



**Armagh City
Banbridge
& Craigavon**
Borough Council

Leisure Transformation Programme

Staff Engagement

Weekly update from the 'Leisure Transformation Project Team'

1st May 2020



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Staff Engagement

As you are aware that despite the disruption, the 'Leisure Transformation Project Team' continue to plan for the opening of SLLC, and to move forward with the Transformation Programme as far as is practicable.

The team have committed to communicate with our indoor leisure staff as effectively and as regularly as we can.

In this update, we will focus on a number of issues: Covid-19 situation, staff training update for SLLC, access NI Checks, engaging with members/customers, encouraging members/customer to keep fit and staff questions/queries.

Covid-19 Update

It has been another busy week for council, with Parks re-opening for pedestrian access only, refuse teams continuing their sterling work in maintaining kerbside services and the community response team working exceptionally long hours to service the needs of the most vulnerable residents of our Borough. Indeed, service team contributions across the organisation have been adopting to remote working exceptionally well, and deserve acknowledgment for their continuous efforts in keeping many operational functions going at this time.

Volunteering & Redeployment

Staff are continually coming forward to volunteer in a wide variety of roles across the organisation.

If you would like to sign up please click on the link:

<https://www.armaghbanbridgecraigavon.gov.uk/staff-expressions-of-interest/>.

All help offered is gratefully appreciated.

Line Managers will be in touch with staff in the coming days and weeks, in relation to redeployment to areas where council deem it necessary to keep critical services operational. Staff engagement in the process during these exceptional times is appreciated.

**Please stay in touch with your Line Manager
and check the staff updates page daily**

www.armaghbanbridgecraigavon.gov.uk/staffupdates



**To help get our message to as wide an audience as possible, your support with liking
and sharing our social media messaging would be appreciated.**

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Staff Health & Wellbeing

Staff are encouraged to check out the Health & Wellbeing staff updates page for helpful information on how to stay emotionally and physically well during these challenging times. Visit <https://bit.ly/39ExCLB> to find out more.

Appreciation from Party Leaders

The hard work and dedication of all our employees has once again been acknowledged by Party Leaders. They are acutely aware of the significant challenges faced by Council in this unprecedented situation. One month into this crisis, they have acknowledged the high levels of service delivery ongoing,

On-line Training for SLLC staff

A new on-line training module for all SLLC staff will be available to complete on-line from Monday 4th May.

All staff moving or potentially moving to the new SLLC are requested to go on line and read the new 'Normal Operating Procedures'.

At the end of each section, you will have to complete the short question paper and gain a pass. If you fail a section, just simply just go back, read the section again, and then retake the question paper.

This can be repeated as many times as necessary.

The training programme should take no more than a couple of hours to complete but all staff can do this at their own pace.

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<https://www.armaghbanbridgecraigavon.gov.uk/leisureupdates/#trainingportal>



[Click on image to access]

Access NI Checks

Staff within SLLC will be required to complete an Access NI check.

A basic check or an enhanced check will be completed for the majority of staff (these staff members will be identified at a later stage).

In preparation for the completion of Access N.I. checks H.R would like to ask all those staff who are transferring to SLLC to have documentation ready for when this process begins. ******There is no need to send any documentation at this stage, but please have it ready.**

Each person will be required to produce three documents.

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One from Group 1 and a further two from any group.
Please note: (One must show the applicant's current address).

GROUP 1 : Primary identity documents

- Current passport (any nationality)
- Biometric Residence Permit (UK)
- Current driving licence (UK, Ireland, Isle of Man, Channel Islands or any EEA country)
- Original birth certificate (UK, Isle of Man or Channel Islands) issue at time of birth
- Original long form Irish birth certificate –issued at time of registration of birth (Ireland)
- Adoption certificate (UK, Isle of Man or Channel Islands)

GROUP 2a : Trusted government documents

- Birth certificate (UK, Ireland, Isle of Man or Channel Islands) issued after time of birth
- Marriage / Civil Partnership Certificate (UK, Ireland, Isle of Man or Channel Islands)
- HM Forces ID card (UK)
- Firearms licence (UK, Channel Islands and Isle of Man)
- Electoral ID card (NI only)
- Current driving licence photocard, full or provisional (All countries outside the EEA)
- Current driving licence (full or provisional paper version (if issued before 1998) (UK, Isle of Man, Channel Islands, EEA)
- Immigration document, visa or work permit (issued by a country outside the EEA – valid only if the applicant is working in the country that issued the document)

GROUP 2b : Living and social history documents

- Mortgage Statement (UK, EEA)
- Financial statement, for example ISA, pension or endowment (UK)
- P45 or P60 statement (UK, Channel Islands)
- Land and Property Services rates demand (NI only)
- Council tax statement (Great Britain, Channel Islands)

Above documents must be issued within the last 12 months

- Credit card statement (UK, EEA)
- Bank or Building society statement (UK, EEA)
- Bank or Building society statement (Outside EEA) (Branch must be in the country where the applicant lives and works)
- Bank or building society account opening confirmation letter (UK, EEA)
- Utility bill (not mobile phone) (UK, EEA)
- Benefit statement, for example Child Benefit, Pension, etc. (UK, Channel Islands)

Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC (UK, Channel Islands)



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Above documents must be issued within the last 3 months

- EU National ID card
- 60+ or Senior (65+) SmartPass issued by Translink (NI)
- yLink card issued by Translink (NI)
- Cards carrying the PASS accreditation logo (UK, Isle of Man, Channel Islands)
- Letter from head teacher or further education college principal (UK for 16 -19 year olds in full time education – only used in exceptional circumstances if other documents cannot be provided)
- Letter of sponsorship from future employment provider or voluntary organisation (non-UK or non-EEA only for applicants residing outside UK at time of application)

Engaging with members/customers

A number of our members/customers have cancelled their DD membership payments.

It was agreed that we should communicate with our indoor leisure customers as this relates to a health matter, which has been impacted due to COVID19

There are probably various reasons why our members would have cancelled their DD e.g., they may be unaware that all DD payments have been frozen during this period of closure.

However, we realised that a number of these existing members may also be un-aware that some of the membership products that we have sold in the past are changing:

e.g. The '**gym only option membership**' is no longer a product that we are selling (as of 1st April 2020); therefore, it was agreed that our customers would expect Council to contact them providing advice to ensure that they would not be penalised with higher costs if they re-join after the pandemic.

This week a number of indoor leisure staff have undertaken the task to contact our members/customers so thank you to those staff who have undertaken this piece of work.

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Encouraging members/customers to keep fit

The 'Leisure Transformation Project Team' would like to say thank you to our fitness instructors who have created a number of fitness routines of varying activity and intensity level; to view a routine follow this link https://www.youtube.com/watch?v=AXQIVVuF_WA

These are designed to help us engage with our members/customers to encourage them to continue to keep to working out at home during this time.

If you would like to get involved, please contact Paul Coleman:
paul.A.coleman@armaghbanbridgecraigavon.gov.uk

Staff Questions/Queries

The 'Leisure Transformation Project Team' are interested in hearing from you, if you have any questions/queries or have a specific issue that you would like us to address during this unusual period of closure, please contact: joanne.grattan@armaghbanbridgecraigavon.gov.uk with the detail.

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