

FEEDBACK FROM BLU FORUM 28th September 2013

FOOD AND DRINK

- Good on the whole.
- Very good.
- Quality is great.
- Food is great.
- Quality of food good. +1.
- Generally an asset.+2
- The Lido café is good. – food, drink, service.
- Café – John- lovely. +3. Other waiting staff - too many?
- Great café welcoming to swimmers in winter. +2
- Really great that the café is welcoming to swimmers in winter.
- General ambiance very cool- makes Lido feel special. +2
- Beach hut good for a wide range of food.
- Food is great, good to have the hut open for more of the year.
- Beach hut chips – portions may be small but quality excellent so well worth money.
- Coffee at the beach hut is vile. Food and drink not great either. Nowhere near as good as the café (despite same management). How about a window to the café bar for swimmers/pool users?
- Beach hut is expensive.
- What is the issue with getting cake at the beach hut?
- Smarten up the beach hut and surround. +1
- The café is getting a bit expensive. £12.50 for some very tough duck without gravy.
- Expensive for younger members of society (students). +3
- TLC rather expensive – especially lunch. +2
- Far too expensive – certainly not value for money. There should be a facility for users that provides affordable beverages. +1
- The size of the Americano is half what it was last year (quality is excellent) but for swimmers we need a large hot drink.
- Definitely prefer the café in its current form but...can the coffee be quicker, cheaper and larger? +3
- Café – long wait for service.
- Slow wait for service. +3

- Never feel comfortable using café, seems upmarket. Whilst I am glad it is doing well, it doesn't feel like a community café which reflects the diverse community.
- The café continues to treat swimmers as separate to regular customers. +1

- Café to open 30 minutes after pool with more cold food, granola etc. +1
- Surprisingly, café still thinks it's separate from the pool. +2
- It trades on the lovely view from windows and verandah but refuses swimmers who want a cup of tea.
- Not enough connection to swimmers. It's a *Lido* café and should cater for them more. +2
- An umbrella on the swimmers' terrace please with a heater for winter.
- Difficult for them as a commercial organisation to provide spaces for swimmers who just want a cup of tea. A tea/coffee dispensing machine may provide a solution. (Please, no! +2)
- Could the café offer food/refreshment that ties in with gym users' health and fitness awareness? Smoothies, porridge, and other ... designed to be a healthy addition rather than sugar-filled/unhealthy option after a workout or before. +1
- 100% juices, not filled up with apple juice.

THE OUTSIDE

- Car Park + 5
- Car park!
- Car park! +3
- Car park?
- Car park nightmare. +2
- Car parking is still not sorted out.
- Car park is a scandal running since 2007. Fix it! Consult FoBP/BPCP. Be creative re disabled spaces (15minute max use for non-disabled, say). Fix it soon!
- Often personal trainer's car is in disabled bay.
- Car park! It's a sad indictment of the capabilities of Lambeth and Fusion not to have sorted out the management of the car park. Fail!
- The car park. As Fusion are responsible for this area it is imperative that a resolution be found to the long and ongoing misuse and abuse which constantly takes place in the car park. For the record – occupation of disabled spaces by non-disabled drivers, double parking when car park is full, cars parking on grass verges, overnight stays, cars and motorbikes parking outside the boundaries of the car park on park land, i.e unauthorised parking. +1
- Zero tolerance on misuse of disabled parking bays.
- Disabled bays need to be sorted. A member of the Lido social media team was actually physically assaulted in May by a person

illegally parked in a disabled bay. Punched, dragged and kicked for taking a photo. Promises to sort out parking has yet to happen in aftermath.+1

- Why has it (car park) taken so long in planning?
- Parking machine for users. 1 hour free.

