

## BROCKWELL LIDO STEERING COMMITTEE

MINUTES of meeting of the BLSC held on 7<sup>th</sup> November 2016 at the Lido

### PRESENT:

Ian Cooper (Fusion)	Miranda Payne (Effra Housing)
Luke Fenton (Fusion)	CJ Faucher (BLU)
Matthew Houghton (Fusion)	Sophia Marsh (Herne Hill Society)
Mark Munday (Fusion)	Giles Gibson (Herne Hill Forum)
Sarah Hodgson (Fusion)	Lesley Ambler (LBL)
Susy Hogarth (BPCP)	Michael Boyle (Friends of BP)
Bianca Ioannides (BLU)	Shelley Silas (BLU)
Linda Casbolt (BLU)	

**APOLOGIES:** Humphrey Keenlyside (BLU), Lara Mifsud-Bonici (BPCP/LBL), Yvonne Levy and Peter Burgess.

Bianca Ioannides was elected Chair of BLSG, Miranda Payne was re-elected Secretary for another year, and Lara Mifsud-Bonici was co-opted back onto the committee. All members present voted in favour of these appointments.

### Actions

1. Minutes of BLSC meeting on 23<sup>rd</sup> August were approved.
2. Sophia Marsh recalls that there used to be a sub-group of BLSG that met to review long term investment needed to upkeep Brockwell Lido for the future. **Action: It was agreed to re-instate these Long Term Investment sub-group meetings**
3. Fusion to present staffing update at January BLSG meeting.
4. GG highlighted that the BLSG used to receive more detailed financials as part of Fusion's quarterly reports. **Action: Fusion to discuss future design of quarterly reports with BI and update, including the provision of more detailed financial data.**
5. Committee members to provide BI with ideas and suggestions for future design of quarterly report.
6. MM to attend monthly meetings with Lido GM and CJ Faucher
7. Fusion to find a solution to lighting the driveway from the car park to the street exit to make safe for pedestrians. They will take lux readings and investigate provision of solar panel lighting and present back options at next BLSC meeting.
8. LA to resend Council's previous response on lighting pathways to MM
9. A new Brockwell Lido website is in development and being tested. **MM and IC to look into options for making it easier for customers to leave feedback.**

10. The committee would like to see more proactive communication about reduced fee sessions for people in social housing, and for the pilot scheme to be expanded. **Action: Fusion to ensure that information is on website and that its clear that concession only applies to certain sessions.**
11. **Fusion to ensure that over 60s concession is clear option on website and that staff are trained to inform new and existing members of the discount**
12. **Fusion to outline process to ensure those existing members who are not yet 60 have the discount automatically applied or are personally informed of their ability to request it**
13. Initial Service Delivery Plan for 2017/18 was reviewed by committee and a number of changes were requested to be made before the next BLSC meeting.
14. Fusion discussed the planned introduction of a Mobile Pro app. This would avoid people turning up to cancelled classes by sending automatic notifications. BI asked whether customers could sign up to receive notifications about classes they are interested in. **Action: Fusion to explore whether customers can sign up to receive notifications about cancelled classes, even if they haven't booked.**
15. **Quarterly 'Meet the Manager' sessions will be advertised through noticeboards, social media and BLU newsletter.**
16. **Fusion to check that over 60s users are being included in feedback emails.**
17. **Fusion to schedule user survey earlier next year. It needs to be completed during the summer so that casual users (pool and gym) are better represented**
18. **CJ to discuss with YL the provision of 'Out of the Blue' book to new staff as part of their induction programme.**
19. **Fusion to review agreement that is in place with Lido Café and hold them to account to any terms around providing unobstructed access to swimmers.**
20. **Fusion to explore running a Holiday Camp in 2017 and discuss at next BLSC meeting**
21. **80<sup>th</sup> anniversary celebrations in 2017. Action: BLU to liaise with Luke about celebrations. Further discussion to take place at next BLSG meeting.**