



Minutes of the Brockwell Lido Users' Forum & AGM and the BLSG AGM

Saturday 22nd September 2018

Venue: Whippersnappers Room, Brockwell Lido

In Attendance:

CJ Faucher – Chair BLU

Bianca Ioannides – Chair BLSG

Mark Munday – Divisional Business Manager, Fusion

Mathew Houghton - Divisional Sports & Community Development Manager - Fusion

David Hudson – (Acting) Lido General Manager

Rebecca Thackery - Councillor, Herne Hill Ward

Total number of attendees **(72)** with a show of hands for use of the facilities;
Pool (29), Gym (14), Classes (22) Outside sauna and inside spa (24)

1. **Welcome** - CJ opened the AGM, welcomed all to the meeting, briefly ran through the program with a slight change for the timing of the elections and introduced the speakers to the audience.

2. **Lido Summary Report – Mark Munday (full report available)**
 - Lee White, the Lido General manager, left in July and David Hudson took his place pro-tem. Lee was a brilliant manager for the Lido and created a well oiled team of Lido staff. David Hudson leaves the Lido next week having been offered an exciting new role in the private sector. A new Lido GM, Liam Handley will start 1st October 2018. We look forward to Liam's arrival and will give him all our support in his new role at the Lido.
 - Financial performance: there had been a YoY increase of 14%, September 2017- August 2018, mainly due to the good summer
 - Participation: there had been 366,000 visits, 100,000 more than the previous year
 - Customer satisfaction: users were happy with the greater range of events, but not satisfied with the website or cleanliness and timely equipment repairs.
 - Investment: A new water tank had been installed and a new and expanded gym.
 - Planned investment: Planning application had gone in to reline the pool and include underwater lighting – following that, a decision would be taken on whether to make that investment. The wetside changing rooms will be redone – again.

3. Annual General Meeting: BLU and BLSG Business. Chaired by Adam Steinhouse

BLU

- The minutes of 2017 AGM & Forum were approved
- The financial report (report available) was approved
- **Election of BLU officers and committee members. Two independent vote counters were provided by Fusion**

BLU Elections.

Uncontested Officer Nominations:

Surname	First Name	Position	Vote Totals
BURTON	Beverly	Dep. Chair	32
FAUCHER	CJ	Chair	40
MIFSUD-BONICI	Lara	Secretary	33
WICKETT	Guy	Treasurer	<u>34</u>

All were re-elected by a 'show of hands' vote from eligible BLU members with voting cards.

Contested nominations for the required further 7 members of the BLU committee were as follows;

Surname	First Name	Position	Vote Totals
<i>Berry</i>	<i>Nick</i>	<i>Committee</i>	7 – Not elected
BLAKE	<i>Jonathan</i>	<i>Committee</i>	35 - Elected
IOANNIDES	Bianca	Committee	39 - Elected
KEENLYSIDE	Humphrey	Committee	35 - Elected
LEVY	Yvonne	Committee	38 - Elected
<i>Lord</i>	<i>Olive</i>	<i>Committee</i>	5 – Not elected
<i>MALONE</i>	<i>Warren</i>	<i>Committee</i>	10 – Not elected
RYAN-NDEGWA	Jessica	Committee	34 - Elected
SILAS	<i>Shelley</i>	Committee	34 - Elected
TROWELL	<i>Stephen</i>	<i>Committee</i>	44 - Elected

BLU summary report – CJ Faucher (full report available)

- It has been a good year, and Fusion are to be commended. Lifeguards are the real unsung heroes. Full pool very welcome, despite challenging times. Fusion need to keep getting the basics right like cleaning of the gym, studios and the pool. Equipment fixes or replacement of worn/used items need to be resolved in a timely manner. Good swimming events, and enthusiastic people are always welcome to help us with more events. Cold water swimming is growing but lack of support by swimmers when Fusion put on extra hours in November 2017 was disappointing. An upgraded gym with the space redesigned was very well received by users. A much needed installation of new water tanks on the roof has solved issues of water shortages. Communication by Fusion to every part of the Lido is key and there is a need for everyone who uses the Lido to work together in ensuring it's unique legacy for generations to come.

BLSG Elections.

Names of those nominated by the BLSG participating organisations were presented:

Gibson	Giles	HHF
Hogarth	Susy	BPCP
FAUCHER	CJ	BLU
<u>IOANNIDES</u>	<u>Bianca</u>	<u>BLU</u> (<i>BLSG Chair</i>)
KEENLYSIDE	Humphrey	BLU
LEVY	Yvonne	BLU
Mifsud-Bonici	Lara	BLU
Marsh	Sophia	HHS
Payne	Miranda	EH

(All were presented as a slate and **re-elected** onto the committee by overwhelming votes of Participating Organisation members who were provided with voting cards. (24)

BLSG summary report – Bianca Ioannides (full report available)

While there had been issues, 2018 had been a positive year for the Lido; support for greater operation of full pool; appreciation for addressing problem of intermittent loss of water pressure by installation of new water tank; need to have more bike racks.

4. Lido Forum Feedback Session – Bianca Ioannides (Fusion responses from Mark Munday)

General Forum.

- Survey responses showed that users were generally happy with: sauna; helpful staff; full pool; water quality; more classes; and gym.
- Users saw the need for improvements in pool lane management (should be fewer lanes), café opening times, pool temperature (some wanted the pool to be heated – but Fusion have no plans to do so), damp in changing rooms, TVs not working in gym, cleanliness overall at the Lido, lack of gym presence by staff, issues with showers constantly not working, communication re class changes and overall with staff, online booking system frustrations.

Forum comments from the floor.

- Q) Why not have timed tickets/separate sessions in hot weather?
A) Fusion continuing to consider this. Benefits would be to be able to clean pool and poolside in between sessions. Disadvantage would be monitoring those who had come for the morning session and then didn't leave.

- Q) Communication: need Fusion to be better at informing Windrush and others of opening times and events, and also responding to emails and phone calls
A) (agreed: Fusion had set up a dedicated team to handle requests and complaints for the Lido)

- Q) Pool Relining: will it happen and, if so, when?
A) Planning application in. If it happens, would be likely to be after the 2019 summer season)

- Q) More water polo events
A) (agreed in principle)

- Q) Café opening hours – why is café not opening for swimmers in the morning.
A)(New Lido manager will engage more with café to make sure (a) café's opening hours coincide better with pool opening hours, (b) greater access from the pool and (c) generally to improve relationship; the café representatives should be invited to come to BLSG meetings)

- Q) Classes: unqualified instructors were standing in for regular instructors when they were not available (eg on holiday) and there should be more classes variety.
A) (Agreed that there was a need to have better communication between management and instructors and better protocols; classes had been added in September and more would be established in January)

Q) Maintenance: why are requests put in to fix problems not handled quicker?

A) Fusion will address

Q) Wet-side changing rooms spinning machines – why have they not been fixed.

A) Spinners had been fixed but contractor need paying first.

AOB and Close

Community Cold Water Gala scheduled for 17th November 2018 from 12pm-3pm. This event is raising funds for two very deserving charities; **Mosaic Clubhouse & Wheels for Wellbeing.**

CJ thanked everyone for attending and contributing to the meeting,, then he finally called on Sara Atkinson the outgoing BLU Treasurer and Carolyn Weniz the outgoing Committee member. He thanked them both for their many years of tireless and selfless work for BLU, the committee and the Lido.

CJ presented them both with a bunch of flowers and a card, signed by members of the BLU Committee.