguard, not an agency. Move away from agency staff to give better training and make the lifeguards feel appreciated as this, in turn, will make them want to do their jobs better.
- More training for lifeguards please.
- Please teach the lifeguards some high status posture. They slump in their chairs looking bored and fed up. Recently, a manager had to direct a lifeguard's attention to someone getting in the "wrong" side of the pool. He should have been scanning the pool all the time. Ask Howard Cunnell to train them.
- Get the lifeguards in the water. I don't think they went in for training once this year. The most apparent is the lifeguards. If there is a system for managing them, it is not in evidence. For ages now, they gather chatting at one end of the pool or the other, which is simply not adequate to cover a pool of this size. And generally, none is in uniform. This point has been made repeatedly; if I as a swimmer get into difficulty, or see another swimmer in difficulty, I need to pick out the bright yellow 'lifeguard' top immediately. No matter how beautiful their bust/torso in summer or how many fleeces they feel they must wear in autumn, that yellow top needs to be visible, always. My personal view is that an open pool needs a head lifeguard system, that the agency should be used in emergency – illness/sudden heatwave etc – but not be the norm. In the main, the lifeguards are decent young kids, but they need someone to lead, inspire and occasionally discipline them; I do not think duty managers, with all their other functions, can fulfil that role well.
- Lifeguards - no more agency please and some better management
- Please could lifeguards have more friendly and helpful attitude.
- Lifeguards ineffective and not paying attention.
- Staff not showing awareness/care with kids splashing around in lane areas.
- Why this obsession with having six lifeguards? Peter Kay mentioned the need for this even for the winter swim club. No other lido has anything like this number. Health and safety gone mad. x 5

Water quality/cleanliness

- Pool staff need good understanding of pump and chemicals to get balance right to ensure pool is open all season. Lack of knowledge means you cannot maintain equipment etc.
- Keep water quality up – really important.
- Water quality has been variable but has now settled down in the main to limp purity, but another system that is not working is pool cleanliness, again something that has been repeatedly mentioned by many people. The algae have grown all season and the filth in the middle of the pool will soon be worthy of excavation by Time Team. I have never seen the pool hoover in operation, broken last year and

supposedly fixed this, and I have never seen lifeguards in scuba gear scrubbing the bottom, as Casey used to do. Without a system that is implemented, it will be pointless re-painting the bottom – preferably with lines for competition this time round – because within months the algae will return and the rubbish litter the middle of the pool where lifeguards and managers never swim.

- A technical point, but I understand that the Normal Operating Procedure (NOP) that Fusion is working to at Brockwell Park Lido is one written for indoor pools. Surely there need to be amendments to the NOP that take into account the special challenges of outdoor pools?
- Clean the bottom.
- I would like more attention paid to this, it seems to be getting rather slap dash. Why are the lifeguard chairs such a muddle? No one in Fusion seems to care about what the pool looks like anymore.

Wet side changing rooms

- Horrible, wet, dirty floor in ladies' changing room. x 5
- Drainage in changing rooms still a problem x 3
- Bad design (in changing rooms) means standing water
- More showers please x 2
- Don't really like having loos in (changing) room.
- No sanitary bins in female changing rooms
- Never any soap in female changing rooms.
- Suggest there is a schedule for wiping out changing rooms (as used in washrooms elsewhere) so you can see a wall chart when rooms last cleaned x 3
- How regularly are the changing rooms cleaned?
- I think we were once promised hooks by the showers for towels
- There needs to be more prompt dealing with no soap etc
- Need to sort out changing rooms – dirty, wet floors. Toilets in poor location for women x 3
- Changing rooms – stronger, longer-lasting doors and locks and clean and dry
- If normal access to pool is closed and French window doors are left open please make sure that mats are on floor as very slippery.
- Please ask teachers to explain to children in their charge how to behave in the changing rooms – not staying in showers for 30 minutes while shivering adults have to wait, for example.

Opening hours of pool

- Changes in pool opening September/October too frequent. I often arrived to find pool unexpectedly closed after not being for a week or so.
- More clarity about opening hours would be welcome (at end of season)
- More consistent opening hours.

