

BROCKWELL LIDO FEEDBACK 2011

Compiled from feedback at Forum September 24th, and emails to BLU.

AMBIENCE –how do you feel about the Lido these days?

- A haven space, my lifeline!
- Great space
- I love the Lido!
- This has always been a special place and it remains so. x 4
- Great space, clean, modern, light, and airy x4
- Very pleasant staff and terrific manager. Thank you, x 4
- Management vastly improved. Well done!
- Craig and his team are really nice and approachable and act on users' comments. Congratulations!!x2
- Craig very friendly
- Enjoyed it a lot this year
- Reception area is still too corporate, not relaxing, general ambience x2
- Improve reception service at busy times
- Some negatives – bins/rubbish emptying a problem
- Not as inclusive as previously BUT still a good place
- Can further consideration be given to wider participation from local people with regard to lower income brackets – concessions.
- Near the entrance by the café on Dulwich Road, could the dead chestnut tree stumps be removed and replaced? It's a truly depressing sight.
- I love the BLU committee – thanks for 10 years of hard work

- **POOL**

- Huge improvement this year,
- The pool is fantastic. Thank you! x2
- Very nice and clean this year. Thank you!
- Pool is one of the best things
- Love how clean the pool is!
- Really good season!
- (Otherwise) it has been bliss. Thank you, Craig.
- Glad to see cleaner water and pool bottom this year.
- Water quality fantastic now.
- Great to see better water quality.
- The quality of the water has been excellent x 4
- Last weekend my eyes were affected by the chlorine in the water. I did not swim for a few days. I did mention it to the duty manager. She gave me some / drops to put in my eyes.

- It is still not clear to the door staff that when there is a queue, people with passes and tickets for 10 swims should be able to go to the front of the queue. It depends on who is on the door.
- I miss Peter Bradley's wonderful emails about the pool.
- There have been queues when the pool has not been full because there has often been only one person on the desk and if someone wants to join the gym we all have to wait while membership is sorted out. We pay a lot to get in and shouldn't have to wait for up to 20 minutes because there are not enough staff.

Winter swimming

- Pool beautiful. So glad to hear it will remain open for winter x3
- So pleased to hear about winter swim
- Winter swim great
- Winter swimming will be great. Means I don't have to go all the way to Tooting.
- Brilliant news re winter swimming
- I would really welcome the chance to swim through the winter. It is really important to me for ? and to keep my spirits up. I am always a lot more positive after swimming so thank you for making that happen
- Too popular!!! (not really!)
- Sporty young customers all over the place and outdoor swimming popularity has changed pool atmosphere, less relaxed.
- Very pleased in general though I resent the wetsuits! But may end up buying one.

Lifeguards

- Lovely lifeguards, fantastic "yes" manager/wish person x 3
- Lifeguards much better this year but please recruit Lido lifeguards and only use agency for top-ups. Make sure they all wear proper yellow and red uniforms. Involve them with general management so they feel part of whole.
- Lifeguards great this year
- Lifeguards better visibility.
- Lifeguards huge improvement but give them things to do to keep them warm.
- A few parents have been concerned that when it is quite busy, the lifeguards do not make any effort to stop kids, sometimes older kids, larking about. I thought it was just my anxieties but then a few people said that, especially at the deep end, the kids jumping in etc is very nerve-wracking. Not sure if this is because lifeguards are not confident, have not been trained properly or what. One parent said it was "an accident waiting to happen".
- Craig very friendly. I wish more of the lifeguards were too!
- Craig and Rohan fab but need to swim more regularly, no better way to monitor state of pool bottom.
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Changing rooms

- Thank you for fixing the women's showers. It makes a huge difference.
- Generally it all seems better than previous years, cleaner changing rooms.

