

LEISURE MATTERS

Latest team update on the transformation of leisure services in Armagh, Banbridge & Craigavon

Issue 5 // 18 February 2020

Introducing: Paul Coleman // General Manager South Lake Leisure Centre // M: 07880 064708

"Hi, I'm Paul Coleman and I am the General Manager for South Lake Leisure Centre. I have over 20 years' experience in the leisure industry starting as a fitness instructor, working up through to management positions. I am delighted to be joining the council working on the most exciting leisure project in the UK or Ireland.

"I'm most excited about the opportunity that it provides for all staff and the positive impact that it will have on the local community. I will be around the centres in the coming weeks and I'm looking forward to working with you to make SLLC a great success."



Leisure Centre Closure Dates // Opening Date for SLLC

A phased migration programme has been planned to assist with the staff training schedule in preparation for opening South Lake Leisure Centre:

- Waves will close on Saturday 20 June 2020;
- Craigavon Leisure Centre will close on Saturday 4 July 2020;
- Cascades will close on Friday 14 August 2020;
- SLLC will open to paying customers on Saturday 15 August 2020;
- Watersports Centre will remain open in its current location all summer, migrating to the new venue in September 2020.

These decisions have been made so that SLLC is safe to open to the public; disruption to customers at the centres is reduced as far as is practicable; loss of income following closure of the three leisure centres and before SLLC is open is reduced as far as is practicable.

Waves is closing first as it is the oldest centre and is in the poorest condition. While the closures will have an impact on swimming, the largest swimming pool (at Cascades) will remain open as close as possible to the new centre opening. The impact on dry side holiday activities will be mitigated as far as is practicable by decanting these activities to other local centres.

Customer Questions

No doubt your customers are as excited as we all are about the new SLLC, and they will have questions of their own! We hope to be able to answer most of these very soon on getactiveabc.com/south-lake-leisure-centre but if something comes up that you aren't able to answer, please direct customers to sllc@armaghbanbridgecraigavon.gov.uk



Armagh City
Banbridge
& Craigavon
Borough Council

South Lake Leisure Centre // Your Questions Answered

Human Resources

Duties: Staff will be expected to work in all areas of the building, including both wet and dry side.

Terms and Conditions will remain the same.

Job Descriptions: SLLC job descriptions have been evaluated, agreed and are now on the Leisure Updates webpage: www.armaghbanbridgecraigavon.gov.uk/leisureupdates/.

Voluntary Severance: There will be no compulsory redundancies. A new severance/redundancy scheme for leisure staff is in development and it is hoped this will open for applications in April 2020. Those leaving will have to stay (at least) until SLLC is open.

Filling Posts: Most people will be assimilated into new posts. Expected timelines for filling posts will be shared at the next staff engagement sessions (starting this week).

Rotas and programmes are still in development and are due to be finalised by the end of March.

Training: An extensive training programme will be organised for staff in all four centres migrating to the new SLLC, the schedule for which will be announced at a later date.

Mission/Vision Statement

A working group made up of management, unions and staff met to discuss the vision/mission statement for the whole of indoor leisure.

Leisure Champions will now meet with staff to discuss and get input and feedback.



Memberships

New memberships will be available to purchase from 1 April 2020.

Concessions are available for over 60s; students; those in receipt of benefits; disabled users; junior (threshold currently 17 and under).

Swimming is free for those aged 4 and under; over 60s; and for disabled swimmers and a carer during public swim times.



