

BROCKWELL LIDO USER FORUM AND AGM.

Sunday November 27th 2022 10-12pm

In person attendance at Brockwell Lido.

Panellists

Ben Longman - BLU Chair

Stephen Trowell - BLSC Chair

Martin Pask (Fusion)

Tara Fisher Harris (Fusion)

Carole Stagg - BLU Secretary

MINUTES

1. Welcome and explanation of day and speakers - Stephen Trowell

2. Lido Report - Fusion

Slide show delivered by Martin Pask

Both Martin and Tara gave a brief overview of their employment background with fusion/lido before moving towards a **performance overview** citing key points;

- New assistant managers recruited
- Challenges with lifeguard recruitment in 2022
- Having lifeguard training in place for 2023 to avoid reliance on agency staff.
- Paying the London living wage to staff aided recruitment
- Developing leader roles for current staff.

Operations

- New shower block
- Level paving slabs
- Pool plant upgrade
- Changing rooms wetside
- Gym air handling equipment

Missing 1/10 audits due to IT issues

BSI staff training compliance to include casual staff

Net promoter scores placing Lido in the top 5

Continued to deliver a summer program with no manager in place.

Figures show the membership bouncing back after covid from 3151 Jan 2022 to 3636 as of now.

Usage figures indicate: 289,398 last year 438,240 this year

Update from Fusion

- Planning to hold regular monthly meet the manager meetings
- Intend on turning e mails around in 72hours (not met the KPI's on this so far).
- Produce a quarterly newsletter
- Review of booking system.

Currently looking to increase capacity for session slots in Dec 2022 and monitor usage and review booking need for Jan 2023.

- Maintenance for first quarter of 2023 to be finalised and reported
- Aiming to increase budget for cleaning hours
- Finalising summer program by April 2023
- Additional and new classes commencing Jan 2023

- The service delivery plan is to be made available in next few weeks.

- Outdoor Sauna. Currently no funding or planning in place but aiming to get the ball rolling on both from Jan 2023.

- Working to upgrade and improve the app and web systems.

- Supporting more local clubs in 2023.

Minutes of 2021 AGM & BLU Financial report

Stephen Trowell advised the minutes of 2021 and reported the 2022 accounts.

Transactions for the year include £250.00 for the production of Waterproof , a book about Lido users by Peter Bradley. Another £30.00 donation.

The book was well received and gave a good idea of the local history and characters behind the winter swimming sessions at the Lido.

BLU Chair report

Ben Longman, gave an indication of how the year had been marked by considerable change, namely amongst the management staff and the negative impact it had on the users as a result, especially in terms of accountability.

Thanks were extended towards Martin and Tara for their efforts and continued support in the day to day running of the lido.

BLU has continued to expand the membership.

The committee is now 8 members and more are anticipated in the coming months.

Pleased we finally have the London Living Wage established for staff at the Lido.

BLU created a foodbank collection point and subsequent deliveries to a local food bank.

Keen to continue to support the establishing of other smaller groups at the lido such as Blue Tits and a Mother/ Baby swim group.

Although it has been said there are some improvements made to the wetside areas, the recurring single largest complaint is the state of the showers and changing rooms in the female wetside changing area.

The need for a large outdoor sauna has been raised in previous agendas but the continuity of progress has been affected by the inconsistency of staff at the Lido. Parliament Hill lido offers an excellent example of the benefits and cost effectiveness of installing one.

Thanks and gratitude to Alison Hicks and Adam Bryant who are no longer on the committee but gave considerable help and support whilst they were.

The aim of the BLU group is to build a sense of positivity within the lido and its users. This again is made difficult with the challenges linked to the way Fusion management decides its lines of communication and accountability.

There are continuing and recurring issues including cleanliness, maintenance and the booking app which are not being resolved.

There is concern that the last 2 years has seen an increase of exclusion towards local community members because of the booking /payment system that penalises those on a low income. BLU wish to see that resolved before summer 2023.

Mainly the feedback BLU receives is about the pool. BLU has ongoing concerns about unexpected pool closures and only operating 1/2 pool but still not much headway made to report.

What BLU want to see for 2023

- A workable service plan
- Active cleaning and maintenance program
- End the booking system in the winter
- Be more user friendly in the summer
- A coherent service delivery plan for equitable access in the summer.