- Empty the bins more often – especially after sunny days.+3
- Please clear up rubbish more regularly. +10
- Rubbish! Big problem with over-spilling bins and littering. Needs urgent address! +2
- Please do something about the rubbish. The overflowing bins are yucky! +2
- I get really annoyed about dustbins (large ones) because they are always over full and untidy around the space.
- Could the rubbish bins (always overflowing) be put somewhere else, apart from pool side door?
- Excessive litter around Lido during hot days. While a number of your customers queue for access to the pool, the litter they generate is discarded into the park. Please provide additional litter bins during this time.
- Improve the graffiti.
- Remove tagging/graffiti immediately to deter others. +1

- Misuse of bicycle racks with motor bikes by Lido staff. Staff parking their motorbikes on these racks are not given authority to do so by the park.
- Raising awareness of cyclists – my partner was knocked off his bike by a Brockwell Lido user (and then sworn at like it was his fault) as the car was driving into the car park.
- Security of bike racks - bike thefts continue to be an issue. Two of our members have had bikes stolen recently. Suggested improvements: bike cages, i.e. bikes inside metal cages, strong lighting, CCTV monitored by reception staff.
- Bike security – community police officers, lighting, more bike racks.
- More bike racks needed. +1
- The outside area badly needs lighting, needs the cycle police regularly after dark, needs FULL CCTV cover!
- Better lighting, including pedestrian path alongside car park.

- The building near the car park needs to be developed. It is a waste of space that could be used.
- The changing block? What’s happening? Needs to be used.

- Well done to the wild garden outside.

- Wild flower bank is a huge success. Let's hope it regenerates for next year.
- The new path and shrubs near the front entrance are great.
- Wild flower meadow is fab! +3
- I like the meadow. +3
- Wildflower meadow – beautiful!
- I love the wild flower garden. Fabulous! +5
- The sloping meadow is a real joy.
- New path seems to channel rainwater towards entrance.
- What about taking some of the activities ...outside? Maybe as promo? Or in very sunny weather?

THE GYM, SPA, AND CLASSES

- Generally a good season but the spa bath is often out of use, or one or the other aspect faulty –but always a lovely experience. +2
- The spa, steam, sauna excellent.
- Spa is unmonitored. Consistent abuse of rules including eating, exfoliating, shaving, oils and, most disturbing, an epidemic of men wearing underwear instead of trunks or shorts. PLEASE can this be tackled as it is bordering on the obscene.
- Spa is too often out of use. Water temperature is regulated via a hot tap and connected via hose.
- In the winter, the spa is a necessity for swimmers – useful for avoiding hypothermia. Especially the sauna. So, if the sauna is out of action, a notice could be put up in the main reception area. A blackboard in reception with pool temperature and out of action facilities would help people plan/reshape their session.
- Keep spa open as much as possible – especially for winter swimmers. Everyday! + 7
- Spa access must be reviewed for winter swimming or build small sauna. +2
- Gym nice and clean
- Stretching area much appreciated
- We need a continuous professional trainer presence. Too often there are no trainers present. The trainers are the ONLY figures who might be able to affect more professional learning, helping ...an unaggressive/ calm gym environment. This is particularly important when demand for equipment exceeds supply. +1
- Wifi for phone users.
- No phones in gym. +1

- Toilet door/shower doors don't close and are difficult to operate.
 - Please replace flush mechanisms – very difficult for elderly or disabled users. And others? Maybe why toilets often not flushed.
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- Classes very good. Great online booking system.
 - Please encourage people to put bags, coats etc in lockers and not clutter up full classes. +2
 - The classes such as Pilates, body balance and ballet tone are GREAT for older people. We don't all want to do high octane pumping etc with lots of noise.
 - Can you ensure teachers check individuals to improve their performance, not just “do it” from the front.
 - Please restore the midweek ballet tone class (on Tuesdays till cut Sept 2013). This is a 50% cut in provision! I only joined Fusion because of these wonderful classes, quite different from ordinary exercise. As an older person, I need more than one class a week. +9
 - Ballet tone with Rachel – the name should stay as ballet tone! It would be misleading to call it “Pilates fitness”. Ballet tone is brilliant – keep it going.
 - Please don't shut the ballet class.
 - Please bring back ballet tone and balance classes mid-week. Fear that Fusion isn't committed to different kinds of classes like ballet. + 4
 - We are not all pumping types who like loud music. +1
 - Very concerned about daytime classes being cut and not enough contrast. Not everyone is able to attend evening classes. Some people work shifts, students, pensioners so class sizes will always vary, particularly around summer. +3
 - Please bring back ballet class and maybe an evening one. Please see sheet with about 15 signatures of people who cannot attend the Forum.
 - Special commendation to Rachel – ballet, Pilates, Zumba etc. A teacher who brings **wonderful** value to her classes.
 - Rachel's classes differentiate, offering a different type of class experience. We would like to see Tuesday class reinstated and possibly an evening class on the timetable. If there were an Ofsted for instructors, I would mark Rachel as outstanding.
 - Please keep holistic yoga/Tai Chi classes and have more dance classes.
 - Can you ensure that the classes (Pilates etc) are not run next to loud spin, body pump etc when the noise over-rules the “peace” of the class.
 - More early morning Pilates classes.

