

Chairs' Report September 2011 Brockwell Lido Users (BLU) Brockwell Lido Steering Committee (BLSC)

Two committees are elected annually at the Lido Forum and are accountable to that Forum. Their role is to enable Lido users, park users and local community to have an active role in shaping the ambience and provision of service at the Lido and to promote the Lido's long-term sustainability. In 2011 BLU was chaired by Yvonne Levy and BLSC by Mary Hill.

Brockwell Lido Users (BLU)

This year is the 10th anniversary of Brockwell Lido Users which began as a campaign to save the Lido. BLU is open to all who use the Lido facilities whether for swimming, gym, classes, children's activities, sunbathing or cafe. Membership is over 1000 and the committee membership minimum is 8 and maximum 18. The committee meets about every 6 to 8 weeks.

Priorities for the committee in 2011 were:

- Build effective working relationship with new Lido Manager, Craig Hawtin
- Raise awareness of BLU so that membership becomes more representative of the diverse users of the Lido
- Improve communication with users
- Support 5 BLU members in their work with the Brockwell Lido Steering Committee.

In early 2011 Brockwell Lido had its second change of management in just under a year. The BLU committee welcomed Craig Hawtin and offered friendly support during his early months at Brockwell. Members of the BLU committee met monthly with Craig to thank him for his hard work, discuss users' concerns and to monitor action taken in response. A number of improvements have been achieved. (see monitoring log for details) **Users most frequent concerns have been:**

- delays in repairs of gym equipment,
- disturbance of holistic classes by noise from gym and exercise classes,
- frequent closure of spa,
- closing of half the pool to reduce lifeguard costs and failure to open it quickly when numbers increase.

Improvements in issues raised by the Forum last year include: cleanliness of pool and quality of pool water, new hand rail installed in pool, improvement in life guard behaviour, spa area repaired and re-decorated, more prompt management response to users' complaints.

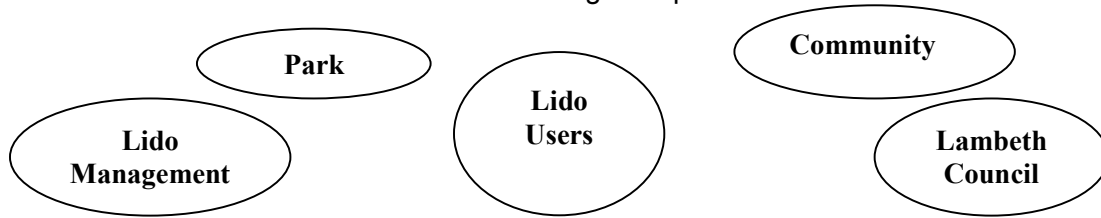
To have credibility as a user group, BLU must have a large and diverse membership. To maintain numbers and increase diversity of membership BLU:

- Made better use of BLU notice boards just outside gym near wet changing rooms
- Wrote summaries of BLU history and what BLU does to inform new users
- Printed cards about BLU are now displayed in Lido reception
- Ran a BLU stall at the Lambeth Country Show
- Held several BLU recruitment sessions in Lido reception

Good Communication is essential if BLU is to keep in touch with users views and keep users well informed about what is happening. BLU emailed and posted 4 BLUprints and additional emails about specific issues, put frequent tweets on BLU web site about Lido activities, had a stall at Lido events such as The Modern Movement and London Open House and worked more closely with the Herne Hill Forum web site. One outcome is that pool temperature appears daily on Herne Hill Forum Web site. The BLU web site is now being revamped and should be re-launched in October.

Brockwell Lido Steering Committee (BLSC)

Brockwell Lido has survived because the local community, park and Lido Users campaigned to save it in 1993 and in 2001. Now Brockwell Lido Steering Group enables



to continue to promote the success and sustainability of the Lido as a community resource. The constitution states that membership of the Brockwell Lido Steering Committee will be:

2 representatives from park organisations, 2 representatives from community organisations, 1 representative from a residents' or tenants' association, 5 members from Brockwell Lido Users-----who meet with Fusion Management and a Lambeth Officer at least 4 times a year.

The Brockwell Lido Steering Committee met 5 times this year. The busiest time of the year for the Steering Committee is autumn when the review of the previous year and planning for the next begins with the Lido Forum. All comments made by those who attend the Forum are recorded and go forward to BLSC. These and the annual user and non-user surveys commissioned by Fusion provide the starting point for the annual Service Delivery Plan. The main points on the Service Delivery Plan are monitored regularly through the BLSC meetings and at monthly meetings between BLU and the Lido manager. (see monitoring log)

The main issues for the BLSC this year have been:

To improve communication between the Brockwell Lido and Fusion's Divisional and Head offices

To improve communication between park and Lido

To get controlled parking established for the Lido Car park

To move one step nearer to having the pool open in the winter

To ensure that the good work done under the Heritage Lottery Education Programme continued although HLF funding ended.

Better communication

The regular attendance of Wendy Smith, Regional Business Manager and frequent attendance of Ian Farlane, Community and Heritage Development Office at BLSC meetings, speeded up the communication between Fusion Head Office and Brockwell and facilitated more effective discussion and problem solving. BLSC was particularly pleased that Ian succeeded in expanding the schools programme with 1570 pupils from 20 schools participating. His presence at BLSC meetings helped users to keep up with the new events and activities he planned and his presence at meetings improved the liaison between park and Lido.

A controlled parking scheme operated by Fusion is soon to be introduced. This will benefit regular park and lido users and prevent use by commuters. The scheme is not profit making but aims to cover costs of enforcement. Users of park and Lido will be able to buy permits annually, monthly or daily which enable them to park free for 2 hours and then pay by the hour for additional time. Those parking without a permit will be fined.

A survey of interest in winter swimming has been done this summer in response to requests from users. 180 have indicated interest. Craig has costed the proposal from users. Pool repairs prevent a launch this winter but it is hoped that it will happen in 2011/12.