

PHLUG Meeting

10 May 2022

Agenda

1. Lifeguard update (including clarity on when online booking is required)
2. Treasurer update (who is taking on which bits of responsibility)
3. Summer party discussion
4. Member suggestions (we have a list from Alison)
5. Pop up cinema screening
6. Café
7. Merchandise
8. AOB

Attendees:

Present.

Anna, Karen, Emma, James, Gary, Jennifer, Patricia, Sasha, Terry, Martin
Apologies. Paul and Calum

1. Update from Paul Jeal .
Terrace works started. Like for like replacement of existing surface.

Eventbrite booking starts tomorrow. There is a phone line for those who don't have the internet. Note made that the system is not easy to use . For the next month you can walk in almost inevitably without booking as there will be spaces not taken on Eventbrite.

We would like to communicate more widely instructions on how to book without Eventbrite.

Action :

Chair to organise signage and post for the number for the helpline, and instructions for Eventbrite.

2. Treasurer Update.

Emma explains what the role involves. 4 people now signatories . 2 have to sign at one time. We spend on merchandise , party and gifts for lifeguards.

We need Vice-Chair/ Treasurer.

Action:

James and Jenn will take off line and come back with recommendation.

3. 18th JUNE SUMMER PARTY .

Anna. Summer Solstice .. is shortly after. Retro picnic.. bunting.. suggest people bring a dish. The cafe will be shut . Street Party vibe... 400 £ of booze remaining from last party. Summer punch suggested . 7-9 pm. Music. Suggest it's free, to avoid complaints and unfairness. Paul will be give us guidance on numbers.

Tickets set up through Eventbrite.

A nominal ticket charge of £5, to discourage no shows, with 50% to be gifted to the food bank .

Clear messaging will be important.

Action:

The party organising group .Sasha / Gary / Anna / Karen to work on practicalities.

4. Member suggestions .

Swimmers requested the following:

More hooks for the shower areas.

Actioned by PJ.

Bench or rack with shelves in the shower area

Better heaters

Action: PJ to consider

New and better Mirrors. These cannot be glass.

Action:Chair to discuss with PJ

Cleaning. Expressed need for deep clean particularly the changing room floors

Action: PJ actioning

Hair Driers

Action :PJ has said this is a safety issue and will need to be raised with CoL

Swimmers had requested a second spin dryer (one for female, one for male changing facilities). Committee discussed this and Gary F is happy to get a price, but it was felt that this was not a necessity, especially when considering that the installation price is more than the purchase of spin dryer itself. On balance, it was felt we should stay with the one dryer

Action: Gary to investigate purchase and installation prices

Swimmers suggested a second clock, located at the Sauna end of the pool. The committee felt this was an excellent suggestion and agreed to discuss with Lido management. PHLUG could possibly fund.

Action: Gary to investigate purchase and installation prices.

Chairs to discuss with Paul J

Swimmers requested that shower heads be cleaned more regularly to ensure good water coverage.

Action: Chairs to discuss shower quality with Paul J and either request new heads or thorough clean

Swimmers requested more / more secure bike racks, given the rise in bike popularity and continued thefts. Also to consider mounting the bike racks in concrete rather than muddy grass, for extra security.

Action: Gary to investigate options and prices

Chairs to discuss with Paul J

Car park charges were discussed; specifically the minimum 2 hour tariff. It was felt that a £5 minimum charge for a 2 hour period was excessive and a request was put in for shorter, pro rata time slots. It was felt that 2hours might be appropriate for dog walkers, but unnecessarily long for swimmers. It was understood that there might be a standard car parking charge across all Heath facilities, but worth a conversation.

Action: Chairs to raise with Paul J

5 : Pop Up cinema

A swimmer had suggested a film evening, organised in collaboration with a local Pop Up Cinema company. Committee discussed in some detail and felt that on balance, this should be organised directly with the CoL rather than PHLUG.

Action: Chairs to discuss with Paul J

6: Café

Opening hours were discussed in some detail. It was felt that café opening hours are erratic and not always reliable for (usually cold) swimmers. It would be helpful to agree some exact opening hours of the café, and for the café to stick to them. In addition, a number of comments had been received on the service standard of late – many swimmers feeling that the service levels had dropped off, making it hard to enjoy the experience of queueing and ordering. It was agreed that we should refer to the lease for contractual opening hours and have a conversation with café manager about this and the service standards

Action: James L to review café lease (with CoL permission)

Chairs to discuss with Paul J / café manager

Item 7 Merchandise

Sasha presented some ideas for how to improve efficiency of stock flow on sale days (storing items by size, not colour and asking volunteers to stick to their roles front or back of house). These were all agreed by committee.

Sasha suggested 'goodie bags' as a way to sell the surplus stock (ie charge £xx for a sealed goodie bag, no returns). This will help clear the backlog and make space for new stock.

It was agreed to look at ordering more stock with a smaller, more discreet chest logo (similar to existing Polo shirts and zip up hoodies)

Emma and Sasha to review pricing, margins and merch range when putting in new orders.

James has agreed to oversee shop from a finance perspective.

Action: Sasha and Emma to order new stock, bags etc

James, Sasha, Emma to review pricing, margins etc

AOB

It was agreed a PHLUG whatsapp group be created for ease of communication

Sasha and Jennifer agreed to be featured in next month's newsletter