- It's a shame that there are not enough yoga classes (proper mind-body yoga rather than gym Fusion classes) and sad that Nigel's 6.30pm class was closed. +1
- Can someone confirm who has responsibility for routine cleaning of **equipment** and areas of floor round machines in gym. (apart from users, of course!) And **how often**?
- Can we have TV screens on cross trainer?
- Too much noise from spinning.
- Why does it take so long to sort matters out?
- Way, way, way too expensive for membership +3
- Gym and spa facilities do not meet my expectations, particularly compared with a gym I attend near London Bridge. Lack of cleaning at weekends. Toilets dirty and blocked, There should be a regular schedule in place whereby a member of staff regularly checks to see if the facilities are up to standard. Staff can be defensive and seem unable to deal with the situation. Spa often out of action. Have been asked if I would like to become full member but, why, when gym falls so short? (Summarised email from casual user)

THE POOL

- The heart and soul of the Lido. Great, especially when fully open – more days like this, please
- Very squashed when only part of pool is open.
- Staff a bit better on opening closed half of pool but still have to be asked to do so, no smoother way to do it, e.g. when more than 10 people swimming? +1
- Lifeguards should be given more responsibility for making on the spot decisions re opening of extra lanes/space.
- Only half pool open when weather still warm in late summer season – Sept 10. Increase number of lifeguards: lack of lifeguards.
- Very unhappy the pool is only half open a lot of the time. Less pleasant for all swimmers and a betrayal of the Lido legacy. No statutory minimum number of lifeguards, and swimmers have eyes – they can watch for their co-users in trouble. +8
- The pool was closed on the hottest day of the year.
- Unacceptable that pool cordoned off due to lack of lifeguards.
- With the anticipated increase in winter swimming numbers, can we have the whole pool open? +2
- Those of us who don't want to swim competitively find it very difficult when the open section of the pool is invaded by tri-athletes who just put their heads down and completely ignore everyone

- else's needs. Please could this be addressed somehow. (Open whole pool and have more lanes for serious swimmers plus large open section for others).
- Windrush swimmers blocking too many lanes for training. +2
 - Very good water quality this year.
 - The general water quality excellent. One or two days of heat wave when it got a bit "milky" - not sure what could be done, though.
 - Water quality this year has been marvellous. Well done. +2
 - Lovely water +2
 - I love the pool. Only improvement I can think of is to change from chlorine to salt. +1
 - When busy, the pool does get very cloudy. Maybe more toilets would help with this. +1
 - Thanks to excellent lifeguards this season, e.g. Jothan, Jack and Rebecca, always helpful and many others - don't know their names.
 - Lovely to see lifeguards helping those with disabilities.
 - (Regular) no-show of lifeguards - very annoying. +1
 - Some lifeguards are really personable. Some less so.
 - Awards/presentations for lifeguards.
 - Flags at each end of the pool to make it safer for backstroke swimmers
 - Area round pool needs re-surfacing
 - Please consider investing in a new pool lining the brick-plaster work is crumbling - please see what Corporation of London did at Parliament Hill Lido. They installed new steel lining. Otherwise, Brockwell Lido will disintegrate.
 - Broken tiles round the edge need attention.
 - Is it possible to have a new surface around the poolside, similar to what they have in the children's playground in the park. The weeds grow out of the cracks between the flagstones. The area would look more attractive as well as being more comfortable to walk on or lie down or when relaxing at the pool side. +1
 - More chairs please +1
 - More chairs please - where are all the white plastic chairs we used to have? +1
 - More seating and a cover/small gazebo next to the pool for winter swimmers. +6
 - Improve swimmers' terrace +1
 - How do we stop everyone having sound systems on too loud?
 - Smoking when crowded, even in the shallow end.
 - Pool lighting for evening swimming. +2

