

To: All Leisure Staff

Re: Transformation of Leisure

As you may be aware, at a meeting of full council in February 2019, Armagh City, Banbridge and Craigavon Borough Council unanimously agreed to transform leisure services in-house.

In recognition of the potential for the new South Lake Leisure Centre facility to be a landmark leisure facility in Northern Ireland, it was agreed that leisure services would have to undergo a transformation in order to build the capacity required to deliver a dynamic and innovative range of leisure opportunities and a modern offering reflective of a top class £35m facility.

To help shape the transformation, the Council is working closely with a team of experienced specialists from V4 Services. The V4 Services team includes people who have extensive experience of operating large-scale leisure centres and helping leisure services teams to transform from within.

With South Lake Leisure Centre (SLLC) scheduled to open in summer 2020, the main aim of the V4 team and Council colleagues will be to work alongside the indoor leisure staff to maximise the full potential of this investment.

Council and V4 Services will be engaging with staff and trade union to gather their views and ideas on how to ensure that SLLC achieves its full potential. The team will be spending time in and around the leisure centres and will help develop communications channels which will allow staff to keep up to date with progress, provide feedback and ask questions.

The focus this week will be the development of a Target Operating Model (TOM) – which sets out how the centre will be operated effectively. The TOM will define the opening hours, and how we will be programming things like the studio classes, swimming lessons, and club and school etc. We can then develop plans to ensure we have the right staffing levels and working arrangements. Council officers and union representatives will be working together to address these opportunities and the outcomes will be communicated to all staff.

The transformation team are excited about working with the indoor leisure team and colleagues in support services, to harness all their local knowledge, experience and enthusiasm. Together we can ensure that South Lake Leisure Centre operates as a world class leisure centre - from day one.

Kind regards



Mark Parkinson
Strategic Director People (Interim)

For further information or if you have any questions please contact your Line Manager directly