- We need more women's toilets, especially on busy days to deter children giving up on queues and using pool.x2
- Pool is always excellent but toilet facilities in the height of summer were a disgrace!
- The pool maintenance is much improved but changing rooms need to be cleaner.
- Changing rooms (ladies) closer monitoring of cleanliness needed. State of floor very wet makes changing very difficult. Also showers being hogged by teenage girls: again some sort of closer monitoring to enable all users to use facilities
- A friend who visited was concerned by the lack of private changing options for more bashful people.
- Please consider improving changing rooms: - the ventilation fans currently blow cold air over shivering bodies. Ventilation is great. Temperature is not.
- Next time it is re-vamped, please solve the drainage problem so that the inevitable water from wet bodies does not lie in puddles
- Please consider providing the kit that spins the water out of swimsuits. Brixton Rec has them, albeit with maintenance problems. It would make a great difference.
- Any chance of a spinner in changing rooms to dry trunks?
- Spinner/extractor for wet swimsuits in changing rooms
- Area needs to be cleaner as does changing rooms (sometimes dangerous because of water on floor)
- New locker bracelets the day before Forum. Coincidence? I don't think so.
- Lockers- it would be nice if the bins were not smelly next to lockers
- Reinstate temperature board, especially with winter swims coming.
- Give us back our temps board.
- Would it be possible to have a sign with pool temperature?
- Can we have temperature board re-instated?
- Good to have pool temperature tweeted every day but could still use Twitter more to promote events and provide service updates etc.
- Lovely having shiatsu person here – very relaxing
- I miss the Brixton beach atmosphere
- **Whole pool policy**
- Half pool opening feels mean and petty and claustrophobic.
- Please have whole pool open as much as possible and not too many lanes
- Whole pool all the time, May-September didn't happen. Would be better if it was.
- It was great to have the whole pool open eventually after some teething problems.
- Please adopt whole pool policy unless very good reason to reduce pool space.
- Please don't close lanes
- We need to sort out the lifeguard/half pool question. Some people on busy days have been really angry. That drives them away as well as others who overhear the arguments.
- Keep pool open as much as possible, space-wise, please.
- More days when whole pool open please!

- Less lanes, more open space please.
- Too many lanes at beginning of summer, better policy by end of season.
- Worst thing- only half the pool open on too many occasions and seemingly at random. Why is half the pool closed? Often there were more than 10 swimmers yet still the lifeguards refused to open the whole pool.
- Please can we have a slow lane for slow swimmers.
- Please sort out the floats on the lane-marking ropes. Backstrokers don't know when they're going to crash into the end!
- Could we have flags at ends of pool so swimmers doing backstroke know when they are reaching end of pool, stops you hitting head x 3
- Lines on bottom are great.
- I like the white lines.
- Pool too formal, particularly in confining swimmers to lane swimming. Not everyone is training for a triathlon!
- Do not confine "general" swimmers to lanes. We are not all triathlon training!
- People in wetsuits who want to swim as if in a triathlon should only be allowed to swim in lanes!
- Is the Lido providing enough facilities for families with young children who are not allowed in the pool alone? How about a kids' pool, small and heated, in bottom, left-hand corner?
- Please can we have more chairs (plastic) around the poolside, at back of space.
- Disabled entry to pool – need a second handrail.
- Bins and rubbish disposal need a drastic re-think. Smelly rubbish is never good, whether poolside or outside building.
- Bins: need clarification of which is recycling and which isn't – people are just chucking anything in both bins. Why can't we have a range of bins outside like the ones inside?
- Brilliant idea to offer discount on season tickets in April. Please do it again.
- When will the promised "free swimming" for every resident be introduced? Why do residents still have to pay twice to swim in Lambeth pools. Fleeced for Lido and rec. Unitary card please.
- Free swims for under 16's. They are our future.
- Free swimming for under 16's reinstated x 5
- Opening hours much better.
- It has been fantastic to enjoy such a long swimming season, thank you (7 months)
- Lido Mike's sessions are amazing x3
- Best thing this year –Lido Mike (and Lido Sarah)
- Great to have asset of Lido Mike.
- More like Mike-based lessons
- An aqua aerobic class (Brixton Rec has "water workout" to music. I don't know if music is feasible at the Lido) NOTE: Lido Mike/Streamline Swims hope to be able to offer this next year though have not yet consulted with Fusion.
- How about heating the pool with sustainable energy? E.g. thermal solar panels. Since June 2011, the government has been paying people to generate renewable energy so that the net gain might be £2000 per year. The installation, if it is just

£20,000 would thus be paid off within ten years and more people could swim all of the year.

