

## BLSC Meeting – 8<sup>th</sup> December 2022, 6pm

### Minutes

Present: Martin Pask (Fusion), Lara Misfud-Bonici, Stephen Trowell, Giles Gibson, Ben Longman, Sophia Marsh, Susy Hogarth, Michael Boyle

Apologies: Noreen Stewart, Jason DaPonte, Guy Wickett

#### 1. SDP

Fusion was sent the 2022 in July. We need to know if Fusion agrees with the SDP, the metrics that support it and the one for 2023. It should have been done by now. It is due in November for submission in the council. Fusion cannot increase prices without the SDP being approved.

BLSC need metrics on attendance by the different user groups outlined in the SDP. The SDP is due to be approved by January.

ST – can we have the information that goes into the SDP by third week in January 2023.

Fusion will agree the model and has already discussed draft pricing internally.

GG – asked for metrics on families. Concern that families are being scared off.

#### 2. Pricing

Fusion has discussed draft pricing. Fusion will send through draft pricing by third week January (21<sup>st</sup> January).

#### 3. Access to financial info for the BLSC

BLSC has requested detailed financial information for the BLSC in order to approve the SDP.

#### 4. Booking system and access to marginalised groups

ST - Booking system in winter. Do we need it? Fusion – looking to remove it in Jan and Feb 2023.

BLSC raised concerns that some groups cannot use the booking system or cannot get bookings. The key issues are:

- UX issues for casual users and marginalised groups
- Slots available for on the day / casual booking / refunds
- Teenagers being able to book independently
- Families being able to book in advance without financial risk

SM – the booking system also very hard for older people to use.

MB – asked Fusion to explain the concerns around disorder at the lido and why that necessitated a booking system? LMB – there was an incident just before the pandemic, and there had been low level incidents before then. Suggest a trigger temperature so that Fusion introduces sessioned slots and have provision for door security.

## **5. Outdoor sauna**

MP – there are no firm plans for the sauna. Finalising plans. Needs funding and planning and has neither.

BL – we will link MP into a community sauna organisation.

## **6. Recurring issues / accountability**

SH – there is no visual, public feedback system for recurring complaints.

GG – there needs to be a visual system to show # complaints and what has been addressed (i.e. feedback and accountability for issues that have been resolved).

ST – it needs to be clearer how to give feedback via Fusion's system.

MP – Fusion is reintroducing Meet the Manager sessions monthly

Consistent problems:

- Timetabling of classes
- Lifeguard provision
- Site upkeep / cleaning

## **7. Site upkeep and fabric**

BL – there are recurring concerns from customers about cleanliness at points on the site. BLSC is requesting this is added into the SDP for accountability.

ST – there are recurring issues with showers, both indoors (spa, changing rooms) and outdoors

BL – requested Fusion look into the provision of solar panels. MP – this has been passed onto Fusion's centralised facilities management.

MP – capital expenditure has been requested to upgrade indoor showers.

MP – an internal proposal has also been put forward for extra cleaning hours.