



**Armagh City
Banbridge
& Craigavon**
Borough Council

Leisure Transformation Programme

Staff Engagement

Update from the 'Leisure Transformation Project Team

18th February 2022



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STAFF ENGAGEMENT

As you are aware that despite the disruption, the 'Leisure Transformation Project Team' continue to move forward with the Transformation Programme to embed new ways of working and continuous improvement.

Completion of transformation across Indoor Leisure and a re-structure of staffing is necessary to achieve a consistency of resources and approach, for the following reasons:

- Indoor Leisure, as a whole, share;
 - The same objectives and targets – to be an industry leader, and deliver an improved leisure service.
 - The same ABC wide customer membership/charging system.
 - The same need to demonstrate that the “In House Model” can transform and perform.
- Good employee relations - fairness and consistency are necessary in this regard and currently staff have different job descriptions and pay grades for the same roles in many cases.
- Management and staff resources are currently inconsistent from site to site.
- Job roles (new and existing) need to align with SLLC and with best industry practice.
- The need to improve staff flexibility and sharing across all sites.

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



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UPDATE FROM THE 'LEISURE TRANSFORMATION PROJECT TEAM'

The 'Leisure Transformation Project Team' would like to give information regarding some of the projects that we have been working in relation to leisure.

Organisational Structure Update

Work in relation to the filling of the remaining structure will be picking up momentum in the coming weeks. This work has been made an organisational priority and as such a dedicated project team has been established to drive this forward. The team will comprise of Eamon Keenan and Anne Shields from Human Resources, Dwyer Henderson from the Trade Union side and Wendy Kernaghan who will provide administrative support to the matching process.

At this stage your Head of Department will have finalised your departmental structure and will now be sharing that with you. These structures are also being shared with our union colleagues. Once that period of consultation is complete, we can move to filling the structures. This will be done in two ways; either through matching or assimilation.

It is anticipated that the majority of staff will assimilate into the new structure. This means your post remains in the structure and it just requires an Armagh City, Banbridge & Craigavon Borough Council Job Description. You will be consulted in relation to the preparation of this new Job Description. For some of you, matching may apply. This will occur when a new post has been created within the structure that may impact on your current/substantive post (i.e. the legacy post you held as at 1 May 2014). Matching will be carried out in line with the Matching Protocol, a copy of which is available on the intranet.

Over the coming weeks, your line manager/Head of Department will be able to clarify which process will apply to you. The order in which structures will be filled has been agreed by EMT and it will take a number of months for it all to be completed. Progress will be regularly monitored and staff will be kept updated via the intranet. Staff should regularly check the Matching page on the intranet for updates/dates of posts being matched or assimilated. If you are not in the office or do not have access to the network/ intranet, the Matching page can be accessed via the following link www.armaghbanbridgecraigavon.gov.uk/matchingprocess

If you have any questions, please contact Wendy Kernaghan:
wendy.kernaghan@armaghbanbridgecraigavon.gov.uk

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Covid 19 Regulation – Chief Executive Update

As you know, this week there has been positive news on the Covid-19 pandemic, with the lifting of Public Health Regulations. This news comes after what has been an exceptionally challenging two years both personally and professionally for everyone, as we navigated our way through an ever-changing environment filled with much uncertainty. Now at last, we have a renewed sense of optimism that 'normal' life is returning.

As we transition as an organisation, we will continue to put the health of our employees to the fore by following Public Health guidance in the workplace. For now, we will be continuing with the work arrangements currently in place as we plan for normal operational practices to return in the near future.

At present, we are mindful that Covid-19 infection rates are still high in our local community and will continue to have an impact on services as we move forward. Therefore, while we acknowledge the lifting of Covid-19 regulations in public places, we are continuing to ask everyone to remain Covid aware in the workplace by wearing a face covering, following hand hygiene practices, socially distancing where possible, and following the guidance for close contacts and self-isolation. The continuation of these measures are to ensure that we keep staff safe in the knowledge that we are doing our best to minimise risk in the workplace for colleagues, customers and the public.

Our facilities will now operate under advisory guidance measures for the public, and the phasing out of Covid-19 safety measures will take place over a planned period of time, when risk assessed and deemed appropriate to do so.

It feels like better days are coming and I want to thank you for your continued support and commitment during this time.

Roger

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IncredABLE Gym Sessions at Banbridge Leisure Centre

incredABLE is a voluntary organisation creating meaningful social, recreational, and educational opportunities for people with a learning/intellectual disability and/or autism.



Banbridge
Leisure Centre

incredABLE individuals are empowered to make choices, discover talents, realise passions, and participate in a community on their own terms.

The gym staff at Banbridge leisure centre welcome a group of **incredABLE's** beginning a 4 week gym session programme. The aim of the sessions are to educate the group on how to use the equipment safely and to complete an individual fitness programme.

#getactiveabc #incredABLEtimes #incredABLEpeople

Learn to Kayak

Suitable for all the family – half term fun.

