



**Armagh City  
Banbridge  
& Craigavon**  
Borough Council

**Leisure Transformation Programme**

**Staff Engagement**

**Weekly update from the 'Leisure Transformation Project Team**

**29<sup>th</sup> 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, on-line training update, HR update for staff, Update from the Leisure Transformation Project Team, Health and wellbeing Suite SLLC, encouraging members / customers to keep fit and staff questions/queries.



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## **Covid-19 Update**

It has been another busy week, with many teams opening, and preparing to open, various facilities across Council. Monday 18<sup>th</sup> May saw the reopening of our Household Recycling Centres, with the team demonstrating a high degree of dedication in getting this service up and running so quickly, following the Northern Ireland Executive's announcement the previous week.

Other outdoor leisure amenity facilities will reopen from Saturday 23<sup>rd</sup> - Wednesday 27<sup>th</sup> May in a phased manner. This will include Golf Courses, Tennis and Angling facilities, Outdoor Bowling, and Car Parks at Parks and Open Spaces, as we move into Step 1 of the Executives Recovery Plan.

With small steps, there is new hope that life is slowly moving towards a new form of normality, and we thank everyone for your commitment in supporting the organisation throughout this process.

## **Household Recycling Centres reopen**

The teams are back in action at four of our Household Recycling Centres.

## **Furlough and Job Retention Scheme Update**

As government moves through its phased recovery plan, the management and delivery of our council services is becoming a complex and ever changing situation. We need to be able to balance these requirements against our current staffing situation. We are extremely grateful to the staff who have already volunteered to be redeployed to other areas of the business, but over the coming weeks we will require more staff to do so. Once we have considered our immediate needs for redeploying staff we will then consider furloughing staff from applicable areas as per the Job Retention Scheme guidance.

## **Mental Health Awareness Week - Kindness Matters**

With the Covid-19 pandemic having a negative impact on the emotional wellbeing of many individuals especially those already diagnosed with a mental health condition, we really got behind this year's campaign in a bid to share the message of 'kindness matters' to our local community.

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You can also access the 'Inspire' wellbeing service - a valuable free resource for staff to use to help protect their mental health and support their general wellbeing. There are two main aspects to the Inspire service: the online dashboard and counselling sessions.

To access the dashboard visit [www.inspiresupporthub.org/sign-up](http://www.inspiresupporthub.org/sign-up) enter the PIN: ABCD2019 and you will receive a randomly generated unique username (which you will need to keep for future logins). If you feel you need more support such telephone/web-based counselling sessions, you can phone the 24-hour confidential helpline on: 0800 389 5362.

### **Coronavirus symptom update**

This week, the Public Health Agency (PHA) announced a new symptom associated with Coronavirus. Anosmia, the loss of smell or taste, has been added to the list of Coronavirus symptoms that people should be aware of and self-isolate with.

The three main symptoms of coronavirus are defined as follow:

- A high temperature - this means you feel hot to touch on your chest or back
- A new, continuous cough - coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than normal)
- A loss or change to your sense of smell or taste - this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal.

If you display any of these symptoms, you must self-isolate for 7 days from when your symptoms first started. Anyone who lives with you (even if they do not have symptoms) should self-isolate for 14 days from when the first person in your home started having symptoms.

For more info log on to [www.publichealth.hscni.net/covid-19-coronavirus](http://www.publichealth.hscni.net/covid-19-coronavirus)  
Information regarding absence due to Coronavirus can be found in the Staff Memo Issue 2 FAQ's document at [www.armaghibanbridgecraigavon.gov.uk/staffupdates](http://www.armaghibanbridgecraigavon.gov.uk/staffupdates)

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### **In the spotlight**

Edel Ferson is a Sports Development Officer who works as part of the Sports Development Team. Edel's normal work life involves supporting sports clubs and athletes, organising sports awards, providing help and guidance with grant aid and implementing club/coach development programmes.

