



## **Minutes of the Brockwell lido Users' Forum and AGM and the BLSG AGM**

**Sunday 10.00 – 12:30, November 3rd 2019**

Venue: Whippersnappers Room, Brockwell Lido

Meeting chaired by Ann Kingsbury

### **In Attendance:**

Beverley Burton – Acting Chair BLU

Bianca Ioannides – Chair BLSG

Mohamed Farah – Business Manager, Fusion

Nigel Court - Divisional Business Manager, Fusion

Attendees by user type: pool (29); classes (16); gym (12); spa (9).

1. **Welcome** – Beverley Burton welcomed all to the meeting and made introductions. She then asked for a minute's silence to remember the CJ Faucher, Chair of BLU, who sadly passed away in June.
2. **Minutes of 2018 AGM** – attendees were asked to vote on whether they agreed with the noting of 2018 AGM minutes. The 2018 minutes were passed without questions.
3. **Financial report** - The financial report (report available) was approved.
4. **BLU Acting Chair report** – Beverley Burton presented a brief overview of the year, focusing on:
  - Changes in staff – the loss of Natasha and Venetia from Brockwell Lido, the exit of Liam Handley and the welcome arrival of Mohamed Farah
  - Mo's challenges arriving on the busiest day of the year
  - Issues around algae and cleaning of the pool
  - Booking app problems
  - BLU members standing down, notably Yvonne Levy, a co-founder of BLU, as well as Bianca Ioannides, outgoing Chair of the BLSC, and Shelley Silas.

The Acting Chair's report was accepted by attendees.

## 5. BLU Elections

Nominees for officers and members each gave a speech about what their vision for BLU and what they stood for.

There was a brief discussion relating to the issue of conflict of interest concerning the nomination of Mike Johnstone, whose business has a commercial relationship with the lido. The potential for conflict was acknowledged by Mike Johnston and Sarah Johnstone, with the belief expressed by them and others that it could be managed openly (such as by him stepping away from decisions where there was a clear conflict).

There was also some concern raised by attendees of the lack of female nominations. Incoming Chair Guy Wickett encouraged any women interested in joining to consider applying and explained there was a route to join through co-option.

Officers and committee members were elected by a 'show of hands' vote from eligible BLU members with voting cards.

### Officer Nominations – elected unopposed

Surname	First Name	Position	Vote Totals
WICKETT	Guy	Chair	52
LONGMAN	Ben	Secretary	52
TROWELL	Stephen	Treasurer	52

### Member nominations – elected unopposed

Surname	First Name	Position	Vote Totals
DODDS	Nigel	Committee	52
BRYAN	Adam	Committee	52
DA PONTE	Jason	Committee	52
JOHNSTONE	Mike	Committee	52

## 6. BLSG Elections

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

Surname	First Name	Organisation	Indicative Vote Totals
GIBSON	Giles	HHF	32
HOGARTH	Susy	BPCP	32
MARSH	Sophia	HHS	32
PAYNE	Miranda	EH	32
BOYLE	Michael	FoBP	32
WICKETT	Guy	BLU	32
LONGMAN	Ben	BLU	32
TROWELL	Stephen	BLU	32
JOHNSTONE	Mike	BLU	32
DODDS	Nigel	BLU	32

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

**7. Outgoing BLSG Chair report** - Bianca Ioannides gave her report. After concluding, Michael Boyle, Friends of Brockwell Park, asked the room to thank Bianca for her years of service to the committee.

**8. Lido Report** – Mohamed Farah (full report available)

Mo Farah presented his report, covering:

- Staffing, including the appointment of a new Assistant GM, Lauren Frankis
- Financial performance: down year on year YTD, mainly driven by lower swim revenues
- Participation, down 30% year on year, driven by pool visits, but on a par with 2017
- Customer satisfaction: 74%, but down 11%
- Changes and investments: pool lining agreed; algae removed; G360 changeover; exercise bikes serviced; Monthly meet the manager sessions in place
- Next steps: lease extended for two years, but new pizza offer.

Comments from attendees included commending Fusion staff for their handling of crowds on busy days, urging better handovers between managers and requesting lifeguards get paid a living wage.

## 9. Lido Forum Feedback – chaired by Stephen Trowell

- General
  - + Staff; atmosphere, especially for swimmers; setting
  - – Toilets; cleanliness, especially in the gym; the app; customer responsiveness
- Lido
  - + Lifeguards; open all year; now cleaner; sauna; over 60s cards
  - – Opening too late; lack of hot water for showers; women’s changing room (no dryer; dirty)
- Gym
  - + Opening hours; now cleaner
  - – Dirty; needs better equipment (bands, weights); broken equipment and lockers
- Classes
  - + Instructors
  - - More classes, especially at the weekend
- Spa
  - + Sauna improved
  - – Hydrotherapy pool is too cold; steam room not working; suggestion for women’s only sessions
- Suggestions:
  - Lighting (pool); keeping a wider usership in mind (pool)
  - More training needed for frontline staff, some of whom are rude
  - Winter opening hours are too short (pool)
  - Curtilage of the lido: bins not put out while people are queuing; could there be an outside water fountain for park users?
  - Consult users before buying equipment
  - Could the lido host an annual skinny dip?
  - Enforcing rules against amplified music
  - Investigating using less chlorine in the pool
  - Consideration for having AM and PM sessions for the lido so the site can be cleaned in between

## **10. AOB and Close**

There was a request that clubs be supported and affirmation from the Windrush triathlon club representative that they were very happy about the nominations of Jason DaPonte and Mike Johnstone.

There was some discussion and explanation of the role of the BLSG nominee on the Fusion board, and whether that represented a conflict of interest; the response from the outgoing BLSG chair was that the trustee role was to be able to hold Fusion accountable.

Fusion is proposing the site goes cashless; i.e. visitors will not be able to pay with cash.

Looking forward, when the pool closes there will be a doggy swim day.