Miscellaneous

- Please consider replacing the roughest paving slabs around the pool x 5

- When I was growing up there were so many lidos that outdoor swimming was a way of life. So what is being done to create the next generation of outdoor swimmers. Without them we will lose yet more lidos. Get the children swimming seriously.
- Free swimming. One of the depressing early 'little cuts' this year, right after the election, was a government decision to cut completely funding for free swimming for over-60s and under-16s (Lambeth did the former, but not the latter, to its shame). Being at the 60 end of the lifecycle rather than 16, I am going to be altruistic and say if one has to be cut, it should be the over-60s and if one has to be saved, it should be the under-16s. Would Fusion consider it appropriate to lobby Lambeth and Parliament to that effect?
- Lights not on at night and early closing not acceptable when they don't put the lights on.
- Whirled Cinema propose a series of free outdoor screenings in 2011.
- Love idea of access to sauna after swim.
- Hope at least some of the artwork will survive the refurb.
- Concerned about people plunging into pool with ice on it---learned that some people were cut by ice last year. At Tooting we're not allowed to go in iced water----have to go to deep end if shallow end is iced etc."
- Please water the palms. Who looks after the plants?

PEOPLE, COMMUNICATIONS, BLU

People / staff

- Front desk generally helpful and cheerful. The few stand-out members of staff who are always friendly
- Reception staff have improved but still one or two very grumpy and prickly. One girl in particular refuses to let swimmers through the gate until dead on 7am- others let you through early so you can be in the pool by 7am.
- Front desk staff not really friendly, reduces experience, poolside nicer x 2
- Please could staff on duty at the entrance try to be more helpful and friendly.
- More consistency of standards of customer service on reception - some good examples some very poor
- Some of pool/reception staff are very friendly and helpful. Some are non-communicative/uninformed about the pool, i.e. lanes, water temperature. Could this be improved a bit? Eye contact/a smile would help sometimes – mixed experience of reception/arriving for a swim.
- Staff at reception don't always act welcomingly, Joseph seems to always be helpful and welcoming.
- I really appreciate Lauren's ability to listen and feed back, leaving me with a feeling of having been heard as a customer
- Apart from Lauren Todd, I've found managers can have pedantic attitude rather than friendly and welcoming
- I would like to congratulate the new management, Catherine, Lauren, the gym team for the work they have done since arriving.
- Catherine done wonders, thrown in the deep end and is still waving.

- [REDACTED] talks the talk but does not walk the walk.
- Please can we have a “can do, will do now” culture.
- I’ve not seen a manager, don’t know what he/she looks like – suggest a photo at reception of staff members/managers as with most sports centres.
- ...since Paul left, the management seem to be frozen into inaction and there should be more classes put on.
- Systems. I have been banging on all year about the lack of implemented systems at Fusion. The chaos at the beginning of the season was blamed on the sudden departure of two key staff, but the real problem wasn’t their departure so much as the fact that none of their knowledge was codified in systems. Now, supposedly, systems are in place, but if they are, they are not adhered to – which is just as bad.
- Have monitor log up in public. Everyone can see progress on responding to user issues. - put online
- Main thing has been the lack of responsiveness to issues, complaints etc especially to the comment cards but I think this may be getting better.
- At reception just before a class there is a shortage of staff. This is not managed as it could be, leading to snappiness
- Over the past couple of years, when I have mentioned my concerns, I have never had a response – not to emails or suggestion cards. I have been left feeling that management simply shrug their shoulders and don’t care.
- I have written multiple feedback forms, sent emails and no-one ever gets back to you.

Information, plasma screens, website

- Fusion website needs to be better updated for day to day eventualities x 2
- Never know if pool is going to be open. Is it worth the journey to find it closed? Need real time updates on opening hours and problems on website and via Twitter – not enough to rely on users to Tweet once they’ve been caught out x2
- Use website/membership info – I only just found out about discount in café.
- Please show all events happening including private clubs using space e.g. submarine club.
- Not enough information about activities happening
- Please list ALL activities going on in the premises, including outside clubs that are using the facilities, eg the Outdoor Swimming Society ran a course here this summer, no notices about it anywhere.
- "What’s on today" notice board or screen in the foyer would help.
- Email newsletter to everyone who is member/season ticket holder.
- Fusion should tweet special here and now offers - 2 hour in gym for £ when gym empty
- Please forward information to BLU
- Use screens more imaginatively for current news and offers.
- Put a sign up for each session to say which manager is on duty to overcome frustration of who and where to find contact in order to get an immediate response.
- It would be nice if water temperature on reception screen was accurate and up to date. Yesterday (15/10) it said 19.2 and then 17.4 half an hour later (actually around 14)

- Fusion website is rubbish, slow with updates in case of pool closures etc. Would welcome monthly Fusion email x 2
- Make better use of member data to keep members in touch. E.g. reminders about when subscription due to expire, new activities. Today, I learn about free swims for over 60's. Could Lido offer family membership for swimming?
- BLU should tweet pool temp. Fusion please text/email temp to BLU.
- Leisure card. Lambeth...everyone loses. Bang heads together harder

EVENTS, HERITAGE, SCHOOLS

- Replace Gethan
- Gethan is brilliant!

