



Informal summary of meeting
Tuesday 24th October 2023
Meeting room, Town Hall @ 5pm

In Attendance

Stuart Edwards (Chair)
Nigel Heritage
Cllr Phil Proctor (STC)
Cllr Lorah Wild (STC)

Janice Jackson (Vice-Chair)
Julie Jobling
Brie Logan (STC)

Apologies

Billy Maddock

Summary

1. Review actions from the August meeting

BL to follow up LG survey to seek feedback from a staff perspective for the 2023 season.

2. 2023 season performance– commercial, operations and customer feedback

[Lido data for the 2023 season](#)

3. Considerations for 2024 season – progress to date

- a) Conduct an accessibility review
- b) Site visit to check what is feasible with the office and short-term other users (PP)
- c) Review content of SLA to focus on standards and customer experience (BL)

List of considerations for inclusion to SLA/ checklist.

- Mature LG recruitment
- Focus on hygiene and standards
- One point of contact for continuity (senior lifeguard)
- Handbook (prompt cards)
- Music policy review
- SLA (reflect handbook/ checklist)
- Daily checklist and weekly checklist / hourly checklist
- Induction (Stuart/ Phil) > to attend to set standards
- Pool cover on when below a minimum temperature
- Reach out to LG from 2023 season and GCLT to consider employment for 2024

- d) Set up a Lido questionnaire/ survey (to review standards and service through the 2024 season)
– similar to that of a ‘mystery shopper’ (SSAC to draft up a questionnaire)

4. Sport England funding - Swimming pool support fund update (Stuart)

- a) PV panels to enhance solar gain to further reduce operating costs
- b) Variable speed filtration system – allows for the adjustment of flow rate of water through the circulation system
- c) Heat Recovery - separate system and removal of old air handling unit

Stuart provided an update for each area – funding not progressed due to lack of data/ evidence and short timescale. Next steps - set up tracker for collating data for electric, gas, water and solar (will support with further funding applications)

Create a ‘toolkit’ of options for funding evidence – building up the data for future applications

5. Feedback on Coombe House experience (Stuart)

In summary it is going OK but more sessions are needed.

6. Cold Water swimming trial potential

Prepare the proposal for STC to consider in November meeting

Set up a poll on 25/10 to seek member support so planning can start in advance of first session on 18th November (TBC)

7. Any other business