

**BROCKWELL LIDO USERS
FORUM AND AGM
&
BROCKWELL LIDO STEERING COMMITTEE AGM**

Sunday October 18th 2020, 6pm, By Zoom

AGENDA

Welcome and explanation of the day – Stephen Trowell

Lido Report – Lauren Frankis presented her report on the past year at the lido:

- The change of manager and departure of Mohamed Farah and Grant Clark
- Restructuring of roles to create more multipurpose roles
- Vacancies on the gym floor and for lifeguards
- A new pool vacuum
- Overall income Jan-Sept up 2% year on year, including a 12% increase in casual swimming and fully booked pool through the summer
- Severe losses among members not yet returned because of COVID-19
- A major positive: the booking system has alleviated staff pressure during busy summer months
- Government COVID-19 guidelines have hit class sizes, meaning capacity is 1/3 of normal. Fusion are increasing class numbers.
- Customer satisfaction via the online platform is 38% but in person customer engagement is positive
- Introducing customer clinics and improving engagement via managers on social media
- Now looking to increase pool capacity and increasing timetables (2 hours later)

Nigel Court also thanked users for their support when returning to the site and abiding by new rules and protocols.

Stephen Trowell reiterated gratitude from users on for the speed and efficiency with which Fusion re-opened the lido.

Minutes of 2019 AGM & Forum

Members could not vote on the 2019 minutes but were asked to object via the webinar chat function. No objections were received.

Stephen Trowell drew users attention to the following in relation to the 2019 minutes:

- He as treasurer had had difficulties getting access to the accounts by Lloyds Bank during the pandemic, and Guy Wickett had in fact been treasurer for much of the time.
- Mike Johnstone drew attention to possible conflict of interest with his appointment during the 2019 AGM. We are sad that in the light of wording the constitution he stood down.
- Nigel Dodds resigned as a committee member of BLU.
- Cashless – although there was debate about whether/not to go cashless the centre did go cashless as a result of the pandemic.
- Doggy swim – there was going to be a doggy swim before the pool was drained but this did not take place because Fusion said it would be too cold for dogs.

BLU Financial report

Stephen Trowell asked users to submit any questions for the financial report. None were received.

BLU Chair report

Chair Guy Wickett delivered his report. He acknowledged what a difficult year it has been and to reiterate how grateful the users were that the lido reopened and the staff efforts.

He outlined how BLU had two goals – to simplify how it operated and improve communications with users and Fusion. He also outlined his regrets at BLU being unable to fix certain issues including cleanliness, lack of maintenance to the building, interim managers and staff retention, decisions made without consultation with BLU or BLSC; and new issues – loss of café for swimmers, inadequate changing facilities and showers.

He also announced his resignation from BLU and BLSC and wished the new committee enormous success and hoped that previous bullying of committee members would not continue.

BLSC Chair report

Stephen thanked Guy for what he has done during his time on the committee and the committee's loss of his skills. He thanked all members of the BLU and BLSC committee and Fusion staff for attending the meeting.

He acknowledged that BLSC had had fewer meetings than usual and the need for an upcoming meeting for the new service plan.

He mentioned the new lining and the cleaning regime for the pool, and the turnover of managers. He thanked Fusion for not increasing season ticket prices and recognized that there were concerns about the financial impact of COVID-19 and the financial accessibility of the lido, and the risk that the lido might be priced beyond the reach of many people in the community.

He also outlined that there was no survey from Fusion reporting back on user sentiment and reiterated his view that it is important to gauge how users feel about the lido.

He also noted that under the constitution of the BLSC, it can propose a member for the Fusion board. That has not taken place.

BLU Elections

Officer nominations – elected

Surname	First name	Position	Net vote
LONGMAN	BEN	CHAIR	+26
TROWELL	STEPHEN	TREASURER	+26
HICKS	ALISON	SECRETARY	+26

Member nominations - elected

Surname	First name	Position	Net vote
BRYAN	ADAM	MEMBER	+24
DA PONTE	JASON	MEMBER	+25
STAGG	CAROLE	MEMBER	+25

BLSC Appointments

Members were elected in a single bloc. Attendees voted for or against the bloc and were shown the names of the relevant members in the meeting beforehand.

Surname	First name	Position	Net vote
GIBSON	GILES	HHF	+26
HOGARTH	SUSY	BPCP	+26
MARSH	SOPHIA	HHS	+26
PAYNE	MIRANDA	EH CO-OP	+26
BOYLE	MICHAEL	BP FRIENDS	+26
LONGMAN	BEN	BLU	+26
TROWELL	STEPHEN	BLU	+26
HICKS	ALISON	BLU	+26
DA PONTE	JASON	BLU	+26

- Comments from users

Comments from the comments book from users:

- Staggered entry system working well
- Gratitude for staff, brilliantly run lido
- Changing rooms are not clean
- Lack of classes for class users

- Questions from users

Why was no lighting put into the pool despite explicit assurances given to the BLSC that it would be: Fusion response: the cost was too expensive.

Have there been issues relating to the pool painting: Fusion response: there has been a slipping issue, but this was fixed within 48 hours. There is also a new pool vacuum.

Can the shower be screened so that there can be more provision for hot showers: Fusion response: a screen will be in place within 7 days. There are also plans to open up changing rooms.

When will the saunas be opened: Fusion response: the indoor facilities are being risk assessed, but social distancing make it impractical to open the outdoor sauna

How regularly are the cleaning rooms being cleaned? Fusion response: The changing room high contact areas are cleaned every two hours. The floors are cleaned at least twice a day.

Classes: Classes are overbooked and dissatisfaction from users: Fusion response: capacity is limited to 8 people per class due to COVID restrictions but Fusion is adding in more classes and can't add waiting lists

Classes: questions about classes for older people: Fusion response – they will look into adding more classes for older people

Meet the Manager: Fusion have committed to do this on Zoom

Prices: Questions from users that £8 per winter swim is too high: Fusion have offered to look at prices if concerns continue

Kids's swimming: Fusion have confirmed they will offer family and open swims in 2021

Compensation for missed time on season tickets: Fusion response – season tickets have been extended by the time the pool has been closed.

Xmas day swim: Fusion response: yes there will be a Xmas day swim.

Outstanding debt (BLU) – the BLU committee weren't sure what the question related to and would look into it.

- Close

Chair closing remarks: Thanks to everyone for attending and to Fusion staff for giving up their time.