- Could you light the pool from under the water to allow swimming later? +3
- Wetsuit storage – would be happy to pay an annual fee if Clare could identify a room.
- Lack of cleaning, particularly around decking areas. Rubbish not cleared for days. Needs daily hoovering. +3
- How about a heated pool to allow us less hardy folk to swim throughout the winter +2
- Please consider some background heating to extend the season a bit – just a few degrees.+1
- Extend the season a month either side – e.g. through a pool cover.
- Poolside events good. More free ones please.+1
- Changing room gets too wet and dirty – needs to be cleaned/dried more often. +2
- Wet side changing rooms not cleaned during the day: floor flooded, muddy, dirty hair. Often no toilet paper, toilets filthy. It tarnishes my experience as I love swimming in the Lido itself.
- I often go home in my swimming costume because I can't face the filthy changing room.
- Soap dispensers (need to be) filled regularly. +1
- The changing rooms are disgustingly dirty and even dangerously wet.
- Changing rooms – too much water collects on the floor. Also gets very dirty during busy times. +1
- Male changing rooms wet, filthy, standing water, grubby.
- Wetside changing rooms – PLEASE put drains in and clean more when very crowded. And turn off air conditioning – it's freezing! +3
- More toilets needed. +2
- Why the design of toilets at the far end of women's change? +1
- The inability of some women to throw away their used product packaging from the showers.
- People's inability to flush the loos.
- Spinner (needed) in changing rooms.
- Spinner in changing rooms please +2
- Would like spinners for drying costumes/trunks. +3
- Thank you, Clare and Tara/Fusion and the lifeguards for supporting the winter swimming – really appreciated! +1
- Please open winter swimming on a Friday – many people have day off work on Fridays.
- Please open every day throughout the year.

- Please winter swimming every day. Please! +9
- Please can we have a small sauna next to the pool in the winter. Would not need planning as a temporary structure.
- Shiatsu good.

EVERYTHING ELSE

- The Lido is fab! Long live the Lido! +2
- The Lido is brilliant!
- It's great that Lido is thriving and open all year round and welcoming to so many users. +4
- Well done, Clare!
- Well done, Clare. Excellent GM.
- Would like to see some feedback forms re staff. Some excellent and helpful. Others quite unhelpful. I think it would be good for Clare to get this feedback.
- Frontline staff seem to get a lot of flak and management never seem to be visible. There is not always a response to complaints. Out of the local Fusion sites, Brockwell seems to have less staff.
- Well done BLU!
- Thank you, BLU, for your sterling work.
- Good carol concert
- Staff need to answer phones more quickly. No point in getting ring back within 24 hours if you just want to check pool opening times for the day! +1
- Good if reception staff could refer customers' concerns to management staff rather than users having to write in again as issues have not been resolved. While key equipment is out of action for several weeks in a row, member and non-members' entrance fees should be discounted.
- Your online booking system isn't working and your phone only goes to voicemail.
- Find someone to answer phone - work experience person?
- According to company accounts, net income of Fusion has increased from £2million in 2008 to £8million in 2012. Yet it remains the most expensive pool/leisure centre in the area. How do you square this with your ethos of providing an affordable community experience?
- Massage - lots of masseurs would, I think, give a half day of their time for a good cause if there were a room free.

- Pictures drawn by schoolchildren and photos of winter swim – scope for a calendar/Christmas card? Tooting Lido did a calendar...