Pricing/Payment

- The current £34 *Platinum* membership entitles holders to gym, swim and classes at all ABC leisure centres. The new £29.95 *Premier* membership will allow new and existing members to enjoy gym, swim and classes at all ABC leisure centres, including SLLC.
- Customers still have the option to purchase a standard membership for £22 for the use of Dromore, Gilford, Keady, Rathfriland and Tandragee recreation centres.
- When the buildings in Lurgan, Portadown and Brownlow close, customers have the choice to either retain their membership and have use of all the other facilities across the Borough for a £10 reduction on the their monthly rate or to freeze their membership until SLLC opens.
- Only one induction is required to use any leisure facility in the Borough.
- Customers will be able to pay for a memberships, swimming lessons and classes online.
- Customers will be able to pay for memberships and swimming lessons by Direct Debit.
- Swimming lesson prices have been reduced for those who take the Direct Debit option. Participants in the swim program will also be entitled to free casual swimming.
- A concession price for swimming lessons has been introduced for disabled swimmers and customers in receipt of benefits.
- A concession price for exercise classes has also been introduced along with a specific junior exercise class product.
- A new concession category of customers in receipt of benefits (Including working Tax Credits or Universal Credit) has been introduced.
- The Health and Beauty treatment products available at SLLC are still to be defined and consequently specific prices for each will follow. However, there will be a 'bolt-on' of £15 per month for the annual membership of the Health and Beauty suite, entitling the holder to use the sauna, steam room, ice shower and vitality pool (excludes individual treatments).
- The opening and closing hours across the larger leisure facilities (SLLC, OLC and BLC) have been harmonised and extended; so customers can now use the facilities from 6am-10pm Monday-Friday. SLLC will be open 8am-7pm on Saturday-Sunday. Weekend opening hours in other facilities will vary.
- Family membership details are still being finalised.



Staff engagement sessions

The next series of staff engagement workshops will take place on:

- Thursday 20 February // 12.45pm-2.15pm // Cascades (for Cascades and Watersports Centre staff)
- Thursday 20 February // 2.30pm-4.00pm // Craigavon Leisure Centre (for CLC and Watersports Centre staff)
- Monday 24 February // 2.30pm-4.00pm // Banbridge Leisure Centre (for Banbridge indoor leisure sites staff)
- Tuesday 25 February // 1.30pm-3.00pm // Waves (for Waves and Watersports Centre staff)
- Thursday 27 February // 2.30pm-4.00pm // Orchard Leisure Centre (Armagh indoor leisure sites staff)

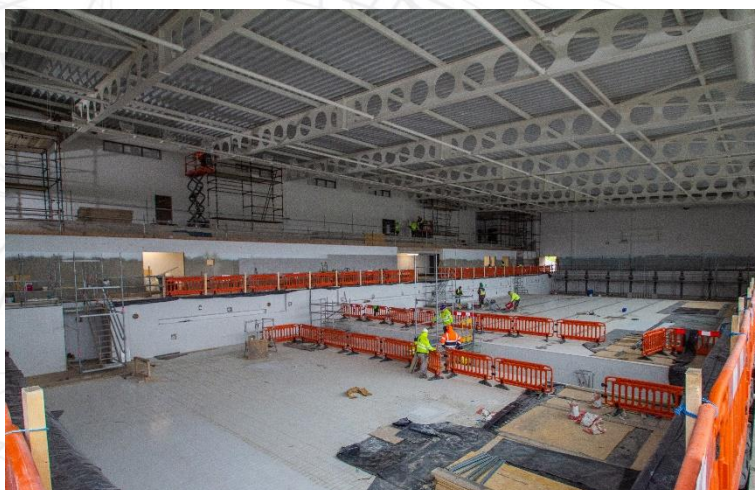
The workshops will provide updates on the information outlined in this newsletter and are the perfect opportunity for staff to put forward any feedback, questions or queries they may have.

The sessions will continue through 2020; it is important for staff to attend to keep informed of progress as we work through the transformation of leisure.

South Lake Leisure Centre construction progress

Construction of the new facility is advancing swiftly and the focus is now on the internal works including:

- Tiling in main gala pool complete
- Ceilings commencing
- Wall tiles to wet change area almost complete
- Underfloor heating is operational
- Floor screed complete
- Tiling of leaner and leisure pool starting
- Car park starting
- Moveable floor imminent



Tiling of the 50m pool is now complete.

Key contacts

As always, you can contact any of the following:

- Mike Dix // **Interim Programme Director** // ext: 3123 // M: 07708 319191
- Paul Coleman // **General Manager South Lake Leisure Centre** // ext: 1590 // M: 07880 064708
- Stephen Tully // **Indoor Leisure Manager** // ext: 4507 // M: 07917 432023
- Dwyer Henderson // **Area Operations Manager** // ext: 1567 // M: 07801 292864
- Joanne Grattan // **Customer Services Manager** // T: 02838 311681 // ext: 1781 // M: 07885 284602
- Tony Hamill // **Golf/Ski & Watersports Centre Manager** // ext: 1625 // M: 07714 402641