However, throughout the current pandemic, Edel has been supporting Council's frontline services by undertaking litter picking in Armagh.



Edel explained why she signed up to volunteer saying, "I decided to volunteer to help support Council's frontline workers and help ensure Armagh stayed clean and tidy throughout the pandemic.

I love my new role; it gives me great satisfaction supporting this busy department, every day is different and interesting. I enjoy getting out and about and have met new colleagues from across Council who have made me feel very welcome and part of the team from day one."

She added, "I thoroughly enjoying getting into the van in the morning, heading out for the day to litter pick and reporting into the office. I am getting plenty of fresh air and exercise all-in-one go, which is right up my street!"

If Edel's story has inspired you to sign-up to volunteer, please click the link and complete the form: [www.armaghbanbridgecraigavon.gov.uk/staff-expressions-of-interest](http://www.armaghbanbridgecraigavon.gov.uk/staff-expressions-of-interest). All offers of help will be gratefully received, as we work collectively to deliver priority services.

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## **On-line Training**

As you are all aware, an on line training portal launched for indoor leisure staff on the 4<sup>th</sup> May 2020; this is to allow all staff to complete training during this time of closure.

The training so far has included:

- NOP & EAP training for those staff currently in the three existing Craigavon facilities or staff who will be working in the new South Lake Leisure Centre.
- NPLQ training for **ALL** pool lifeguards, staff need to keep their training/qualifications up to date to ensure that we comply with Health & Safety guidelines.

If you have any issues gaining access to any of the training above, please contact Mark Wilson [mark.wilson@armaghbanbridgecraigavon.gov.uk](mailto:mark.wilson@armaghbanbridgecraigavon.gov.uk), as alternative arrangements can / will be made to allow you to complete this training.

This on-line training will continue throughout this period of closure and will include:

- Legend training – the new on line booking system.
- Course-Pro training – for all centres with swimming pools.
- Nutrition training for all gym instructors.
- South Lake Leisure Centre Gym operating procedures for those staff currently working in the three Craigavon facilities.
- Finance training.

**\*\* Details for this training will follow.**

Again the 'Leisure Transformation Project Team' would like to thank all the staff members who have completed training to date and would like to remind staff that training is mandatory for all staff to complete and is vital, as we need to ensure that we are ready to re-open our buildings, including the new South Lake Leisure Centre.

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## **HR update for staff**

As you are aware our Council is currently experiencing a temporary disruption to its services, due to the Coronavirus pandemic and we have had to close a number of our facilities. We are currently working on Furloughing staff in line with the CJRS and are applying this process in 2 phases:

**Phase 1** - Casual workers in income-generated areas have been placed on “Furlough Leave”.

**Phase 2** - Our priority is to maintain essential service and we will be in contact with employees to discuss redeployment options. Once this takes place we will consider furloughing employees in income generated areas

## **Interview training**

A new training module is being offered to indoor leisure staff for interview training given the potential employment opportunities that may be arise with the transformation of this service.

This training will allow you to learn how to:

- Preparing for interview.
- Filling in an application form correctly.

We are asking staff for expressions of interests at this stage; if you are interested please email [michelle.nugent@armaghbanbridgecraigavon.gov.uk](mailto:michelle.nugent@armaghbanbridgecraigavon.gov.uk)

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## Update from the 'Leisure Transformation Project Team'

The 'Leisure Transformation Project Team' have been busy working during the closure on a number of projects in relation to indoor leisure across the Borough. We wanted to give you a sense of what some of the issues have been so far:

- **Start-up plan** - This is a plan detailing the steps that we need to take to re-open the buildings to the public and staff whilst abiding by all the Government conditions. Safety of staff and customers will be our top priority
- **Memberships** - As you are aware, a number of existing customers cancelled their memberships with us and we have been working hard to make contact with them to get them to re-join with us.

We have also been working on the new Terms & Conditions for the new membership packages that we have on offer to our customer when we re-open.

