

BROCKWELL LIDO STEERING COMMITTEE

MINUTES of meeting held on 17th May 2016 at the Prince Regent Pub

PRESENT:

Ian Cooper (Fusion)	Yvonne Levy (BLU)
Stephen Parker (Fusion)	Miranda Payne (Effra Housing)
Matthew Houghton (Fusion)	Sophia Marsh (Herne Hill Society)
Greg Knight (Lambeth)	Lesley Ambler (LBL)
CJ Faucher (BLU)	Susy Hogarth (BPCP)
Ruth Thompson (Chair)	Julian (BLU)
Yvonne Levy (BLU)	Lara Mifsud-Bonici (BPCP/LBL),
Michael (BLU)	

APOLOGIES: Luke Fenton (Fusion), Giles Gibson (Herne Hill Forum), Shelly Silas (BLU)

- 1) Introductions and apologies.
- 2) Minutes of 9th February BLSC meeting and action points, all agreed.
- 3) **Matters arising**
 - Lighting outside area of Lido Lara gave an update on the lighting, light fixed by bike racks. Light by steps still not working. Possible solution is to tap into substation by the Lido entrance to resolve issue. Issue still ongoing, **Action:**
 - **Action:** CJ to put agreed BLSC minutes of Nov 2015 and Feb 2016 on to BLU website
 - **Action:** CJ to push through ideas for spending donations raised at Christmas Swim 2015
 - Queries on winter swim figures (first and last swims) **Action:** SP to look into.
 - Customer comments don't seem to reflect wetside users, only gym and dryside users seem to be reported on. **Action:** IC to give an update on website development
 - Winter Swim pricing 16/17 **Action:** LF to give an update, for discussion at next BLSC meeting
 - **Action:** LF to send financial information to RT as per previous minutes

4) **Service Delivery Plan Report for Q1: Jan to March 2016**

The powerpoint report was not available, partly due to Luke's absence. Verbal report on plans were provided by SP and IC. Also discussion on improving communication systems, including systems users use to feedback.

- Card system, 60+ in particular **Action:** Fusion to resolve this
- Queue management RE members and booking. **Action:** BLU to add about online booking to their newsletter
- **Action:** Fusion to promote online booking for summer season
- **Action:** LF to run communication past BLU to get their feedback in time for the summer season. LF to use BLU as a sounding board

- **Action:** Fusion to review phone system problems for users
- **Action:** Fusion to have Lido bespoke posters made up and displayed around the centre informing customers how to leave feedback/comments and complaints.
- **Action:** SP to speak to LF to get 60 plus users to be carded from now on.
Action: Fusion to review PTUWYT systems at centre
- **Action:** Fusion to review and simplify feedback form on website
- **Action:** LF to send out Q1 Jan – Mar '16 presentation prior to next meeting. To be done by June, LF to send to RT (and MP)

5) Options for increasing Lido throughput:

- SP gave an update. The pilot scheme will not happen this year, to be rolled out in 2017. **Action:** Details including pricing to be agreed by BLSC

6) Investment plan

IC gave an update, there are some plans happening behind the scenes. There is money going to be spent at the Lido as part of long term investment. Further update at AGM.

7) Key current issues

- Lifeguard ratio – no change
- Lifeguard pay discussed. **Action:** IC to catch up with CJ and RT
- Winter outdoor sauna, very well received ☺
- Payment of sauna, RT raised that not all customers are paying for this.
Action: Fusion to look into best solution for this.
- Spin bikes have been serviced and repaired. New bikes expected to be delivered in the next 6-8 weeks.
- IC gave an update on dryside plans, gym and steam. **Action:** Fusion to ensure that BLU and users are consulted on the proposed changes

8) Maintenance

A replacement has been recruited; the new maintenance person is called Vaz.

9) Event, recent and forthcoming

- Modern movement went smoothly, better than last year
- Animal swim was very popular and those from BLU who attend found it thoroughly enjoyable.
- Fun Palace has been confirmed for this year
- Free and Luna cinema screenings
- Syncro Swimming
- Aquathlon
- Cold water gala – organised by Fusion to take place in November
- Plus many more
- **Action:** LF to confirm lane free swimming on Friday afternoon and Sunday morning. LF to confirm if this is happening. SP to speak to LF
- Ice skating TBC

10) Café

- Installation of pizza oven, RT gave an update and discussed proposed plans.
- Concerns raised over encroachment, cost of food, how the rubbish will be dealt with, design of pizza oven, affordability, queues how will this be managed, on busy days who gets priority café or lido users, smell, healthy options/menu and air pollution.
- Users were disappointed they weren't consulted on café renewal lease.
Action: IC/SP to confirm time remaining on contract.
- Users feel that the café is not very sensitive to Lido users, feel they are not acting to benefit or enhance the offering at the lido for lido customers.
- IC gave an update on Bickels Yard (Fusion's in house café)
- Lido users no longer get a discount at pop up events.
- **Action:** Fusion to raise these issues with the café
- **Action:** BLSC to provide comments/feedback to Fusion. Fusion to raise these with the café
- **Action:** Fusion to meet with café to discuss this and other concerns.

11) AOB

- Shiatsu massage by the pool - **Action:** LF to pick this up.

12) Next meeting in August **Action:** RT/MP to organise.