

## Meeting BLSG: 10<sup>th</sup> March 2020

Attendees: Stephen Trowell, Susy Hogarth, Nigel Court, Mohamed Farah, Lara, Giles Gibson, Ben Longman, Miranda Payne, Michael Boyle, Guy Wickett

1) Apologises: Jason DaPonte

2) Previous minutes: Approved

3) Service Deliver Plan:

a) Issues raised last time:

- Please tell us what you think had been assimilated
- Spin bikes: 3 from Southgate bikes to be brought **ACTION**
- Cleanliness: 5% quarterly uplift in customer satisfaction to be included as part of the plan. There is to be an extra weekly deep clean by our cleaning company. There is to be double cleaning hours for summer season

Added to SDP:

- Monitor cleanliness
- Events added on calendar
- No planned weddings or events to the end of the year for the café

b) Proposed price changes:

- Fusion have already fixed these in accordance with information sent to BLSG
- £35 pm without classes for combined Gym and Swim
- Fusion will reconsider prices for those on concessionary rates

**ACTION fusion will propose steps to encourage the least able to afford to participate**

c) Cashless proposals:

Committee happy for centre to be broadly cashless but there needs to be residual facility to take cash.

Fusion did not accept this.

**ACTION: Fusion to report at next meeting on how to manage residual cash customers.**

4) Update on pool refurbishment :

- Sand blasting
- Pool drained last week
- Works started yesterday
- Tent going up, harris fencing going up, café restricted access to poolside
- 1 weeks worth of contingency
- Potentially finished by 4<sup>th</sup> May

• Lights:

Committee expressed unhappiness that lights which were to be installed not being installed.

- Fusion answered that was the information that had been conveyed latterly.  
Unhappy disagreement

**ACTION: look at past minutes 2017 minutes when Mark Munday agreed lighting options**

- Changing rooms:

Works are planned to be done.

Nigel is going back to the board in regards to a plastic finish on the inside of the Gents wet side changing rooms; we have an example from Saltdean

**ACTION: fixing the outdoor showers to stop the damp going into brick work**

- Decking de-weeding

**ACTION: Fusion to report as to the weed clearance**

- Coping stones – to be repaired in accordance with historic grade 2 listed building

- Top up water replacement:

Insisted on by Thames Water to go over the coping stones on the shallow end of the pool  
Committee expressed concern

**ACTION: to inform the committee about the top up replacement in the April meeting**

#### 5) Long term investment group:

- No point setting this up until we know what Fusion are prepared to invest; more of an understanding on the quarterly accounts. What money is Fusion supplying
- Committee as a whole should approve the investment plans rather than sub-committees

**ACTION: Fusion to provide for next meeting , explanation of finances and proposals as to what to be invested. And Fusion to explain what would be put in place if they do renew the release**

#### 6) AOB

- Communications to be moved to SLACK instead of emails. Area for core documents.

- COVID-19

PHE guidelines

Increase cleaning frequency for staff

Members have increased their cleaning

Turnstiles every hour

Vanity units monitor regularly

SIMP that we can evoke

We have spoken to external cleaning companies to have them on stand by ready for continuous “fogging” – to be implemented

Staff have been informed if they have a confirmed case they are to self-isolate for 7 days

What happens to Whippersnappers – they stay open until we close

7) Next meeting:

April – potentially towards the end of the month

**Further Fusion to circulate the amended Service Delivery Plan – and approval to be sought within 48 hours**