Events

- Love the pool writing – any chance it could come back in the new pool. It must! x 6
- Capture positive creative aspects of place, space, experience with photo competition and exhibition from users
- More publicity from Fusion/availability for Peter Bradley's book and Waterwords x 2
- Increase events including artistic ones.
- More artistic events
- Events are great – more special things (evenings? After pool closure? During empty pool?)
- The Midsummer Skinny Dip. I live in hope.
- More events please
- Dog swimming day as pool is being drained. (usual in USA)
- More events and better advertise, including in the evening, using empty pool
- Activities/placements for the young, disabled
- Great to hear about activities/work placements for young disabled. Could this please be advertised/publicised better. My daughter is disabled and we knew nothing about this despite being regular Lido users.
- Cashing in on Olympics – run up this year – events, using the facilities, emphasis on sport.
- Annual competition and exhibition re Lido experience would be good.

Heritage

- Gethan has done a brilliant job. Her role needs to continue. Heritage is important x 2
- "And yes, a replacement Heritage/Education Officer. It should not all be about sport as there is so much more to celebrate. Maybe it might be one of those situations which will result in the fact that they may not miss this post until it's gone
- There is the question of a replacement of the Heritage and Education Co-ordinator. This was a post that was funded by the Heritage Lottery Fund for three years; the HLF always hopes that its seed-funding will mean the institution will take up the responsibility when HLF funding stops. I understand that in Brockwell Lido's case a decision has been made at the highest corporate level in Fusion to cease funding this

two-day a week (ie not costly) post. This is profoundly regrettable. The greatest achievement of Gethan Dick was the setting up of a summer programme for primary schools to have a proper educational visit to the Lido – not just swimming, but teaching, to the National Curriculum. This is a programme that was so popular all available slots were booked. Does it need to be said, these are the Lido's customers of the future – a Lido with a 25-year lease? I was told by one senior Fusion manager that 'duty managers would do this role'. Really? Run a term-long programme for primary schools when they can't even manage the lifeguards properly? Let us not talk of Gethan's other great achievements: the Midwinter Swim, the 20th Century Design event, the long line of wonderful artistic experiments, from Zoe Burt's cyanotypes to the current 'writing on water' project? Do people really believe such things organise themselves, or that duty managers, for all their undoubted talents, can do it? Do they not see how such apparently uncommercial things as educating children and 200 people breaking the ice at Christmas for charity add hugely to the lustre of the Lido in the local community and far beyond?

- Need professional advice to preserve the heritage aspects
- Greater use of heritage aspects and policy on leaflets.
- Heritage. There is little sense that either Fusion or the Lido Cafe has a feeling for the heritage aspect of the space of which they are not owners but custodians. Notices get stuck on walls when people see fit, pool 'furniture' such as ugly brown benches are plonked down, an opaque screen is placed on the cafe fencing, ivy is let run rampant –and where is the elegant metal 'Lido' logo that sat over the front entrance till knocked down by vandals months ago? Ideally, for this Grade II listed space, some sort of heritage consultant's advice should be sought.

Schools

- Keep the schools programme high quality (I did it last year)
- Love to see groups of children in pool but they should be learning to swim. x 2
- Incorporate a brief introduction to swimming/water skills into schools programme, rather than just splashing around (which they should do too!)
- Something more for teenagers/secondary schools if only an afternoon visit/swim x 2

BIKE AND CAR PARKING and LIDO EXTERIOR

Disabled parking

- It is absolutely outrageous that the disabled bays are never available to people with disabilities. I use the Lido most days and nobody parking in these bays has a blue badge x4
- Disabled bays must be protected for disabled people.
- Constant use of disabled bays by non-blue badge holders. Very often used by dog walkers in Brockwell Park. Complaints to Fusion have always resulted in "Well, it's down to Lambeth Parks responsibility, not ours" x 4

