

## FEEDBACK FROM ANNUAL USERS' FORUM 29 SEPTEMBER 2012

### Wild Blu(e) Yonder

- Just still be here and with the pool opening all year, carry on being a fabulous place! +2
- Heated swimming pool. +5 (5 disagree)
- Heated pool for winter swimmers. +14
- Heat the pool.
- For the winter, a temporary sliding roof is used for the pool, plus pool is heated. It will enable full use in winter.
- Heat the pool from October to March +3
- Solar heating (or other forms of energy)
- Do not heat the pool! +4
  
- Poolside sauna for winter use 6 agree
- Outdoor heated hot tub pool. In or out of the pool, we don't mind!
- Direct entrance from pool to sauna. +1
  
- Winter swimming every day. +2
  
- Spirit of the Lido needs more open environment with fewer restrictions on pool use.
- All year around open, more use of whole pool. We love it because it is so big!
  
- Wild swim outings. +1
- Linking to other lidos and swimming clubs. Joint events.
- Formation of swimming club with further social events (like Tooting) +2
  
- Need more activities (for young and inter-generational) Not gym but related to exercise, fitness, group activity, lots of reasons for this – tap into Olympic legacy/Sports Aid/Youth Unemployment etc.
  
- More events and publicised better. Don't hear of events outside of the Herne Hill/Brixton area (?)
  
- Lido can be run as a co-op for the benefit of users with all money going back into the lido.  
(Comment from another user? As a charity this already happens.)
  
- Only three showers in women's changing room – ridiculous! Is this a swimming pool trying to attract *more* people?
  
- Stretching area.
  
- A grass area
  
- Restore aerator fountain at shallow end. +2
  
- More large colourful vertical flags would add a lot.
  
- Fun swim races – maybe one a week.
  
- Brockwell blog
  
- The Lido is about health and well-being so expand to include nutrition, food, cooking.

- Events where therapies/massage offered and practitioners donate fees to charity (still need to be paid somehow?)
- More use of outside
- More artistic input – the loss of a Gethan-style figure is keenly felt. +3
- The reception is DEAD! Make it more lively – no-one answers the phone. Only Clare talks to people. The staff are very uncommunicative...feedback needed. Make it more dynamic. Is this a leisure centre or what? Have some art on show? Use the area to better ends...sharing work? Swimming themes? So many artists in area.
- Form a “folksy” choir
- More films.+ 1
- Speakers Corner.
- Any plans for off-peak membership. If not, why not? (from Twitter)
- Please tarmac path.
- Introduction of Lambeth and Southwark co-operative council for benefit of local community [Abridged version.]

## Pool

- I love the Lido! It's brilliant! +3
- I love it! Thank you so much for starting winter swimming. There may be minor issues but overall this place massively improves the quality of my life. Thank you.
- Water quality best ever. Thanks. +3
- Water beautifully clean all year this year.
  
- If Lido is central facility to this complex, why the half pool policy? Feels mean and often crowded in the half that is open.
- Yes , need pool fully open more. +6 .
- All lanes open more frequently.
- Please open whole pool more often. +3
- More lanes open all the time.
- Can we sign a waiver to say we don't mind not having a lifeguard? +2
- Wetsuit lanes and non-wetsuit lanes needed
- Pool is great facility, absolutely central to the spirit of the Lido in this sense, there should be a more "open" policy, fewer restrictions on lane use (half pool etc). Also, all year round swimming is a great development BUT ...3 swims at restricted times is entirely prohibitive. Can extend to 5 sessions on a pay as you go basis.
  
- Love having membership pass and being able to access on hot days without queuing – a reward for the cold weather endurance,
  
- Wonderful news that the pool will be open through the winter, but please can we have more days, at least at first to gauge response.
  
- Thank you to the lifeguards, a rotten summer for them. +2
  
- Improve disabled access to pool. +1
- Great, but please put in a slow lane all year round so half blind slow swimmers like myself don't get in the way of fast swimmers. +2
  
- Subsidise swimming for the young – catch them early. +1
  
- Join Swim London so we don't have to double-up membership with other pools in winter.
  
- I don't understand why pool closed early at the start of September.
  
- Heat the pool – solar panels. (1 says winter only)
- Night cover for pool to retain heat. +4
- Access direct from hot sauna/steam room. +3 (+any access great)
- Access to sauna from poolside.
  
- Can we have the right temperature every day especially in winter.
  