- I swim at the lido regularly throughout the Summer, and although theoretically like the idea of winter swimming, am not sure how realistic my doing it would actually be. I know that it would require serious planning and fundraising but I saw this article about a community pool heated by community generated renewable energy and was inspired. Is this something that BLU has/might consider? <http://www.energysshare.com/mid-argyll-community-pool>
- Solar Panels- can we please investigate this? We have acres of flat roof. Ideal site to make use of solar power/possibly inject a bit of heat for *winter* swimming (not summer, thanks) and also sell some electricity to National Grid.
- I am worried about the pool floor. It is crumbling. Is there a plan to replace it with a steel lining like at Parliament Hill Lido, or plastic sheeting as at Tooting Bec Lido.
- Repairs; how are you going to ensure that the company who failed to do them properly are this time going to do a good job?
- Too many early unannounced closures of pool – better information needed re opening and closing.

EVENTS

- More films x 3
- Choice of films could be better x 2
- The Swimmer with Burt Lancaster x 3
- Love the winter swim x 2
- I'm really pleased about the winter swim. Thank you for enabling it to happen. X 2
- When reviving winter swimming please consider this year 11/12
- Modern Movement event excellent. Maybe the Lido could run another event later in the year.
- Great programme
- In-house artist a la Gethan sorely missed. On some Ian Farlane-organised events, problems of execution.
- Good to see so many events and plenty of variety BUT not always followed through with sufficient detail.
- Events great but reception staff need more briefing about them – e.g. Open House
- More bike-related events eg swims (sic) between 2 Lidos like the Parliament Hills event this year.
- Scuba sounds great
- Olympic-related event? Screening of swimming?
- Swim competitions/aquathons
- The West Indian steel pans one weekend during the summer – I really enjoyed the atmosphere that Sunday, lovely sunny day, one felt to be on holiday, may we have them again next year?

- More publicity needed. I would have come to films but didn't know in time. All very positive.
- More notice/info needed about pool closing when event occurring
- Could there be a place to sign up for email event notifications please.
- Carol singing event was a bit gloomy. More light needed
- Is a winter swim/film event possible/viable?
- Please bring back schools galas (Lido Mike?)

CAFÉ

- Lovely food/coffee x 2
- What did we ever do before the café? Great menu and quality of food, friendly staff and good events. Thank you. x 4
- Thanks so much to Daniel and Duncan for creating a fantastic venue. There is no lovelier spot on a sunny day.
- Doing a great job, chaps! Good luck!
- Well done guys, still a gem in the Herne Hill crown!
- Not just Herne Hill – Brixton!
- Absolutely fantastic! Have brought my 78 year old curmudgeonly dad and 3 year old niece and teenagers. Service always friendly and helpful. Love the food, prices OK. Like going there for a drink in the evening. Makes my life better and I am a swimmer.
- Don't forget when looking at feasibility/profits that café will be used a lot by winter swimmers and their families who love to watch.
- Great stuff – take all my visitors here. Also good to have discount for members/local/loyalty
- When owners Duncan and Daniel are not on site, service can be appalling. Very slow and mistakes with orders. Otherwise, food when it arrives, is fab!
- PLEASE no music on terrace x 2
- Music far too loud, wafting out over terrace and pool, don't want to listen to it. It's *not necessary*.
- Suggestion: reintroduce weather/temperature board outside regularly updated
- Not crucial, but for the future, maybe think about something to absorb sound etc soften the atmosphere given how echo-y it is.
- Would love a loyalty card for tea drinkers too. I'm allergic to coffee! But generally LOVE it and staff all very friendly and helpful.
- More of the excellent comedy.
- A most welcome facility in the early morning for coffee during the summer. Are there plans to lay flooring that would be safe (water) and silent?
- To have a regular roast dinner on offer on Sundays.

Swimmers' experience of the Cafe

- Swimmers feel a bit like second class citizens: have been occasions when door to poolside is not opened though door to outside is. Also, the notices inside do not make it clear to non-swimmers that we'll be entering through end door. I have had

a number of difficult conversations with mothers of toddlers who are blocking the doorway.

- Café not welcoming to swimmers. Café exists because of swimmers' efforts.x5
- Not enough opening for swimmers.
- Still doesn't feel like it belongs to real Lido users. Doesn't always communicate well with swimmers and gym users. Make swimmers' terrace as good and active as rest. Why can't I enjoy a cooked breakfast there? Often the area seems to be used as a waiting area for "proper" café customers. I have even seen them served drinks (in glass or china) after I have been refused service.
- Would like the café to pay attention to the look of it *from* the pool. Often rubbish and clutter round beach hut.
- Beach hut not open enough
- Please can we have healthy food in beach hut, salads, sandwiches, fruit, not just crisps and burgers.
- Early opening hours need to be consistent. Market this slot better to both swimmers and gym users – order by text for collection in 5 minutes?
- If we were to put a backdrop of a council estate in place of the view the café has at the moment, would it still get the custom? No. Therefore, it exists because of the pool. Customers need to be reflected by that.
- Lovely café. A rather strange rule one day re eating a croissant and coffee without a table (H & S reasons?) There were no spare tables. As regular swimmers we were trying to be flexible but felt "told off" by staff.