Parking generally

- Terrible parking problems continue. People almost come to blows over spaces..
- Open car park later in weekdays to deter commuters. x 2

- Many of the vehicles are not Lido/park users but people going to work/builders/shoppers. We need to do something
- Parking is a nightmare as ever. Fisticuffs ensue. We know it is a complex problem but in the eight years I've been coming, nothing between Lambeth and the Lido has been sorted out. Commuters use the car park for long stay. Why is there not some pay and display system with some discount for Lido users? Somebody needs to get hold of this issue, pronto.
- Increase in car park spaces and a way of stopping commuters from leaving their cars in bays all day !
- It needs policing
- Can you replace the lights in the car park?
- There are commuters who use the car park for free parking and go to the city on the train. The car park needs to be controlled so people can't stay all day.
- Maybe there is a way of linking street parking to car park.
- Green transport policies; there are so many buses and a station – a discount for people who come by public transport.

Motorbikes

- Motorbike bays are always parked in by cars. Fine them too.
- Motorbike bays often inaccessible.

Bicycles

- Generally, I find the number of bike stands adequate but insufficient bike stands when pool is very busy. Users tell me it can be a problem then.
- Please can we have more secure bicycle parking spaces. Where?
- More bike parking please. I realise this may be parks job but it affects Lido customers.
- Seem to be enough space for bikes but car park is abused and whole area is tatty – a dreadful introduction to park.

Trees, Grass, Landscaping, Railings

- What is happening to the trees in the front of the café entrance? Is there any dialogue going on with parks management re tree planting? There is to be a massive grant towards re-planting of trees. Are you involved? There is a line to the front entrance which has done away with the grass to the left of the Lido pool entrance – needs re-thinking re landscaping.
- I hope that new Heritage railings which are to be installed in this area once the HLF improvements are underway ARE NOT used to hang unsightly long term banners and posters relating to the either the Lido or the Lido café. A more sensitive publicity approach should be considered
- And what's more their treatment of the surrounding space ie Park Space, (again a listed space) irks me even more - Poor lack of management over the car park, broken wooden railings, abuse of parking spaces mainly by the staff, irregular control over locking the gates entrances in this area, unregulated posters and banners appearing on park railings without any prior permission or consultation with Lambeth Parks and

more recently the unsightly build up of over-spilling waste bins on the park pathways around the Lido building.

- "The Lido area is one which vexes me constantly as it could be so much better, but a lack of care and namely compassion for what it really stands for is quite upsetting.
- Keep rubbish bins hidden in designated space. If contractors are unreliable, replace them.

GYM , SPA, CLASSES (MEMBERSHIP AND HOLISTIC)

GYM

Music

- Less volume to music
- I would really like the music changed - we've been over this before but why do we have to have the radio x 2
- Avoid radio as music source. Why should we be subjected to commercials
- Vary music. Ask users for preferences. x 2

Noise

- Noise from spinning class is unacceptable in the gym space
- Much less noise around yoga class

Equipment

- Concerns about maintenance of machines – cross-trainers broken for 3 weeks. Not acceptable
- Repairs to machines etc - all has been said really
- I just moved to the area and joined the Lido in August and I am extremely disappointed. The gym is in severe need of a refurbishment with a significant number of machines posted as out of service. In addition there s are 2 female showers not working and the audio hook up on all of the treadmills in front of the TVs does not work. I could list more but the point is that for what we pay to belong to the gym, the gym should be functioning at a higher standard. Much of the equipment that is broken has been posted as broken for a couple weeks (minimum-- some much longer). There is no reason for the equipment to remain without service for more than a couple days. At busy times, it is now difficult to get the type of cardio machine you want because so many are not functioning.
- A long-standing problem of repairing the machines. It is no consolation that H2 are cited as being the agent for slowing down the process. new gym equipment anyone??? After all something needs to justify my membership money :
- Explain maintenance plan and timetable when things are broken
- Can we please have more free weights in the gym. There is never enough so the workout ends up being very stressful x 3
- More weight plates . e.g. 2 x 20kg plus area for women to work out without being intimidated by pumped up men.
- Equipment/weights are “missing” over past years.

Cleanliness

- Dirty mats and equipment in studios
- The small grey mats in the studios are awful; dirty and worn out.
- The same can be said of the hand weights in the studios. Well those that remain. Many are now 'missing'.