- Easier access to café for swimmers would be great, especially hot drinks after winter swimming. +2
  
- More promotion of healthy activities – the place is like a morgue. Is this a place to die? Or is it a place to live? The spa is *seedy!*

- Reception staff never seem to know what is going on.
- Reception staff –customer service training!
- It would be nice if reception staff showed interest in the pool – there is a *lot* of indifference to swimmers when we just need information.
- Thanks for support around training space and events. E.g. Windrush aquathlon. Could you consider major events, e.g. London Tri when deciding opening times at end of swim season.
- Windrush require pool open to 8.30pm in summer for training. If question of cost, will pay for extra lifeguard for 30 minutes. We are all long-distance swimmers and have our own coaches. Disappointed that pool closed early on “Health and Safety” grounds in September. Why H & S now and never before? If lighting a real issue, use floodlighting or pool lights.
- Pool changing room floor wet and dirty.
- Changing room – shoes- have a dispenser with plastic overshoes outside and a bucket to put used ones in when you leave changing room then there is no problem with outside shoes.
- Take your shoes off policy does not work. If people wear flip flops poolside and then come in that is the same anyway. The design of the changing room exits does not facilitate shoes off. +1 .
- Even out floor in ladies’ changing to stop pools of water. +1
- Stop kids spending all day in showers and wasting water – maybe a sign asking parents to keep an eye on them +1 .
- Baby and disabled change is not for teenagers (unless, of course they are parents)
- Ask people not to use loos as changing rooms.
- More loos needed.
- Maintenance of outdoor showers is a continuing problem
- Keep deep end shower COLD. It’s the only thing that lets me attune.
- Protect drinking fountain at deep end.
- Cleanliness in mornings around bins after hot days.
- Better handling of weekend crowds More lifeguards if that’s what it takes.
- Can we have flags across the pool both ends so that when swimming backstroke, swimmers know when they are reaching end of pool. +3 .
- Introduction of in-house lifeguards excellent – all have been friendly and helpful. +1. Great to see same friendly faces. +1
- Not as mixed as it used to be (people wise)
- Open evenings at weekends
- Sound systems too loud.

## The Lido Café

- Good food
- Think it's great. Very happy.
- Very appreciative. Love the food and atmosphere.
- Love the café. Have no issues.
- Best poached eggs outside my own kitchen.
  
- Can we have a way of swimmers *always* being able to get tea, coffee, snack at least –some days the hut is closed and can only get food by being a café customer a la table.
- Swimmers feel a little pushed out. Could be more welcoming to those who want to grab a coffee and snack. +3
- Café appears to operate more as a destination eating place. Rather than as a service to Lido users, particularly swimmers. The beach hut is a very limited facility. What some swimmers want is an opportunity to purchase relatively cheap, healthy food with good, *quick* service, not wait while the cappuccino set sit and watch them in the pool. + 3
- Needs a separate coffee bar area (NO booking) with quick service. +2
- Swimmers need hot drinks – fast.
- On a hot day, separate food and drink queues.
- Bring back the toaster.
- Takeaways have been refused by café to swimmers this summer so *no* service to swimmers.
- I got refused a takeaway drink twice. +3
- Café benefits from view of pool hugely – should look after swimmers.
- Café must support swimmers, not discourage them. Waiting 10 minutes for a takeaway coffee is rude!
- Is there any chance of an “express” coffee service on weekday mornings?
- I love the café and its coffee BUT service can be painfully slow for regular commuting customers. +2
- Still chaotic service and not welcoming to swimmers. +2
- Remember Lido users are not generally as well-heeled as some non-users. Prices are high.
- Prices in café (no option if beach hut not open) *much* too high.
- (Want) cheaper drinks from the hut.
- Coffee in shack is not very nice. Is it possible to have same coffee available outside as in? +2
- Please open earlier! Love it but...don't make people wait 20 minutes on Saturday/Sunday for a quick takeaway.
- Please open early from beginning of swimming season till end of season. +4
- Get the hut run by someone else. Waiting too long to be served. Attitude is awful. Swimmers feel like lower class citizens.
  
- Smaller tables in swim area – huge table not using space properly. Folding chairs –give some space if need to park buggies.
- It gets very noisy on busy days – could do with some soft furnishings.
- Poor support of events. E.g. communication around Windrush aquathlon – told it would be open and then wasn't.