Procurement of a company to sell the new memberships for SLLC has taken place and they will start this process once it become clear when we can re-open.

- **Marketing/promotional material** - The team have being working along with colleagues in our Communication and Marketing Department on the branding of all marketing and promotional materials that we will be using across all the Boroughs indoor leisure facilities to provide harmonisation and a consistent message to the public and our customers.
- **Website** - The team have being working along with colleagues in our Communication and Marketing Department regarding the development of a new website for indoor leisure, working on this continues and it is anticipated that this will be ready for launching before we re-open the building to the public.
- **Training** - The on-line training portal was launched on the 4<sup>th</sup> May for indoor leisure staff to complete mandatory/essential training that needs to be undertaken by staff during this period of closure.





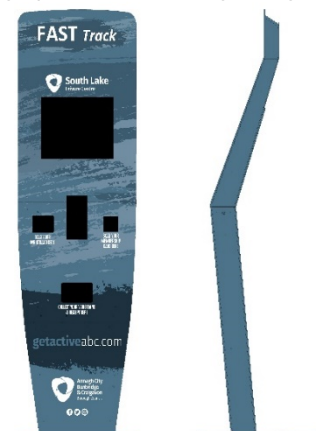
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This training will continue through this closure period and all staff are expected to undertake and complete all training within the time line given even though a number are at home.

- **Farrans** - Work has re-commenced at SLLC and the team are working closely with Farrans on construction matters.
- **Human Resources Issues** - The team are working with the Human Resources Department regarding a number of staffing issues; Voluntary Redundancy option for those impacted by the closure of the three Craigavon leisure centres, New Job descriptions, Rotas, clocking in and out system, organising 1 – 1 meeting with staff moving to SLLC (starting this week) to name a few....
- **Operational issues** – This includes work, inventory of equipment (in existing buildings), equipment purchase, how the health suite will operate in SLLC, programme of activities in SLLC, new opening and closing hours, rotas etc....

Below is a picture of how the new fast track kiosks will look when installed into SLLC, Orchard and Banbridge Leisure Centres. There will be 5 available for our customers in total across the three facilities, 3 in SLLC, 1 in OLC and 1 in BLC.

This will allow a customer the ability to fast track to use the building (avoids having to go to reception) using their bar-coded identification card;



**\*\* The facility name will change according to location.**

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## Health and Wellbeing Suite SLLC



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This week Council has invited suitably qualified and experience practitioners to register their interest in working from the health and beauty suite at South Lake Leisure Centre on a self-employed basis.

A variety of treatments will be on offer; therefore, therapists offering nail, beauty treatments, face and body treatments, holistic therapies, physiotherapy, aesthetic treatments, and complementary therapies are all welcome.

The range of treatments and operational model will be finalised following a market engagement exercise that will take place through June 2020. Interested parties must register their interest before 19<sup>th</sup> June 2020 in order to participate and assist the Council in defining the final delivery approach and customer offer.

The Centre is scheduled to open later in the year (subject to works recommencing on-site and Covid-19 government restrictions being lifted), therefore a formal process to work from the health and wellbeing suite will follow the market engagement exercise.

If you or anyone that you know would like to register interest and receive further information on this exciting opportunity, please go to: <https://getactiveabc.com/south-lake-leisure-centre/health-and-wellbeing/> for more details or email Joanne Martin: [Joanne.martin@v4services.com](mailto:Joanne.martin@v4services.com)

[-lake-leisure-centre/health-and-wellbeing](#)

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### **Encouraging members/customers to keep fit**

As you are all aware that Council has been encouraging our members/customers to keep active whilst they stay at home. We all know that having a regular exercise slot added into a daily routine helps boost mental wellbeing and improve physical health.

The 'Leisure Transformation Project Team' would like to say thank you to everybody involved in creating this wide range of fitness routines as they have help us stay engaged 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](mailto: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](mailto:joanne.grattan@armaghbanbridgecraigavon.gov.uk) with the detail.