

## **BLSC Agenda– 29<sup>th</sup> January 2024**

Present: Hannah Bennett (Fusion), Mark Rogers (Fusion), Richard Allan (Fusion), Simon Harris (SH) (Lambeth), Ben Longman, Stephen Trowell, Michael Boyle, Giles Gibson, Suzy Hogarth (SHO), Sophia Marsh, Guy Wickett

Apologies: Noreen Stewart, Marc Meryon

1. Welcome
2. Minutes and actions from the last meeting
3. Go through each section of SDP where there are any amends
4. AOB
5. Next steps
6. Date of next quarterly meeting

### **KPIs and metrics**

Committee members have fed back that they need consistent and transparent metrics. For example, concessions are not reported on the data Fusion circulates. Members are concerned that older users and BAME numbers may be falling, and that under 18 numbers very low. Fusion has noted concessionary pricing held for three years but that promotion and interaction could improve.

GG – the committee needs pre COVID numbers; it is missing casual concession numbers; Fusion has responded that it cannot deliver pre-COVID numbers – process/system has changed

SH has noted that capturing retention is also important

SH has reiterated that the £150k spend breakdown is still needed

### **Under 16s booking**

Fusion plans to implement a system that does not require pre-registration. However, U16s will need to come in the first time with a parent.

### **Fixed equipment**

- Taps, toilets and showers – fixed with the coming week all showers will be working
- Water pressure – looking to add an additional tank to improve water pressure (summer 2024)
- Steam room – fully operational now
- Spa pool – being fixed within the next 5 weeks due to complex build
- New pool vacuum is operational
- Pool leak – Fusion are currently talking to contractor

### **SDP sign off**

ST noted that we need to record that the booking system is still under consideration/consulting

### **Next meeting**

SH suggested we should do the meeting as a site visit