

FEEDBACK FROM BLU AGM 2005

During BLU's AGM, on Saturday 10 September 2005, we asked the 70 members present to give us feedback on their experience of using the Lido during 2005. Everyone was given a pad of sticky note sheets and a pencil and asked to write down all their positive comments, negative comments and suggestions for the future years at the Lido. The completed notes were then swiftly sorted and stuck on to large pieces of paper under rough headings so that a more or less instant summary could be presented to the meeting. Since then Judy Holman has typed up all the comments under the headings. This information has been given to Fusion, Lambeth, the Lido Steering Committee and is being displayed on the BLU web site (www.brockwelllido.com).

Many thanks to Yvonne Levy who organised the feedback session and gave a concise summary at the end of the meeting, to Judy Holman for compiling the complete list and to all who contributed their comments. If you read carefully you may find your own comments!

POSITIVE COMMENTS

Atmosphere

Great community facility

Was delighted to see old faces and was happy with the very friendly atmosphere

Still good atmosphere

Good ambience

Very good season with usual outstanding atmosphere and wonderful swimming

Atmosphere – good that Fusion have allowed Lido individuality to continue

Definitely more people around using pool this year

Everyone I talk to enjoy this summer

A wonderful season of swimming. A hope that what we have will still go on whatever the changes. Thanks to all who made it possible

It's a wonderful place to sit and read and swim and hang out

Relaxed friendly atmosphere

Community spirit still retained

The friendly atmosphere

Pool atmosphere in the early mornings still great

Still a wonderful amenity. Let's keep it that way!

Very happy with the way things are going

This is a great facility

Wonderful to be in the water – under the sky. Congratulations for opening

Still great atmosphere in the sun

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Staff

Fusion's willingness to learn from previous practice

Sufficient lifeguards

Staff friendliness

Friendly staff

Lifeguards good and unobtrusive

Great staff interface with public

Helpful staff

Nice chaps and people serving in poolside café
 Staff – good to see continuity in pool-side staff
 Nice new staff as well as old staff
 We've found it clean and well staffed this year
 Friendly staff – lifeguards etc
 Friendliness of all staff (including Fusion's!)
 Great season with the new management - despite the rotten weather
 Everyone's very friendly and helpful **15**

Season Tickets and costs

The value for money
 Season tickets not too expensive family prices
 Early morning swimming is very affordable which means I can swim 2-3 times a week
 Good value season ticket – it's a great thing to have
 Membership good
 Thanks for getting the season tickets (concessions) sorted out
 Honour of season tickets during extension **7**

Extended season

Extension of opening season – flexibility
 Lovely that the pool season was extended
 Extended length of season
 Extended summer (September) opening GREAT
 Flexible extension of season
 The Lido was open for swimming and the season was extended
 Extended season
 The extension to the season was welcome
 Extra two weeks in September **9**

Art

Like the murals
 Interesting art work in changing rooms **2**

Blu

Good work by BLU committee **1**

Opening hours

Consistency of am opening hours
 Early morning and late evening opening (of pool)
 Regular reliable opening
 For it being open
 Regular reliable opening hours
 Good long hours
 You could be sure pool would be open within the times advertised
 Published opening times stuck to
 Early morning swim time wonderful
 Very good that opening happened at all this season
 Most mornings opened on time (6.45) if not earlier
 Prompt early morning opening
 Great pool was open this summer
 Predictable opening times are good
 That the Lido has opened this year
 Nice to have regular pool hours

Great to see the pool open this year at all! Well done!
Reliable and fixed opening and closing hours
Great to have pool open every day all day
Great to have consistent opening times
Having the pool open consistently the hours stated **21**

Café

Early morning café – brilliant
It was good to have the café open early morning offering toast etc
Tea coffee reasonably priced
Snack bar good
Beach hut
Good cheap prices in the snack shack
Good range of snacks **7**

Lambeth

Good to see council support behind the scenes for Lido **1**

Classes

Whippersnappers holiday classes were a good idea and a great hit
PYA youth group – enjoyed
Great variety of classes **3**

Water quality

Water quality
Water seemed cleaner this year in hot weather
Pool clean **3**

General physical improvements

Toilets redecorated
Good that the changing room (women's) was repainted
Plastic chairs to sit on
Wood area good
Lovely new pool lining
Cycle racks outside
Wooden decking on poolside – lovely to sit on
Setting/surroundings brilliant for outdoor swims **8**