Membership fees

- Please could there be a cheaper option for people who want to use the gym but nothing else – maybe a ticket to be used at less busy times.
- Membership fees; why is the concessionary rate not available to the elderly? This is disgraceful for an organisation in partnership with Lambeth Council and part-funded by the national lottery.
- Free month membership when you are 16 to get new users.
- Surely there should be an identifiable member of staff always visible and available in the gym to assist and advise users. He/she needs to be distinguishable from personal trainers.

Dry toilets/showers

- Gym toilets maintenance is slack. When a bulb failed half the space was in gloom for over three weeks!
- Shower locks don't seem to get fixed when broken.
- I had to ask for toilet paper to be renewed.
- Flushing the toilets is difficult x 3
- Toilets need easier flusher, not two. Too many options, just need easier flusher. Need flusher away from behind toilet seats.
- Why did it take one year to change loo roll holder?

Miscellaneous

- Need holistic and gym people to mix more.
- We would like a user notice board.

SPA

- Consistency regarding spa options weak. Temperatures vary greatly, and general breakdown of each facility. It's a bonus when all three are working together.
- Jacuzzi – four jets still not working and area badly deteriorated.
- Please paint and replace missing tiles x 3
- Needs paintwork near pool and sauna
- Could room temperature and corridor temperature leading to shower and changing room be really warmer x 4
- Spa: Regular, methodical maintenance is the key rather than sporadic overhaul.
- Sauna and steam room constantly having problems/closures, Steam and hydro failure has become the new norm. Is this an issue of poor contracting? I was once told spa exit at day's end which had been at a quarter to the hour (9.45 week nights) which was changed to half past would return to a quarter to. Clocks are fast. Some staff

shut down early, always five minutes early so between clocks and staff users sometimes lose almost 15 minutes. If all one has is a short spell, this is a lot.

- Dilapidated, too many failures. Please fix clocks – staff close it too early. Varying temperatures. We need advice posters on safety when using these facilities
- Please put big signs up before entrance to spa about not using oils, soaps, shaving. Exfoliating in there. It's dangerous and I am always slipping on the tiles
- Bring back chlorine in Jacuzzi x 2
- Green stuff smells
- As a black woman chlorine is disastrous to my hair and skin
- Advice on using spa facilities/sauna would be helpful.

CLASSES

- Most teachers are very good or excellent
- The class cancellation rate is better than some other gyms I have been a member of
- Free yoga with membership x5
- All classes should be covered by subscription x 2
- Demand forecasting seems to be non-existent x 2
- Classes are crowded x 3
- I would like more classes at the Lido x 3
- Just like British Rail, any class timetable changes include a cut in classes
- Body Balance (Li Long) and Pilates (Rachel and Clara) are such excellent teachers.
- Why did Fusion drop names of the holistic class teachers? Even MacDonalds name their burger flippers. Corporate speak!
- Friend asked if we could have Roman blinds in Studio 3 to hide sun in mornings
- Some managers lack got people skills and can be very rude and elusive towards customers x 3 Some managers lack people skills...can be etc
- The ticket system needs to get sorted out. We are not allowed to get into classes because we have to wait to get tickets in reception.

Pilates classes

- After months of pressure an extra Pilates class agreed – too little too late. At least 5 needed.
- Petition with many signatures reading as follows: “We, the undersigned, as members of Fusion Lifestyle at Brockwell Lido and attendees of classes there, ask that more Pilates classes be made available as a matter of urgency because present classes are significantly over-subscribed”
- Currently 9 Pilates classes. 15 are needed.

Body pump classes

- More body pump classes needed.
- The class timetable has not altered all year, why haven't more pump classes been put on earlier in the week, daytime.
- I would like to see a pump (Tim) class earlier in the week during the day. The Monday and Wednesday classes were never replaced ([REDACTED] classes are not good or suitable)

Yoga

- Could we have more advanced yoga classes included in membership?

Cancellation fees:

- I do not want to pay any cancellation fees apart from my membership fees.
- New cancellation policy is upsetting a lot of customers.
- The booking system for classes needs reviewing. I was very surprised that a change was added without any consultation with users. Surely, as the people that have to access and use the system, it would have made more sense to note what we felt would work better? Charging people for not attending booked classes I do not feel is the answer; it excludes certain people and penalises them. For example, those who might struggle to remember (my sister has learning difficulties and easily forgets to cancel things, for example) What happens if somebody is unable to call? Are they still charged? Before enforcing a change to the system please ask users what they would prefer. I never miss classes that I book but I still don't think this system is fair.

