

BROCKWELL LIDO STEERING COMMITTEE

MINUTES of meeting of the BLSC held on 23rd August 2016 at the Prince Regent Pub

PRESENT:

Ian Cooper (Fusion)	Miranda Payne (Effra Housing)
Stephen Parker (Fusion)	CJ Faucher (BLU)
Matthew Houghton (Fusion)	Sophia Marsh (Herne Hill Society)
Mark Munday (Fusion)	Yvonne Levy (BLU)
Matthew Saunders (Fusion)	Lesley Ambler (LBL)
Stuart Wilkes (Fusion)	Susy Hogarth (BPCP)
Julian (BLU)	Lara Mifsud-Bonici (BPCP/LBL)
Bianca Ioannides (BLU)	

APOLOGIES: Luke Fenton (Fusion), Giles Gibson (Herne Hill Forum), Sarah Hodgson (Fusion) and Humphrey Keenlyside (BLU)

1) Introductions and apologies.

SP gave an update on Luke, he will return to the Lido on Wednesday 24th August 2016, with support from Stuart Wilkes who along with Matthew Saunders has been covering the GM role.

Mark Munday is replacing Steve Parker, as Steve is now Asset Facilities Manager for Fusion

2) Minutes of 17th May BLSC meeting and ACTION points, all agreed.

3) **Matters arising**

- Lighting - café and in the car park are fixed. Entrance lighting is still a problem; power can't be tapped from substation. Lambeth won't cover the cost of lighting the path to the side of the car park, SP looking at possible solution using current lighting set up and electricity supply

ACTION: SP to lead on sorting out lighting

- **ACTION:** CF to follow up Christmas Swim 2015 money raised, to be spent on photo of the winter swimmers; to be framed and hung in the Lido.

- Queries on winter swim figures (first and last swims) SP gave an update on this

ACTION: SP to send CF and BLSC the figures

- Communication issues:

New Brockwell Lido website will launch in six weeks, should be more user friendly and easier to leave comments.

- Customer comments are not being fully logged. IC gave an update on the case management system. IC has fed back to CF about the new website. It is now easier to leave feedback. IC gave an update on the complaints process.

ACTION: Fusion to ensure all PTUWUT cards are logged. Management to check process.

- **ACTION:** IC to provide monthly response rates figure to random survey to the committee

ACTION: BLSC to test the response system via cards and Fusion website

ACTION: Fusion to review inputting '48 hour response' on new website. - IC to ensure web team add a sentence to the website comments section which describes the process Fusion follows and what to do if you don't get a reply (e.g. we aim to reply to all comments and complaints within 48h, if you don't receive a response please email XXX)

- **ACTION: SP to produce proposed winter swim prices to send to CF and MP before AGM, for discussion**
- Summer season opening hours will now start on the 1st April 2017.

4) Service Delivery Plan Report for Q2: April to June 2016

SP presented on the previous quarter. Follow up

- Concerns raised about the number of non-Fusion classes members have to pay extra for. **ACTION:** Fusion to confirm number of classes run in-house and the number that are not, for future review.
- **ACTION:** Fusion to send membership data to BLU, attrition rate, leavers and joiners (net gain) – information to be sent by next meeting. To include membership details in relation to retention of existing members, and attraction of new members (ideally dating back over the past 6 months and to include June, July and August so that we can see if there is a negative trend or any significant shifts)
- **ACTION:** MM to provide detail of responses to the 10 questions relating to Lido performance, not just the NPS score.
- **ACTION:** Fusion to manage car parking better, concerns raised about continued abuse of disability bays.
- **ACTION:** Fusion to provide all customer comment data including dry-side and wet-side, this is to be included in next quarterly report.
- IC gave an update on the phone system, Fusion have reviewed the structure with the potential to add an extra 60 hours. Phone system to be included as part of redevelopment work.
- **ACTION:** Fusion to send out Q1 Jan – Mar '16 presentation by next week
- **ACTION:** Fusion to promote BLU AGM 24th September on social media and website.

5) Investment plan

Fusion will give a further update at the AGM.

- Spin bikes have been ordered, delivery date wc 19th September
- Yoga mats and Pilates blocks have also been ordered and delivered

6) Key current issues

Lifeguarding

- Lifeguard ratio, concerns raised about sufficient staffing levels during summer period to enable the whole pool to be open.
- **ACTION:** Fusion to start summer seasonal staff recruitment earlier. GM to ensure this is in place for commencement of Q1 2017.

Lifeguard pay levels discussed.

ACTION: LA to explore Lambeth's commitment to its providers paying the London Living Wage and report back on any action that Lambeth and / or Fusion should take to help make this happen at the Lido.

ACTION: LA also to explore all options for Lambeth to assist with London Living Wage levels for Lido lifeguard pay, as per Southwark council

Sauna

- Payment of sauna, was raised again as not all customers are paying for this.
ACTION: Fusion to look into best solution for how the sauna is paid for.
- Policing of Sauna especially with kids getting behind and going near the hot coals. **ACTION: Fusion to address safety concerns immediately regarding use of the sauna.**
- Fusion clarified opening times of Sauna, 6am – 10am all year, Winter swimmers, sauna is included in cost of swim. Summer swimmers pay £1 extra and have to wear a wrist band as proof of payment.
- **ACTION:** Opening hours of sauna to be raised at AGM.

Dryside

ACTION: Fusion to address staffing levels in the gym, which has been raised as a concern

ACTION: Fusion to report back whether they will continue to provide instructors

Café

- Installation of pizza oven, SP reported that this is not going ahead.

7) AOB

- **ACTION:** LF to provide update on 'ACTIONS Required' prior to meetings, showing what has been done and what is outstanding, to ensure clarity/status.
- **ACTION:** LF to confirm lane free swimming on Friday afternoons and one other day/time slot.
- **ACTION:** Fusion to research lining pool lining as part of investment works.
- **ACTION:** AGM – Participating groups to nominate their rep(s) for the BLSG Committee, and inform the BLSG Secretary in writing at least 7 days before the AGM. Reps need to also prove election process (letter from the chair)
- **ACTION:** Fusion to ensure quarterly presentation goes to LBL (GK and LA).
- Pool cleanliness, SP gave an update on this.