

## BLU Meeting 7<sup>th</sup> November 2023

Attendees: Stephen Trowell, Ben Longman, Carole Stagg, Martin Duncan, Guy Wickett

Apologies: Jason DaPonte, Abi Read

Agenda:

- Update on Fusion

The committee discussed issues with Fusion, recurring issues including lack of financial data, limited feedback on issues raised, no timelines for remedial action despite repeated requests. At present Fusion are not meeting requests for information or remedial action despite the committee requesting the direct involvement of Lambeth Council to implement a plan to fix issues.

The committee also discussed its concerns around Fusion's financial status and how it might impact the running of the site.

- User issues

The committee discussed issues at the site, repairs and non functioning equipment and raised concerns that health and safety of users is potentially being compromised because of the lack of hot showers. BLU has compiled a comprehensive list of user issues as well as a partial list of site closures.

The committee raised concerns about the degradation of the site and reiterated that it would ask Lambeth Council again to survey the site for potential long term issues.

The committee discussed the potential to build a case for trading standards given that customers are unable to resolve complaints/refunds/membership problems and are not getting what they are paying for.

- AGM

MP Helen Hayes has accepted an invitation to the AGM. The AGM has a hard stop meaning it will take 2hrs max only. The agenda will be revised to reflect the attendance of Helen Hayes, i.e. that discussion of issues will come ahead of formalities.

The committee discussed how to air user complaints in a structured way during the meeting. CS agreed to put a feedback form/book into the lido to take feedback in advance.

The committee agreed to invite local media to attend the AGM.

- Nominations

The committee will seek nominations for existing members and additional members. Three committee members will not stand in 2023/2024.

- AOB