

BLSC Meeting Minutes – 21 st December 2021

Attendance: Stephen Trowell, Ben Longman, Susy Hogarth, Giles Gibson, Sophia Marsh, Lara Mifsud-Bonici, Noreen Stewart, Nigel Court (Fusion)

Apologies: Noreen Stewart, Jason DaPonte

Management of the Lido

NC – Recruiting for a Business Manager with aim to offer before year end. Also recruiting a standalone General Manager and two full time Assistant Managers to Brockwell Lido.

Currently, support is being provided from other centres. NC is working over the Christmas period.

Staff retention

The committee expressed a concern about staff retention given the loss of several members of the lido team in 2021. Fusion is actively looking to bring in the London Living Wage to Brockwell Lido for 2022.

Cleanliness

Several members have raised concerns about cleanliness and about the role of lido staff doing cleaning. A deep clean has been planned in within the next few weeks. Fusion's goal is to have designated, full time cleaners for the site. At the moment, staff are being asked to send in photos confirming that cleaning is taking place.

Closures

The committee raised concerns that there have been a number of closures over the past six months owing to staff absences.

Classes

Some classes that were cancelled have been added to the rota for December. The committee have conveyed sentiments from classes users about scheduling, class quantities.

Sauna

The indoor sauna was out of action for a long time and users have raised major concerns about the length of time it took for repairs. For the outdoor sauna, we believe that planning permission will be required and English Heritage will also need to give its agreement.

Maintenance of equipment and building

Users and staff are flagging that some equipment needs replacing. ST is also raising a concern about general maintenance. This includes wet side changing rooms and outside showers and cutting back of the foliage. NC has said he will look at the outside showers. A quote for the foliage has been approved and NC has said it will be actioned.

LMB has given an update on drains – there have been three incidents after heavy rainfall. The drains have been scanned and inspected, and a crack identified. There is also a recurring problem with park users and/or lido users flushing wet wipes.

Members of the committee have expressed concern that they have raised maintenance issues before and that the same issues are recurring.

Service Delivery Plan

- Has it been revised since suggestions last meeting?

It is not clear that proposed amendments have been included yet.

- Financial information

ST – the committee has not yet received the financial information it has been promised multiple times by Fusion. The committee is increasingly concerned that information is being deliberately withheld from it.

- Last year's targets and customer surveys – monitoring

The committee has requested more information on KPI target monitoring and survey results from users. NC has confirmed that the lido's Net Promoter Score is positive.

- Attendance

The committee has requested detailed information on attendance, including on attendance from sub groups (such as concessions, disabled users, minority groups).

- Inclusivity

Fusion has now got contact details for significant park organisations with a view to offering concessions and improving inclusivity.

- Approval of SDP?

At present there is only a draft of the SDP and the committee cannot approve it as yet.

- AOB

BLU has contributed some funds to support "Waterproof" a new book about lido users.

SH has requested that Fusion can begin sending a member to Brockwell Park Community meetings once again.

BLU has organised a Christmas collection for lido staff as way of saying thank you.

The lido café lease renewal is due in 2022.