

**Friends of the Peterborough Lido**  
**5<sup>th</sup> November 2018 2.30pm**

**1. Apologies:** Maggie Divers, Richard Ferris

Can we look into Richard's availability to attend meetings?

Constitution – Clause 8.2 states two officers need to attend, can we look into getting a secretary?

**2. Minutes from last meeting:**

2.1 Leaflets (*item 3.1*)

No movement on this as yet, plan will be for February to print.

2.2 Volunteer Lifeguards (*item 8/2*)

No movement on this until the new year, look at no charge for volunteers to do the NPLQ.

2.3 Queue Management (*item 8/6*)

Steve to look at Woodhall Spa queue management procedure and discuss before opening.

2.4 Repairs for paving slabs (*item 8/8*)

This is on the Council's list of things to do, however, Vivacity will make sure they are safe before opening if not completed by Council.

2.5 Showers/Drainage (*item 8/11*)

In November we will have visitors to look at the drainage.

We have had comments about the excess water In the mens toilet system - Steve to look at.

Can we add a grab rail in the showers?

2.6 Leakage

This is still not fixed, council have contractors in and have created further damage that will be fixed. Source of leakage not yet found.

**3 Financial report**

£440.25 in current account

£6.80 in petty cash

**4. Membership Report**

Season ended with 62 members; some joined in order to attend post-season swim – need to review this for next season.

**5. Website update**

Well done Monica on keeping up to date on face book and twitter, if we can look to get an administrator to help?

Steve to introduce Monica to Marketing Team and Karen from Hydro pool.

Can we add Friends' joining form on to the website (as currently on Vivacity site)?

Have a look into paying subs online?

Happy to let Karen at Hydrotherapy pool see constitution from Lido.

## **6. Review of last season**

Total Income: £225,000 an increase of £140,000 from previous year.

Admissions: 40,000 - an increase in 21,000.

Profit from 2018: £50,000

Expenditure: £170-175,000

Customer comments: Seven negative comments received, lots of compliments. Great effort from the team - Big thanks to Steve, Sam and the team.

Unhappy comment about young children in main pool when small pool shut – unavoidable, but better information provided at entrance/reception may manage expectations.

What we could better:

- Entry Queuing – being looked at (item 2).
- Food queues - Friends to help in café when busy.

Big thanks to the friends for the positive additions: Plants, Watering, Lockers.

Invite Rebecca Holmes to discuss customer feedback.

## **7. Members' Issues**

Many compliments received – covered under item 6.

Extra bins required to reduce litter.

Recycle bins (look at gaining Investors in the Environment status).

Reusable cups – including customers' own, offering discount on hot drinks.

Review signage of showers and toilets.

## **8. Events and issues for next season**

8.1 Summer Solstice will be back with increased advertising - Marketing ready to go.

- 8.2 Pop-up Cinema - financially too much outlay due to licensing issues and not a good investment, but will look to find more options.
- 8.3 Early morning swim – to be increased to two days each week – to be Wednesdays and Sundays.
- 8.4 Work with Metal to hold inclusive swims and explore Lido as a venue for them.
- 8.5 Create more shade at Lido next season? Parasols being looked at to be available for hire alongside existing deckchairs
- 8.6 Extended Season being looked at – season will end 2<sup>nd</sup> weekend in September; extra days also under review.
- 8.7 Fast track entry - Steve to look into this and also weekend multi-use facilities pass.
- 8.8 World to Swim Day- can we offer free lessons?
- 8.9 Evening sessions for friends – To be looked at in conjunction with open swims
- 8.10 Family fun day - this will reduce attendance.

## **9. Merchandise**

Initially to look at designs for tee-shirts and mugs (other products to be considered in due course). Options are to look at local artists, or invite school competition – but latter option would need someone to project manage. Steve will liaise with Marketing – FOPL happy to support, but agreed that Vivacity should own.

## **10. Marketing**

Are Marketing available to attend next meeting?

## **11. Any Other Business**

None raised.

## **12. Date of Next Meeting**

Monday 4<sup>th</sup> February 2019.

AGM to be held in March 2019 – date to depend on availability of accommodation at Key Theatre.