Paddy and Casey

Good to see Paddy and Casey in charge **1**

SUGGESTIONS

Extended season and Extended hours

Extended season to September
Extend opening into Oct/Nov with limited hours
Keep the pool open longer through the year for early swimming
A longer season e.g. May to Sept. even if this means reduced hours – early morning (6.30 – 10) and evening (6-8 pm)
Keep pool open for longer season!
Open for a longer season?
The pool needs to be open from early May to late September
Long a season as possible please
Extend season
Pool open 1st May to 30th September

Open late May bank holiday onward
Using the pool out of season as per Tooting - Membership?
Like pool open late for swim after yoga
How about some 'midnight swim' hours as a promotion
Close later on weekends maybe same time as weekdays (8pm)
Later opening in the evenings and weekends so that people can swim/use facilities after work, early opening at weekends, too! **16**

Café

Café affordable but good
Greater choice of food at beach bar
More use of café for functions/restaurant etc
Re-open the restaurant for evening dining with good 'global' cuisine
Ensure that ice creams and refreshments to not run out on fine days
The café needs to be improved drastically – it would be a good all year round place
Great care and thought needed in developing café. Include BLU in this
Café: access from road and pool tables outside front of building roadside
Café – events acoustic music, poetry book launches etc
Make the café work
Open café that sells healthy snacks during pool opening hours
Re-open café
Child-friendly café open independently of pool **13**

Extend sales on non-food items

Sell things in the café as well as food – e.g. goggles, caps
Sell sun protection products **2**

BBQ's

Evening swims and BBQ's please
Lots of evening barbecues – drink incl. own bottles from 9 when swimming stops
Barbecues and better catering facs
What happened to the evening barbecues
Reinstate evening barbecues **5**

More publicity and improved signage

Better signage
Access to classes, entrance etc. can be a bit mysterious, better signage might be helpful
More publicity, marketing better targeted **3**

Swimming arrangements

Laned swimming
If crowded allocate area for those swimming lengths to all go clockwise e.g. as Brixton pool does
How about some swim coaching (like 'Masters swimming') Just someone to help with stroke technique **3**

Pool quality

Bottom of pool needs hovering more regularly
Pool level needs to be topped up more regularly **2**

ENVIRONMENT/FACILITIES

Poolside showers so you enter water clean
Pee and shower before entering pool saves on chemicals

Rebuild the fountain	
Drinking fountain	
More trees and flowers	
Haven't used them much but <u>please</u> keep the loos nice	
Put bin in changing rooms	
Paint the changing rooms a lighter colour	8
<u>Water heating</u>	
Solar heating	
Don't heat the pool!	
Heat pool?	
Use of Lido as flagship for use of sustainable energy i.e. wind power, solar power, wave power	4
<u>Toddler pool</u>	
Young kids need a paddling pool	
Toddlers pool – safety while parents swim	
Paddling pool	3
<u>More shade</u>	
Shaded sitting areas e.g. awnings	
Sun-shade areas	2
<u>Lockers</u>	
Locker provision	
Lockers	2
<u>Ban smoking</u>	
Entirely no smoking (hear, hear!!)	
Ban smoking on poolside	2
<u>Pricing/season tickets – review</u>	
Different rate for non-swimmers – my wife would like to come in and read while I swim in the morning	
Cheap entry charge for early swims (especially OAPs)	
Look at pricing structure, offer discounts etc.	
Grant funding for activities for disadvantaged groups from community	
Pricing policy – monthly swim pass? Early morning swim pass? Cheaper times at w/e?	
Keep the cheaper early morning and evening swims	
Keep the early morning swims cheaper than the rest of the day – not everyone can afford to pay in advance for a season ticket	
Use Fusion card membership from other centres	
I would like to propose that we pass a Resolution of Intent to maximise the season ticket holding by BLU members by next year	9
<u>Wider use</u>	
Apart from swimming there does not seem to be anything on offer for senior citizens. Could this be included?	
More communal things in evening, parties etc. it's a fantastic communal asset	
Art exhibitions	
Ice-skating season?? Including evening sessions?? (probably impossible to add to plans at this stage?)	
Liaison with schools to provide use for young people in all fields	
Need more non-swimming activities – meeting place/room for the local community	5

Improve access for people with disabilities

Access to pool for disabled people (new law)
Improve disabled access 2

Keep Paddy and Casey involved

Can we persuade Paddy/Casey to remain involved in some capacity
Keep Paddy and Casey in charge for the future 2

Staff

We love Dangerous's announcements
Flexibility so that staff have chance to show initiative 2

Grant applications

What provisions have been made to apply for Heritage Lottery Grants? In view of the coming of the Olympics to London in 2012 is this not a golden opportunity to benefit the Lido i.e. to become a training facility for visiting teams. 1

