

BLSC Meeting 3rd March 2022

Susy Hogarth, Stephen Trowell, Ben Longman, Sophia Marsh, Nigel Court, Giles Gibson, Jason DaPonte, Rodney Craig, Michael Boyle, Noreen Stewart

Financials

The group discussed financials provided by Fusion. It noted that maintenance costs, administration, central overheads and premises costs had increased significantly since 2010 and questioned why this was the case. NC responded that costs are allocated by the size of the facility and that meant higher centralised costs.

Service Delivery Plan

ST flagged issues with existing Service Plan and how it is not fit for purpose in its current form. He also noted that there had been no user surveys from Fusion and in draft form concessionary pricing was too high. BL committed to providing revisions to the SDP for return to Fusion.

Site issues

Members of the group raised concerns about the outdoor shower area, drainage and paving stones. They also noted that there was a lack of accountability for complaints and resolution where previously Fusion had systems in place. NC acknowledged that turnover of staff had affected service delivery.

Booking system

The group raised concerns about access and the way in which the booking system has changed the demographics of usage in the summer months.

Pricing

The committee raised concerns about some gaps in the proposed pricing and anomalies, especially on pricing for concessions and for children. GG noted that the committee was committed to ensuring visitors come to the site from across the community.

Update on staffing

Fusion are having a recruitment day. Fusion have hired a new manager. The last three months the centre has not had a dedicated manager. Fusion are launching London living wage with lifeguards first - total cost is £50k a year for the site to get all staff on LLW. Fusion are also recruiting for full time cleaners.

Outdoor sauna

BL asked Fusion for a definite answer on a new outdoor sauna. NC replied that it is being seriously considered by Fusion.