Our qualified BCU/CANI instructors will help steer you in the right direction in our February Learn to Kayak with lessons on Craigavon Lakes.

Sunday 13th or 26th February 10 to 12 noon
£31.00



More half term fun activities details can be found on getactiveabc, please direct customers to the website for more information.

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Leisure Employability Programme

Council are running a number of employability programmes' for 16-30 year olds.

- Qualify to become a football Coach
- Qualify to become a Lifeguard
- Qualify to become a Fitness Instructor

Participants must be;

- 16-30 years old.
- Currently living in a Neighbourhood Renewal Area or volunteer for a club in an NRA
- Unemployed or employed for 15 hours a week or less or at risk of redundancy or looking to upskill or reskill.

Course includes;

- 1:1 online personal development plan
- Practical Coaching Qualification
- Bespoke Employability training workshops.

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LEISURE EMPLOYABILITY ACTIVITY PROGRAMME

Do you want to become a Football Coach?

**FREE IFA National Coaching Course,
Armagh City FC, Holm Park**
Sunday 20 & 27 February @ 9.00am - 5.00pm
Sunday 6 March @ 9.00am - 5.00pm
Thursday 24 February @ 6.00pm - 9.00pm

To register text
SOCCER
to 07436 537845

COURSE INCLUDES:

- 1-1 Online Personal Development Plan
- Practical Coaching Qualification
- 1-1 Personal Development Plan
- Bespoke Employability Training Workshops

PARTICIPANTS MUST BE:

- 16-30 years old
- Currently living in Neighbourhood Renewal Area, or volunteer for a club in a Neighbourhood Renewal Area
- either unemployed or underemployed (16 hours a week or less) or at risk of redundancy or looking upskill or reskill

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LEISURE EMPLOYABILITY ACTIVITY PROGRAMME

Do you want to become a Pool Lifeguard?

FREE NATIONAL POOL LIFEGUARD QUALIFICATION

To register text
LIFEGUARD
to 07436 537845

COURSE 1

SOUTH LAKE LEISURE CENTRE
26 - 27 February
5 - 6 March
12 - 13 March
9.00am - 5.00pm (All dates)

COURSE 2

ORCHARD LEISURE CENTRE, ARMAGH
4 - 6 March
18 - 20 March
9.00am - 5.00pm (All dates)

COURSE 3

SOUTH LAKE LEISURE CENTRE
12th - 17th April
9.00am - 5.00pm (All dates)

COURSE INCLUDES:

- National Pool Lifeguard Qualification
- 1-1 Personal Development Plan
- Bespoke Employability Training Workshops

PARTICIPANTS MUST BE:

- 16-30 years old
- Able to pass the NPLQ swim-test before course start
- Currently living in Neighbourhood Renewal Area, or volunteer for a club in a Neighbourhood Renewal Area either unemployed or underemployed (16 hours a week or less) or at risk of redundancy or looking upskill or reskill



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LEISURE EMPLOYABILITY ACTIVITY PROGRAMME

Do you want to become a Fitness Instructor?

FREE Active IQ Level Two in Fitness Instructing @ Lisburn SERC Campus

Mondays & Wednesdays @ 6.00pm - 9.00pm
Starts 21st February for 15 weeks

To register text
FITNESS
to 07436 537845

COURSE INCLUDES:

- Transport Provided if necessary
- Practical Coaching Qualification
- 1-1 Personal Development Plan
- Bespoke Employability Training Workshops

PARTICIPANTS MUST BE:

- 16-30 years old
- Currently living in Neighbourhood Renewal Area, or volunteer for a club in a Neighbourhood Renewal Area either unemployed or underemployed (16 hours a week or less) or at risk of redundancy or looking upskill or reskill



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Corporate News

Completion off £400,000 Craigavon Lakes Active Travel Improvement Scheme

Department for Infrastructure work on a £400,000 upgrade scheme to improve the popular shared path around the Craigavon Lakes has been completed. The improvements will benefit everyone, enhancing the user experience and giving more of an incentive to ‘Get Moving’ outdoors in beautiful surroundings.

The work involved resurfacing and widening the existing 5km path and associated drainage and signage, as well as ancillary line marking and signs on the route. This project is a good example of partnership working between the Department for Infrastructure and Council.



Photo Caption: Park Runners enjoying the new shared path around the Craigavon Lakes. The £400,000 Active Travel improvement scheme was completed to encourage people to ‘Get Moving’ at this popular location

Minister of State for NI Conor Burns MP Visits Armagh City

Minister of State for NI Conor Burns MP met with the Lord Mayor and senior council leaders in Armagh last week to discuss levelling up, UK City of Culture 2025 bid and the £126m Mid-South West Region Growth Deal.

The minister visited Armagh Gaol and Armagh Observatory and Planetarium, both of which are earmarked for investment through the various funding streams.