BLU

Wider membership of Lido steering group
More BLU members from dry activities 2

General

Change as little as possible keep up the good work and retain the atmosphere
Am really will be delighted in 25 year lease can be signed, sealed and delivered
Change as little as possible 3

NEGATIVE COMMENTS

Uncertainty

That the lease has not been signed yet
Worried about yoga space during building
Uncertainty about the future 3

Café

Poor food quality from the shed – junk food , often runs out
Restaurant rarely open
Café not used, reduced community feel if only open for private functions
Café food and drink a wasted opportunity to give better refreshment
Don't know if the bar/restaurant was open to the public
Cups for tea/coffee at the beach bar are very small!
Café not open, not possible to get a beer in the evening
Café not open 8

Water quality

Pool very cloudy after busy day
Water quality often poor
Pool hovering is it undertaken?
Pool bottom sometimes dirty
Quality of water poor about 2 weeks ago [but has got better since] 5

Changing rooms/loos

Women's toilets and changing are not clean

Women's changing rooms often very 'unhygenic' and showers need sorting out
 Lavatories, showers, changing cubicles all filthy unless reported
 Changing room floor dirty , rubbish let lie
 Dirt in the drainage gulleys in the changing rooms
 Dark colour in women's changing room makes it very dark
 Loos not checked frequently enough
 Changing rooms dirty often
 Toilets, sinks not kept clean, even early morning swimmers do not see clean toilets
 Shower sprinklers too harsh on skin
 Toilets not well maintained
 Ladies changing room and loo
 Women's changing room needs a bin as well as sanitary disposal
 Changing area very poor – no hooks on walls etc
 Women's changing room seems grubby at times e.g. shower area walls are now slimey
 The changing rooms and showers don't always work well and not hot enough
 No improvements to changing rooms/toilets and often dirty
 Women's changing room not cleaned regularly/thoroughly
 Showers not very good (variable – power/warmth)
 Changing rooms dirty and basic
 Changing rooms sometimes not that clean, bits of mud etc
 Dirty changing rooms
 Women's showers not cleaned daily or consistent temp.
 Cleaning of changing rooms and toilets often needs improving
 Ladies showers need sorting out (pressure variable , heads need descaling)
 Poolside toilets not very clean
 Unclean changing rooms – they smell 27

BBQ's

Why no BBQ's this year?
 Health and safety. Is it true we are not supposed to have BBQ's and swimming at same time
 Missed the BBQ's
 Missed the summer BBQ's
 No BBQ's – lack of evening atmosphere
 No evening BBQ's 6

Pricing

Lack of concessions for entrance fee for pensioners and people on benefits
 Midday swim too expensive unless all day spent at the pool 2

Cleaning

More cleaning of fag butts between decking boards
 Decking around side of pool not cleaned – food remnants – bitten by ants
 Every time I come there is someone's dog running around I don' think this should be allowed
 Glass bottles of beer poolside

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Paddling pool

No paddling pool

Lack of any safe area for small children – no paddling pool	2
<u>Opening times</u>	
Not open for longer seasons – it's getting warmer	
Not open later, past 6 pm in mid-summer, fine evenings	
Season too short	
More bureaucratic admissions a bit inflexible, last minute swim sometimes not possible	
Opening to late at weekends	
On a number of occasions the Lido has opened late because the Fusion receptionist has not turned up for work on time – usually weekend	
Late opening date (July)	
During the extended season shutting for last swim at 5.30 very disappointing	
Pool not open after 18 Sept	
Pity that the last few weeks the Lido is closing at 6 pm	10
<u>Water levels</u>	
Need warning for new swimmers re extreme shallowness of shallow end (I'm not the only one with a grazed knee)	
Water displacement – pool level sometimes low	2
<u>PA system</u>	
Tannoy announcements too loud	
Some PA comments inappropriate	2
<u>Bike facilities</u>	
Lack of cycle parking facilities	
Need a bit more bike parking – not urgent though	2
<u>Change of mood</u>	
The running of the pool is becoming more corporate and 'streamlined' and thus less unique. This is a pity as the uniqueness of this place has always been a big selling point. Let's face it there's no shortage of leisure centres in the country but as we all	
There is a feeling of change of 'mood' which is inevitable but sad – less creative, more structured, Flexibility is surely essential	2
<u>General</u>	
More 'policing' needed during very busy times to stop use of radios, 'bombing' in the pool etc.	
Don't like the exit gate – hard to get through	
Use of car park by non Lido users	
Lack of publicity	
Need some more <u>shade</u> – I like the tent things	
Not enough water fountains	
Brr! The water's cold	7