BLU pledges to continue to build a resilience for users and wishes to thank all the staff for their contribution to running the Lido. The steering committee wish to support the users by bringing the users, community and Fusion together.

Pricing is a critical element of the access for all.

BLSC have struggled as no figures have been presented to date as no financial info has been submitted by Fusion, therefore Lambeth have not been presented and no approval gained.

Previously Steven Embleton helped to rebalance the lack of engagement by Fusion, and wrote to Lambeth. In march 2022 Nigel Court surrendered an unworkable document that Ben redrafted.

The lack of due submission from Fusion impacts on BLSC as they cannot act and only met 3/4 times as it was seen as pointless without the said documents to review. A plan is still not in place to address this.

Fusion need to make available to the steering committee adequate financial info and metrics, in order to be approved/disapproved by Lambeth before Christmas 2022. The covid backlash has been recognised but Fusion need to provide this as urgent as currently it is a system that is not working.

BLU Elections

Nominees

Existing Committee members re standing

Jason DaPonte
Stephen Trowell
Carole Stagg
Ben Longman

New nominees

Abi Read
Martin Duncan
Louise Young
Guy Wickett

All nominees were voted on the committee.

QUESTIONS AND ANSWERS

1. What is the rationale for putting up the prices for concessions?

A. There is a number of increases in costs, but Martin will be looking into this as not had this to review previously.

2. Who is included in the concessions? Have seniors been removed?

The concessions currently are restrictive and disable the engagement of elders and children.

A. Martin was not sure as he had not been involved last year and still needs to review. He wants to see something that is cost effective but accessible to all.

Caroline from Whippersnappers had received a successful funding outcome last summer which Fusion supported in kind with swim spaces. It was suggested by her that further funding channels be explored jointly with Fusion. Martin agreed and echoed the need to support access to kids and local community and need to consider how to make that happen.

3) The Gym, someone who wished to represent the gym challenged the continued issue of broken equipment not being replaced. A lack of hygiene and no paper towels to wipe equipment down after use. A perceived lack of maintenance in general.

People are abusing the lockers, making them inaccessible to other users.

A Tara acknowledged awareness of the issues. A recruitment drive is being organised for the New Year to address lack of cleaning staff. Had previously not enough hours allocated in the budget, but the new year will also include recruiting a fitness instructor/s.

The backlog of the paper towel order being delivered is pending.

The lockers take AA batteries and are hard to maintain. Looking at a system check and rechargeable batteries to increase efficiency.

4) Who is the key maintenance person? Is there one? As it stands, it was felt the lido as a whole is not recommendable to others as the level of overall maintenance is so poor, with visible signs of dirt and a very poor basic standard of hygiene maintained. Additional pressure is put on front of house staff to deal with the dissatisfaction and are seen to be carrying the problem for Fusion.

Classes and equipment. Never covered when instructors sick or on A/L. The equipment has diminished since covid, with missing items not replaced. Concerns of equipment never cleaned and falling into disrepair.

What happened to the timing clock poolside?

A. Tara acknowledged a need for an audit of all equipment and outstanding items and their whereabouts reviewed.

5) Are pesticides used around the pool in summertime.

A. no, its a detergent based liquid.

6) The gazebo, clarity as to its use? It was erected as a changing station but its use was diversifying over the summer including being used as a BBQ outlet site.

A. The people will not be back next summer to set up a BBQ.

7) Can we have more classes specifically for people in recovery, older classes and those for the less able? There is a lack of diversity in the class offer and not enough available to meet all needs. We had some before, can we have them back?

8) If the capacity for swimmers is being increased for each session, can we increase pool capacity and open up the full pool? Especially in the morning early for the pre work swimmers.

A), if the sessions are looking full we will open up the pool to accommodate the numbers but it will be on a needs basis? Its all being reviewed and assessed.

9) Why does Fusion Head Office never respond to my enquiries? There have been mornings when the pool isn't open, there are no lifeguards or manager and when I complain they never acknowledge my communication?

10) Is the money generated here (Lido) being used to subsidise other sites? There is a big gap in the chain of financial details and it's caused a big concern for the Steering Group. We understand there are issues concerning the centralised costs but feel that the lido is being used as a 'Cash Cow' as nothing seems to be coming back in re maintenance. It appears that the same issues recur every year, but wondering if there is a decline in management interest coinciding with the lease running out?

AOB

We were then all asked to formally adopt the minutes and this was done.

