

What is the Brockwell Lido Steering Group?

Brockwell Lido is one of the few remaining outdoor Lidos. It has survived because the local community and park organisations joined users in campaigns to save it in 1993 and in 2001. The Brockwell Lido Steering Group was established to enable community and park organisations to continue to work with users to ensure the long-term sustainability of the Lido as a community resource. Any constituted organisation can register as a member and send representatives to the Lido AGM and any extra general meetings that might be called. This also entitles them to nominate representatives to the Brockwell Lido Steering Committee which meets with Fusion management and a Lambeth Officer to monitor the quality of service and discuss future developments. The Committee is accountable to the Lido AGM.

The constitution states that membership of the Brockwell Lido Steering Committee will be:

- 2 representatives from park organisations
- 2 representatives from community organisations
- 1 representative from a resident or tenants association
- 5 members from Brockwell Lido Users

This year the Brockwell Lido Steering Committee met 5 times with Jeremy Lake, Lido Manager and Claudia Aristide, Senior Client Officer, Sport and Recreation, Lambeth Council. In addition members of the committee met with Jeremy Lake 4 times to discuss specific issues.

Brockwell Lido Steering Committee (BLSC) Summary of Issues Raised by Users and Action Taken October 2008 to October 2009

What happens to the complaints and suggestions you make at the Users Forum?

1. They are recorded, summarised and copied to Fusion management and the BLSC committee and considered when the plans for the next year are discussed and agreed in November/December.
2. The issues which appear to be of concern to many users are reviewed at BLSC meetings to see what action has been taken. Additional issues are discussed as they arise.

Below is a brief summary of the issues which received most attention from BLSC this year.

Issues raised at Forum Or arising during the year	Action Taken	Outcome
facilities		
Yoga Studios Holistic classes disturbed by music and instructors' voices from gym and other classes <i>Some gym users and fitness classes complain when volume is reduced</i> Requests for studio windows to be opened in summer. Request for light bulbs that produce less heat.	Industrial soundproofing installed in studio doors and ceilings. Doors repaired so all close. Class schedules reviewed to reduce times when holistic classes are adjacent to noisy ones Volume of music reduced Noise levels reviewed in April. Classes reported noise levels much reduced by sound proofing if doors to studios and cupboards are kept closed and volume of music/voice is controlled. Ventilation and heat from light bulbs discussed in BLSC	Noise problem reduced but not totally resolved and requires constant monitoring. No action on opening windows No lower wattage light bulbs available for studio lights
Café Temporary café arrangement for 2008 not satisfactory----strong feeling that good café is a priority	Café discussed in all BLSC meetings BLSC and BLU consulted in design of tender document for café Good response to tender document Contract offered to Duncan and Daniel Edwards	Drinks and snacks served from beach hut in July and early August Café opened late August

Issues raised at Forum Or arising during the year	Action Taken	Outcome
Wet Changing Rooms As a result of complaints in 2007 changing rooms were to be redesigned before 2008 season but delays in achieving an acceptable design led to postponement to end of swim season.	Redesigned wet changing rooms ready for opening of 2009 season Some concerns expressed by BLSC about location of toilets at back of changing rooms	Increased space and non-slip floor much appreciated! Still to be resolved: Poor drainage Floor difficult to keep clean – cleaning regime review for 2010 Snagging needed to repair door, radiator, damp patch in wall – all scheduled to be completed shortly or as necessary when pool closes
Hand rail for pool Need to make pool more accessible discussed in 2007/08	Hand rail installed for opening of 2009 season	More feedback from users needed
Pool <i>Concerns expressed about deterioration of paint work in pool and algae on pool bottom</i>	Members of BLU committee met with Jeremy Lake--- Reassurance that algae not harmful and that water was tested regularly by external laboratory and passed all tests using drinking water standards. Fusion made commitment to repair and paint pool after swimming season Midges infestation in September External laboratory tested water, identified the species of midge as one not harmful to humans. Pool closed for a day to raise chlorine levels to deal with midges	New chemicals and strategies for removing algae being explored Quotes requested from contractors for pool tank repair & repaint
Car Parking --used by those not coming to park or Lido—often full ---some cars are parked all day or longer— --disabled bays used by those without badges. --cars parked so as block others	Claudia Aristide, Lambeth Officer brief summary of previous attempts to solve the parking problem-- -- Lambeth has no byelaw which controls parking in parks; therefore no penalties can be issued Advantages and disadvantages of various kinds of action discussed at BLSC meeting As a pilot, car park not opened until later in the morning—but tried for very short period Many complaints from those who visit Lido early	Yet to be resolved and requires co-operation with park users and Lambeth Council
Staff and Communication		
Need more publicity for events, changes to class schedules User and non-user survey <i>Lack of response to some complaints---</i> Life guards grouped together, not focusing on pool	Fusion web site improved Events and class timetables displayed on reception notice boards Ongoing discussion about quality of user survey Complaints procedure discussed at BLSC, Jeremy investigated----main reason for lack of response is contact details not given or not legible Agreed that lifeguard training would be more rigorous and duties made clear	need feedback at Users' Forum Format of user survey changed between 08 and 09
Cost and Price		
Question at AGM about use of Lambeth "Yours to Explore Card" at Lido Having some classes outside membership is confusing	C Aristide arranged meetings between Fusion management and Head of Lambeth Sport/Rec Decision made to use "Yours to Explore" card to reduce cost of gym for concessionary groups. This was costed but financial constraints prevented implementation. Decided to narrow target group. Discussions about more flexible membership	Not yet resolved BLSC members offered to propose options Not yet resolved

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Diversity		
<p>Concern that Lido Users do not adequately reflect local community.</p> <p>Some users are excluded by cost</p> <p>representation on BLU and BLSC should be more diverse</p>	<p>Existing concessions to be better advertised Better recording and monitoring of BME groups being dev. Special programmes agreed to extend access: --Lambeth Sports Academy to host weekly sport-specific gym-based training for teenage group --Partnership with Lambeth Healthy Activities --Mencap having weekly sessions --GP referral to gym --HLF Schools programme –23 schools, 1198 children spent a day at the Lido --Partnership with Whippersnapper---teenager and disabled use of gym and pool Swimming gala – 17 schools 335 children Vica 12 week sport courses for children Triathlon England – junior coaching sessions</p> <p>strategies discussed</p>	<p>Lido can now record categories of users for members but casual use depends on observation</p> <p>Special programmes have provided access to the Lido to a more diverse user group</p> <p>No success to date in recruiting more diverse volunteers</p>
Programme and Events		
<p>Bring back BBQs and more events</p> <p>Early morning swim at weekends</p> <p>Extend swimming season</p>	<p>Repeat of winter swim and modern movement Lack of café early in summer made it difficult to hold evening BBQs Bike and ride event followed by film showing in café—very successful Aquathlon 3 x race series run in 2009 Artist in residence exhibition –</p> <p>Discussed but not implemented because of cost</p> <p>October swimming 3 mornings a week introduced to see if sufficiently well supported</p>	<p>Planned again</p>
Environment		
<p>Environmental impact question raised at AGM</p> <p>Questions about heating pool discussed at AGM</p>	<p>Referred to Lambeth and answer sent to person who raised question Agreed that results of carbon trust and environmental survey to be discussed with BLSC</p> <p>ASA study on alternative heating –ground source and solar planned</p>	<p>Carbon trust not used. Fusion recent appointment of environmental mgr – audit of sites has commenced and 1st stage carbon foot print/energy reduction to be implemented in last quarter of 09</p> <p>ASA withdrew from study – further investigations of alternative heating feasibility undertaken soon ready to report</p>