## Classes

- Love the range of classes.
- Swimming classes are very good. Thank you! +2
- I want to see classes from 8am like Dulwich.
- Classes should be as described. Wednesday 9.30 cardio has not been cardio for months.
- Better yoga classes that are part of the subscription fee. Most are extra cost. +1
- More Pilates.+1
  
- Difficult to get mats from store rooms because rooms were blocked by boxes, cleaning machines.
- Equipment rooms in studios are sometimes storing equipment dangerously.
  
- Noise from spin classes and some fitness classes interferes on holistic classes which require a quiet ambience. It has improved this year but requires careful timetabling and vigilance.
- Too much volume in gym/spin for classes next door – unacceptable. Why so loud?
- How can classes in the studios near to the gym be protected from noise from the gym, particularly the spinners?
  
- The pump equipment is now elderly. The steps need replacing. The weights have vanished over past couple of years – not enough for a full class. Fortunately, members co-operate to complete the pump exercise.
  
- There needs to be more hand weights. More 2kg and 3kg. The new supply this year was insufficient. Please, please can we have Les Hill equipment. The current bars are causing pains in wrists and forearms in both males and females. +1
  
- Some instructors need a microphone to save their throats and voices from failing and that includes providing batteries to make them work.
  
- Antiseptic spray in classes and spin area are very welcome.
  
- Add more exercise balls for classes.
  
- Floors in studio rooms dirty.
  
- Mirrors in studio dirty.
  
- Classes waiting list – suddenly become available – not notified and charged (changed?) or card blocked.
  
- Cancelled classes not notified.
  
- Please recruit experienced instructor for older people/less fit class and ask users what they would like included.
- Classes suitable for pensioners.
  
- Class teachers (not all) need to interact more with students/participants, not just be “out front” demonstrating/instructing. Sometimes you do not know whether you are doing it correctly and also you can make it worse if a beginner!
  
- Access to studios is a bit of a minefield – weights, bodies, balls, noise etc.

## Gym and Spa

- Remove spin bikes and put into classes +1
- Extend gym area and buy new Smith machine.
- Add more mirrors in the gym
- Good new equipment but could be so much better.
- Gym equipment needs proper cleaning throughout. Including the bases (?) where dust and debris from sweat/skin particles build up.
- Improve the time it takes to fix broken kit. One of the treadmills is currently out of order. No notices. Nothing done for several days.
- No gym supervisor. No papers (?) from early morning.
- Powerplate machine handles broken for a long time – no replacement.
- Powerplate mat – dirty shoes on it. The sign of no shoes is so tiny and low down – not visible. If you want a sign to be visible write on the mat NO SHOES.
- Ladies toilets – toilet often blocked. Flush handle poorly designed –change to sensor or better handle +1
- Wash basin – change to controlled flow and temperature.
- Develop buddy scheme to welcome new gym users to the community.
- Gym app for smart phones to book classes.
- Female-friendly gym area
- + AC in the winter is not a good idea. ...maybe some signs asking people to wipe off machines when done?
- Steam/sauna/spa kept cleaner and tub to be working!
- I took note that a team will be coming to repair the hydro pool 1-9 November. Could they also see if they can arrange a VERY COLD shower with a VERY STRONG/ POWERFUL flow. Everywhere in the spa is hot and in order to enjoy the place, I think a colder shower would balance the situation. +3
- When the repairs and alterations on the therapy pool are completed, will the users have control over the spouts/bubbles etc as before and will the water return to its crystal clear appearance? +2
- Spa/steam have been slightly too hot recently.
- The drain in the shower area in the spa is *often* blocked. Could this be attended to please.+1
- Urgently need – entrance to spa from pool – VITAL- may cost loads of money but would attract loads more swimmers as in Totting – pool to sauna. Ridiculous journey to get there!
- To make it mandatory that Fusion take regular spa maintenance seriously rather than periodic overhauls.

- There should be a clear visual indication outside the sauna/steam room to discourage people interfering with the monitoring equipment (plastic bag over sensor etc)
- A notice of the sequence of operation of the spa pool and showing which buttons operate what.
- Personal trainers to show interest in pensioner wishing to participate.
- Vending machine in foyer for *healthy* drinks and snacks. Café does not provide these in evening.
- The water fountain in the gym is useless for filling bottles. More pressure needed.
- Friendly staff. Thank you.
- Let's have a bespoke area for massage indoors (small room)
- Please have more silent periods – no music.
- People seem to use gym lockers overnight.
- Wi-Fi in gym please.