

BLSC Meeting – 16th October 2023

Present: Simon Harris (Lambeth Council), Martin Pask (Fusion), Mark Rogers (Fusion), Stephen Trowell, Ben Longman, Susy Hogarth, Sophia Marsh, Michael Boyle, Giles Gibson, Noreen Stewart

Apologies: Guy Wickett

Agenda

1. SDP

Martin Pask presented the draft Service Delivery Plan (SDP). BLSC members have asked for numbers around the KPIs and statistics/survey information to assess how the SDP was delivered in the year.

SH has asked for more detail specific outcomes related to programmes.

ST requested that KPIs around the site working and facilities working (pool, gym, spa). He also requested detail on what “off peak” means in relation to half pool closure. BLSC has requested that the heritage and ambience section include KPIs on maintenance, e.g. 90% availability for gym equipment.

BL requested that planned closures be flagged to users in advance and that a KPI is inserted around time for refunds. He has also requested better coordination so that exclusive pool bookings do not impact the user experience of other users.

SH requested that **each month** Fusion should report back on accountability metrics, including maintenance targets.

MP has noted that Fusion is currently recruiting for two new managers and cleaners.

BL has requested KPIs for service quality – responsiveness to email, phone, refunds and noting that there is no provision in the SDP around removing the booking system to improve accessibility.

GG has noted that Fusion has not so far provided financial information. MP has said it will provide financial information in November. GG and SH have said that Fusion has historically provided detailed information but has since stopped doing so and therefore the BLSC cannot judge the SDP or pricing based on the proposals alone.

BL has requested that Fusion look at the booking system again, in terms of access to children and families, session types and ticket allocation / pool usage.

2. Missing information

BLSC have noted that under the agreement with Fusion, Fusion is required to supply survey data, Tell Us What You Think results, metrics on attendance to enable the BLSC to understand the relationship between the goals of the SDP and the lido usership.

3. Next steps

Fusion will provide updates and revisions to the SDP and return with updated by Friday 3rd November, with a view to discussing on Tuesday 14th November.

4. AGM

MP Helen Hayes and ward member Deepak Sardiwal have kindly agreed to come to the AGM on 19th November.