Minister of State for NI Conor Burns MP (centre) with Lord Mayor Alderman Glenn Barr, Brian Johnston (Head of Tourism, Arts & Culture), Olga Murtagh (Strategic Director: Community & Growth), Roger Wilson (Chief Executive).

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Staff Encouraged to Give Views to Improve Services

Our staff are valued customers of our organisation and your views are important to make a positive impact to the way we deliver services.

We want to hear your views on how we can improve services and deliver more efficiently and effectively in relation to six performance improvement objectives.

As well as our continued focus on improving services for people with autism, we want to take steps to help people who don't normally take part in sport and physical activities. This is in line with our commitment to tackle inequalities, strengthen resilience and improve the overall wellbeing of our community.

This year's performance improvement plan focuses on developing an understanding of Council's carbon footprint so that we can develop a climate change strategy and make more information available to the general public on how we are performing against a range of service standards.

The consultation will close on Friday 8th April. For information or advice please contact the Strategy and Performance Team.

To find out more and give your feedback click here: <https://bit.ly/3ssVuNN>

Payroll Giving Week

Did you know it's Payroll Giving Week? The annual event (which is running from Monday 7 February to Friday 13 February) sees a collaborative effort from charities, payroll giving agencies, payroll funding organisations and companies to spread the word and awareness on this charitable donation initiative.

Get the feel-good factor now and support your chosen charity with payroll giving. The tax-free scheme enables you to spend less but give more to your favourite causes! So if you would like to join over one million payroll givers that support over 200,000 UK registered charities, sign up today here.

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Interested in finding out more?

Please email; Fidelma.McQuade@armaghbanbridgecraigavon.gov.uk.

To hear more about how you can manage your charitable activities, view volunteering opportunities, events and more, register for StC Payroll Giving's Meet our Workplace Giving Hub webinar on Wednesday 23 February at 9:30am-10.00am here.

Just One Week Left to Nominate Community Champions

Nominations are now officially open for the ABC Community Awards, which recognise and reward extraordinary individuals and groups who have made a positive difference to the lives of others in the borough.

The deadline for nominations is 12 noon on Friday 18 February, and the awards ceremony will be held in Armagh City Hotel on Tuesday 22 March 2022.



Lord Mayor Alderman Glenn Barr is pictured at the launch of ABC Council's Community Awards with Diane Stinson (Community Development), Roger Wilson (Chief Executive), Seamus McCrory (Director of Transformation and Head of Department: Community Development) and Nicola Mahood from The Executive Office which is funding the awards.

Recruitment Update

Further to previous communication referring to changes in the recruitment advertising process, Human Resources are currently experiencing technical difficulties and are reverting back to advertising all internal trawls on the Intranet. This will continue until further notice.

LINE MANAGERS PLEASE PASS THIS INFORMATION TO ALLSTAFF WHO DO NOT HAVE ACCESS TO EMAIL.

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Telephone system upgrade



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With the new internet-based telephone system up and running for the majority of employees, we've put together some key info and reminders to help you with this change.

How to sign in?

For most desktop phone users, all you need to do is:

- Dial *38 followed by *
- Enter your new extension number followed by #
- Enter your new hot desk pin number (see email from micollab@armaghbanbridgecraigavon.gov.uk) followed by #

How to sign out?

For most desktop phone users, all you need to do is:

- Dial #38
- Enter #

How to set up your voicemail?

To set up and personalise your voicemail, all you need to do is:

- Dial 79300
- Enter your 'passcode' (see email from micollab@armaghbanbridgecraigavon.gov.uk)
- The system will then guide you through:
 - Updating your pin number (this will also be your hot desk pin number now)

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- Recording your voicemail greeting message
- Recording your name.



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Examples voicemail greetings

“Hello, you’ve reached the voicemail of [name]. Unfortunately, I am unable to answer your call right now. But if you leave your name and number I will get back to you as soon as possible. Thank you.”

“Hello, you’ve reached the voicemail of [name]. I am currently on annual leave until [date], if your call is urgent please contact [name] on [number], otherwise please leave your name and number and I will get back to you on my return. Thank you.”

Softphone users

Training for softphone users is still ongoing – applicable employees will be notified directly about this and will receive further guidance materials in due course. Don’t forget, softphone users who also have a desktop phone will move to softphone only over the coming months. This will be the case for all new softphone users going forward.

Remember:

- It’s important that you update your email signature (new messages, replies/forwards) and [outlook directory](#) with your new extension number.
 - In the interest of our customer care standards, please ensure your voicemail is up to date by setting a new voicemail greeting if unavailable or going on leave.
 - We will phase out old direct dials during the year, meaning your current direct dial number will be replaced with 0300 0300 900. To request a new direct dial for any publicly advertised numbers, please log a request with the ICT team and update relevant communications accordingly.
 - To request new pick up groups, please log a request with the ICT team.
 - For information and support on creating new speed dials visit <https://abc.topdesk.net/tas/public/ssp/> and search ‘speed dials’.
 - Locations currently still on the old telephone system will undergo their upgrade in the coming months.

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