THE LIDO CAFÉ

- Excellent for private parties – perfect space, ideal size, and buffet food.
- I think the café is fantastic! Congrats to all involved, a huge improvement on the previous café x 3
- Prices and quality good x 3
- I love the café. Food and service good. A cheerful place to be x 2
- Café is terrific. Thank you.
- Great job, boys! Gets better and better.
- Food good.
- Café is always lovely and coffee great.
- The staff are great.
- I like the use of the walls for gallery exhibition use x 2.
- Opening hours (morning) seem sporadic. X 2
- Could we have croissants from Blackbird bakery as they are so delicious – much better than the ones you serve at the moment. Blackbird have moved to new premises which I believe has made them more reliable.
- Many people can't eat pork for religious reasons but there is no alternative. E.g. roast chicken –needs more thought to get a bigger audience Better gluten-free options – often no gluten-free option on the menu for non- meat eaters. But, otherwise good job.
- Food is nice but a bit expensive x 2 (one disagrees)
- I think café is too expensive (two disagree)
- Full breakfast and coffee is £10.50 which is too pricey to have regularly. £7.50 and I think you would improve your takings.
- Consider cheaper version of self-service breakfast.
- Perhaps more discount for regulars – part of Lido membership x 2

- My main worry is [REDACTED] attitude - poor response to criticism and a lack of awareness of their need to work with Lido users, BLU and Fusion and not constantly bleat on about their own needs. This is shown by their woeful neglect of the environment where they meet with the pool - the beach hut is so ugly, there is rubbish left lying around, pallets have been behind the hut since the beginning of the summer. There is a metal trolley by the unsignposted entrance from pool to cafe which has also been there for ages. I personally don't like the canvas shading, and now there are different small umbrellas. It is all a mess and I feel [REDACTED] need to look at the cafe from the pool. As someone else has said they have the privilege of the lido site and the water view. It would be nice if they would honour it.

Service:

- I love this café, much improvement on what was here before. Yes, service could be better and swimmers better catered for, but I am sure the problem can be sorted
- I like the slow service – a chance to warm up.
- Computerised tills seem to slow staff down and distract them from customers sometimes. Are they difficult to use?
- Delays in service even on less busy days x 2
- Very slow service x 4
- Basic service still very poor often, even at quiet times (ordered items not served even after several reminders)
- We need the hut open at poolside please and not just at really busy times, if possible.
- Staff training - Service is too slow and you even get forgotten sometimes.
- Staff training - Staff seem to find tills difficult and get distracted from customers.

Catering for swimmers/Beach Hut:

- The cafe should cater for swimmers and meet their needs much better - eg early morning hot drinks and toast or coffee, from 7am for cold swimmers rushing off to work.
- The café must be more linked to the pool, it was created for swimmers in the first place.
- In the past it was possible to swim, sunbathe, eat and drink and swim again, like being on a beach. Now we have to get dressed and go the cafe, which spoils the relaxation.
- Hut needs to be open more often, with quicker service - self service drinks.
- I continue to be concerned about service as swimmers need quick efficient service when they are going to work and it is cold. We need a much better and clearer commitment to swimmers with better opening next year.
- Someone this summer queued at the hut for 20 minutes to get a cup of tea and order a burger, and then had to queue another 40 minutes to get the burger -all on a hot day.
- Beach hut hardly ever open.
- Pool users treated in a second class way – what happened to the hut for poolside food?
- I wish I had known about self-service breakfast earlier (no signs outside café/inside gym/pool)

- Is it possible to have a cheaper version of the café outside so that swimmers can get a quick bite and a drink? Café culture doesn't necessarily go with swimming x 4
- How about a recipe pool café book?
- It used to be possible to go from the pool to the café outside and sit in the sun and enjoy a cup of tea x 5
- Please clear ivy from iconic Café sign.
- Please provide community notice board.

Music/Noise:

- Please could we not have piped music out on the terrace: it's nice to just sit and look at the water/talk to friends in peace and quiet x 2
- Noise generally – floor – echoing voices making talking difficult - some sort of insulation needed.
- Is music chosen for customers' benefit or to please staff? If there is music please make it suitable for customers!