It was felt a fairer system of the block sessions needed to be implemented.

Tim Sutton wanted to bring in a coach via Brockwell Swimmers. He was reminded that he needs to surrender another BS member to represent the club at BLU.

Members and users concerned that people are walking into building/classes/ pool side unverified. Lack of staff was cited as a problem and that they were aware of the issue.

Much appreciation of site staff was echoed multiple times.

Announcement that Mike Sarah/ Streamline will continue free parent child classes and also offering free life guard training for young people in August. They need it publicised.

BLU chair ended with reiteration of thanks and appreciation of staff, the facility being kept open during difficult times (pandemic) and a big Well Done to all.

BLSC AGM Chair's Annual Report

November 2022

1. The function of the Steering Committee is to bring together the users of the Lido, appointed to it through BLU, representatives of local community groups and Fusion to try and ensure that the Lido works as well as possible for regular users and the broader community.
2. To that end we would normally hold meetings to raise our concern with Fusion and consider the Service Delivery Plan which Fusion prepares each year for Lambeth. Critical to the Service Delivery Plan is pricing.
3. I reported last year that we did not approve the Service Delivery Plan that had been submitted to Lambeth because we had received no financial information. And I reported that I feared we would be in a similar position this year.
4. In fact, as things stand, the situation is now worse. BLSC and Fusion need to re-engage promptly.
5. After the AGM last year BLSC held further meetings with Fusion on the 18 November and the 21 December, but still we had no financial information. We did negotiate with Fusion at those meetings in order to try and keep the Lido as accessible as possible and Steve Embleton did listen to our submissions and rebalance the prices.
6. In December I wrote to Lambeth to tell them that we were not able to approve the Service Delivery Plan because we had no financial information.
7. Ben and I met with the Financial Director of Fusion in January and financial information was provided. After some further negotiation I was able to release this to committee member and the Committee met again in March, this time with Nigel Court, Steve Embleton having left Fusion.
8. At that meeting questions were put to Nigel about the financial information that had been received, and attempts were made to consider the Service Delivery Plan.
9. The Plan that had been provided by Nigel had suffered from too much cutting and pasting over the years and had become unworkable. Ben kindly volunteered to redraft

it. That was a significant job. The Plan provides a structure for us all to consider the functioning of the Lido.

10. A redrafted Plan was agreed by the committee and submitted to Fusion in July. Nothing more was heard from Fusion. Ben and I met with Anthony Crawley the Chief Executive in September. We were told that we would hear from them in relation to the plan.
11. Nothing further has been heard. We need to get on and have a further BLSC meeting with Fusion shortly so we can consider their plans generally and the price rises in particular. At that meeting we need once again to be provided with adequate financial information and other metrics to enable us to identify how well the centre is running. The normal timetable would require a meeting before Christmas.
12. I do not want to apportion blame for the breakdown. I acknowledge that Fusion have had to deal with staff changes and are still suffering the long-term financial effects of shutdowns. What I hope is that we can get a response promptly on our draft of the Service Delivery Plan and that within a week we can timetable another BLSC meeting to which Fusion will come with financial information and some other to enable us to consider their proposals for next year.

Stephen Trowell

BLSC Chair

November 2022

2022 has been another year of change at the lido. We have seen four managers at the site in the past twelve months, a change of Business Manager and significant periods with neither manager nor business manager. At a time when the leisure industry generally is battling with higher costs and staffing shortages, these changes have made it more challenging than ever for BLU to fulfil one of its core roles – acting as the voice of lido users and getting some accountability.

I would like to formally welcome Martin Pask and Tara Fisher-Harris to our AGM. Martin is the new Business Manager for the lido and Tara has returned to the lido as General Manager. We look forward to working with them to help foster a positive and successful relationship. I would also like to extend a welcome to the many swimmers from South London's second best cold water lido and hope they find an agreeable home here.

Let me start with some positives. I am pleased to report that BLU's membership continues to grow, with more users from across the span of classes, the gym, spa and pool keen to know more about how the lido is run. As a committee, this year eight members have kindly offered their time to support their fellow users and we hope yet more will join through the year. In early 2022 we succeeded in getting a foodbank collection box installed at the lido. We fought hard for the London Living Wage to get enacted on site, and after several conversations with Fusion, finally succeeded. We've had two lido socials and a chance for members to meet one another. We are currently planning a third. We have not managed yet to organise Bluetits or Mum and Baby groups but are doing so. We pushed for work to be done to fix wet side changing rooms and outdoor showers. We continue to raise on the agenda a new, larger, electric outdoor sauna that members would love to see. We have done this with a smaller committee than we would have chosen, and thank outgoing committee members Adam Bryan and Alison Hicks for their contribution.

