

Brockwell Lido Steering Committee
Minutes, 14th September 2023, by Zoom

Mark Rogers (Community & Partnerships, Fusion), Richard Allan (Operations Director, Fusion), Thomas Galvan (Finances and Resources Director, Fusion), Dave King (Partnerships, Fusion), Martin Pask (Regional Manager, Fusion), Simon Harris (Leisure Services Manager, Lambeth Council), Stephen Trowell, Ben Longman, Susy Hogarth, Sophia Marsh, Giles Gibson

Apologies: Guy Wickett, Scarlet Hayward

Fusion status report

Fusion regional manager MP gave an update on lido performance. This has revealed that lido users have dropped compared to 2022 due to a fall in casual swimming but some groups have increased participation. Fusion has also extended opening hours and run two free sessions on the 30th and 31st August and will run a community day on September 30th.

Other improvements Fusion mentioned include a new maintenance person, new pool vacuum cleaner, new internal showers, lockers refurbished and gym equipment reupholstered. Fusion has also fixed water pressure issues and says the automatic dosing the plant means the pool water quality is great.

Fusion has also recruited a new manager for the site, Scarlet Hayward. Fusion also says it plans to do more work with local community groups.

BLSC Responses and comments

BL responded that he believed users had not seen any improvements in service and that recurring complaints about site cleanliness, maintenance and Fusion being irresponsive were still high on users' agenda.

SH noted that Lambeth Council were receiving several complaints and that it could see some improvements and some areas where the service provision was regressing. Lambeth Council is currently four months into a six month review of the lido.

ST listed a number of areas where gym equipment was not working. MP responded that Fusion would change the way that equipment is maintained. BL responded that Fusion had made several promised to fix equipment that had not materialised and that Fusion was still unable to commit to a timeline for fixes.

MB noted that Fusion had been given notice that Lambeth Council would not renew the lease and therefore it was not obvious that Fusion would invest in the site and that if it was unwilling to invest it should consider handing back the lease.

SH noted that Fusion had said it would change to a better process for maintenance 18 months ago and listed a number of areas that had not been fixed since.

GG questioned the quality of Fusion reporting data and particularly the ability of BLSC to get consistent that would provide like for like comparisons of user numbers and financials. GG noted that

huge amounts of money was being extracted from the site to pay for management fees and overheads.

TG said that Fusion was in “intensive care as a business” and that has “has ramifications and impacts across investments across all centres and all sites” but that the company saw Brockwell Lido as a key strategic contract going forward. He also refuted allegations of manipulation of financial data.

Cleaning

MP noted that the lido site would get two overnight deep cleans in September and that there was one full time cleaner on site.

Spa

BLSC members noted that the spa had not worked in months and fixes to areas such as the steam room did not last and that a whole community of members had left as a result. Fusion responded that the steam room was still under warranty and contractors would come in next week to fix it.

AGM

The group agreed to confer on dates and set a provisional date for 12th November.

Financial and operational data

The committee requested this data in advance from Fusion as per the service agreement rather than presented in situ in the meeting.

Committee chair

The committee agreed that SH could chair or co-chair the next meeting(s) on a temporary basis.

Service delivery plan (SDP)

Fusion agreed to provide a draft SDP within week 1 October.

Next meeting

The committee agree to next meet on Monday 16th October.

Social media

Fusion complained that amplification of user comments and other posts on BLU’s social media negatively impacted staff.

Fire exits

BLSC requested that plant growth around fire exits on the site be cleared to as not to impede emergency evacuation.