Studios, Classes

- Fantastic classes and instructors all round. (Li Leng is an absolute star!)
- Great to have shiatsu by the poolside
- Very good, especially spin classes
- I like the fact that I can use the spin bikes outside class times
- More classes at 7.30pm for parents of young children please!
- Very disappointed that my 10am Sunday yoga class is so spoilt by loud music from other classes next door. Doors are left open and people talk outside.
- More circuits and boxing classes
- More early morning classes
- I teach Astanga yoga usually in studio B/1. Helpful things would be better floor cleaning, keys to French doors for teachers, better mat storage facility (just some wall or door hooks) as they are getting damaged. Maybe have a broom in the cupboard for teachers to sweep their room if required and, of course, noise leakage to studio 1.
- Weight Watchers, well-being sessions, creative dance.

GYM

- Although 5 years old, I still feel the equipment is still fairly modern and well-maintained

- I like the fact that I can use the spin bikes as part of my gym routine
- Have found gym to be consistently clean x 4
- Equipment much improved
- Nice to see equipment being repaired more quickly
- Good range of equipment and clean, thanks
- Better spin bikes with digital displays x 4
- We need more mat space, not have it taken away for a new machine that nobody uses x 3
- How about some “free for members” workshops on how to maximise your workout? X 5
- Please can we have a crèche? As a new mum it is really difficult to get the use of my membership, so tired in evenings
- Users have been dismayed with how often equipment runs down. We hope the promised repairs will be addressed.
- Occasional ripped seats
- I would like to see the addition of an “upper body trainer”. I will forward the details.
- Better equipment
- New free weights need to be heavier and aimed at proper lifting.
- Cycle class area hardly ever used – area could be used for more gym equipment
- Changing rooms too cold after using spa.
- Showers need grab rails
- Men’s changing room area – many showers haven’t worked for years. Soap dispensers off some of the walls or hanging loose in the showers that actually work. What’s happening to maintenance in this area?
- Showers broken in men’s changing.
- Changing rooms and showers dirty in the morning x 2
- Lockers always full. People leaving things overnight and for days.
- BLU should ask Fusion to include a tick box on their membership form giving permission to " Share my contact details with BLU. "

SPA

- Spa is wonderful for recovery from injury. I am so pleased it is now reliable
- Great facility
- Is spa going to be included in winter swim?
- The water quality in the spa is greatly improved. The showers now need attention. Only one hot one working for last 3-4 weeks.
- Showers round spa do not work properly. One is OK but others dribble or produce water for 3 seconds, then go off.
- Only 2 out of 6 showers working in the spa area. Needs fixing desperately, same in men’s changing rooms. Water fountain smells of sewage regularly – doesn’t seem safe to use.
- Steam room thermostat does not work well.
- Steam room smells unpleasant.

- In the empty room Craig mentioned, it may be good to have health practitioners. Like the shiatsu person who was here but also massage and osteopathy and homeopathy etc.
- Shiatsu to be available throughout the year, both therapists were very good this season.
- Massage, osteopathy to be available
- Could we have massage as part of the expanded health suite instead of “beauty”.
- Need larger signs/more staff checking up on people shouting/shaving themselves in the spa area.
- Great space for relaxation, or it *would* be if there were some signs encouraging some quiet!
- I’ve seen people eating their lunch, suffered while groups of men virtually shout at each other by way of conversation. People trying to manipulate the thermostat in the steam room. People go straight in the pool without showering first after exiting sauna or steam room. Please can staff encourage some more hygienic practice. Please can the Lido somehow encourage more consideration of other sap users.
- Completely agree with above. There is a sub-set of users who mistreat the facility. But we’ve been here before. Without some kind of “enforcement” no change will happen. You can’t expect users to police the place when they’ve come to relax. In any case, can be intimidating. Just an occasional staffer perhaps one an hour passing through asking users for feedback would be nice. Finally, spa showers have been on the blink for months. Currently, only 2 out of 6 work.