BLU has been active in 2022 providing active feedback to Fusion and community building but we face significant challenges realising the changes we want to see from how the site is managed and run, a pattern that goes some years. One of our major issues is lines of communication, continuity and accountability.

Lido users are concerned about recurring problems at the lido, chiefly related to cleanliness, maintenance, the timetabling/scheduling of services and systemic problems with the booking system be they technical or how timed bookings limit access to the wider community. The pool in particular has seen several unannounced closures and restriction of lanes. We have raised these issues for some time and will continue to do so. We have raised our concerns about service provision to Fusion's CEO but are unable to report we have made much headway. For 2023, we are asking Fusion for:

- A proper, workable Service Delivery Plan
- An active program of cleaning and maintenance that is responsive to user concerns and preserves the fabric of our historic lido
- An end to the booking system for the lido during winter; a booking system that works
- A coherent plan to ensure marginalised, low income and casual users get equitable access to the lido in busy summer months

In 2023 BLU will continue to work to build a positive and resilient community for our lido and provide a voice and forum for users. We expect more disruptive, difficult times in the wider economy and that the lido will not be immune from the effects of this. As ever, we thank lido staff for their hard work, often in the face of challenges of their own.

Ben Longman, BLU Chair

BLU Treasurer's Report

November 2022

1. On the 1 October 2021 at the time of my last report our account held £1,916.70.
2. On the 22 November 2022 it held £1951.70
3. The transactions during the year comprised donations of £35.
4. We had previously contributed £250 to the book Waterproof, which was being produced by Peter Bradley. That has now been published and reflects well on the Lido.

Stephen Trowell

BLU Treasurer

BLU Committee Nominees - 2022

Abi Read; member; Abi is a local social entrepreneur and artist, keen lido user and advocate for the community. She is looking forward to supporting the committee, representing users and helping the committee to fund raise.

Guy Wickett; member; Guy is a member and user of the gym and lido for over a decade. An original winter swimmer, a seasoned BLU member and past Chair. Guy brings passion and action.

Louise Murray; member; I am a passionate swimmer who has been swimming for sixty years. I currently train 5-6 times a week and still love it! A huge fan of Brockwell Lido, I have to confess to being a little bit of a wimp regarding swimming in the winter months. I'm also a journalist, professional scuba diver and underwater photographer. In short I love being wet. If voted on to the BLU committee I'd want to represent the views of the ordinary swimmer and lido user.

Jason DaPonte; member; Jason has been swimming at the Lido for fun and sport for over 15 years. He also runs water polo at the Lido in the summer with South London Swimming Club. He also launched the Brockwell Cup Water Polo tournament in 2018.

Martin Duncan; member; Martin first discovered the joys of Brockwell Lido 10 years ago and has been coming regularly ever since. Each morning, a half hour walk to the Lido from Clapham North, a swim - and then the day begins. A BLU member and fascinated by all things that Lido Life can offer.

Carole Stagg; secretary; I have been Brockwell lido user for 58 years and am a user of the gym, spa and the pool: my first dip was as a 3 year old with my parents. It was where I learnt to swim as a young child and where I still love to 'take the waters' every day.

Ben Longman; chair; Ben has been a member at the lido for several years and swims daily. He is the current chair of BLU and has been a committee member for four years. He is a former trustee of a local charity, co-founder of Brixton's community fridge and lives locally. He is committed to ensuring a strong user voice, fostering the lido community and helping maintain the future of the lido.

Stephen Trowell; treasurer; Stephen is a regular user of the pool, gym and spa. He lives locally and when not at the Lido is often to be found elsewhere in Brockwell Park. He has been a BLU member and committee member for many years. Currently he is chair of the BLSC committee and Treasurer of BLU.

BLSC nominees

BLU (subject to nomination onto the BLU committee):

Guy Wickett

Jason DaPonte

Ben Longman

Stephen Trowell

Other nominees

Giles Gibson – Herne Hill Forum

Susy Hogarth - Brockwell Park Community Partners

Sophia Marsh – Herne Hill Society

Noreen Stewart - Effra Housing