



**Armagh City
Banbridge
& Craigavon**
Borough Council

Leisure Transformation Programme

Staff Engagement

Update from the 'Leisure Transformation Project Team

18th March 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 our Head of Department is developing the structure and will share the timescale for sharing this shortly. These structures will 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 anew 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 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.



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Performance Development Conversation (PDC) Pilot for SLLC

Introduction:

In 2019 an engagement exercise was conducted with employees across Council. The purpose was to gain feedback on what a future 'One Council Approach' to staff performance development review should look like. This included a number of workshops and an opportunity to complete an online survey.

Staff feedback

The main feedback suggestions, were that staff wanted:

- Development conversations with his or her line manager and receive feedback on their performance on a regular basis;
- More coaching type conversations;
- To have regular, quality conversations with line managers; and
- The new proposed approach to be piloted before implementing.

Pilot exercise in SLLC

A suggested process has been developed, based on this feedback. This is known as the Performance Development Conversation (PDC) Framework. SLLC staff are currently participating in a pilot exercise (an on line survey) to test it out and suggest any changes if needed.

All feedback will be analysed and will assist in the development of an effective PDC Framework which will be rolled out across Council.

If you are an employee of SLLC please complete the survey as your feedback is important in the process; follow this link for access the survey

<https://armaghbanbridgecraigavon.citizenspace.com/health-and-recreation/d75dc0b6>

The closing date was the 18/3/22 but has now been extended to the 20/3/22, so please complete the survey.

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Customer Feedback

We regularly asked our customer for feedback on the service we provide.

Below are some of the feedback we have received both good, bad and suggestions how customers feel we can improve our service.

Banbridge Leisure Centre

- Great staff and atmosphere
The pool is great and changing area is warm
- Clean, tidy, friendly, non-judgemental
- Cleanliness of some areas and a sprucing up of paintwork etc. Changing Village can be cold on occasions. Tiling around pool area needs an updating. Slide should be opened on a more frequent basis.
- Some lane swimming sessions during the day perhaps?
- Would be nice to know when pool will be closed off/partially closed off as impossible to get a proper swim in.
Limited shower facilities
- Good equipment, staff

Dromore

- Some afternoon classes would be helpful. I'm having to travel to South Lakes from Dromore for these at the moment.
- Very helpful and friendly staff; premises very clean; centre has everything I would want to use e.g. gym, classes.
- Good equipment, opening times, value for money and cleanliness.

Orchard Leisure Centre

- Friendly service and many great options. Special mentions to the guys in the gym.
- Flexible times are great staff are always helpful.



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Rathfriland

- Not cancel classes last minute.

Richill

- Helpful friendly staff.
Clean.
- Friendly staff.
Good location.
Good facility.
Good range of equipment.

SLLC

- I would like the instructor name beside the classes so I know who is scheduled to take them. Also I like to attend the Tuesday and Thursday morning 7am spin classes and the Thursday was changed to virtual which I do not like.
- Find the staff in the Gym area very friendly and helpful. One problem appears in the toilet. The toilet roll holders are not fit for purpose. Always stuck.
- The classes are brilliant but really difficult to book at times.
- Love the app booking.
- Range of activities & facilities on offer & helpful I& friendly staff especially spinning instructors.
- More access to classes. It is almost impossible to book many of the classes even 8 days before and at 06:00 when the booking opens.
- Variety of services. Facilities are excellent. Value for money.
- The choice of classes, something for everyone. Plenty of changing facilities. Friendly and helpful staff. Swimming pools suit all abilities.
- I would like to go to some classes that only exist at certain times... so work friendly classes at least once a week. Swimming pool not always accessible.
- The gym would be almost perfect if it had a hack squat machine.

Tandragee

- Nice quiet gym and good equipment.
- Staff friendly and helpful.
- Plenty for kids to do- bouncy castle, ball and nets, bikes, slides etc.
Good value for money.

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WHAT IS TAKING PLACE ACROSS INDOOR LEISURE

Spring campaign

With the longer, brighter days ahead, prepare for a great fun-filled springtime for all the family with [#getactiveabc](https://getactiveabc.com). Highlight upcoming spring events include:

- 🐰 Easter Egg Hunts & Family Fun Days
- 🌻 Multi-Sports Easter Camps
- 🐟 Easter Fishing Camp & Easter Gymnastics Coaching
- 🌸 Easter Opening of South Lake Watersports, Craigavon
- 🌻 Oxford Island Play Park Opening
- 🌷 Mother's Day Competition

For more information and booking 🖱️ getactiveabc.com/spring



Rerouting of Gilford's Climbing Wall

[#didiyouknow](https://getactiveabc.com) Gilford's climbing wall 🧗 is included in getactiveabc memberships



Reach new heights with a Single, Family, Tier 2, Corporate or Health & Well-being membership

🖱️ getactiveabc.com/join

Here the guys are rerouting the climbing wall, the new routes will be ready to go on Saturday 12 March 🧗🧗

Explore the wall at Gilford Community Centre 🖱️

<https://getactiveabc.com/activities/climbing/...>

[#getactiveabc](https://getactiveabc.com) [#getmovingabc](https://getmovingabc.com)



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Reopening of Gulliver's Soft Play area

[#getreadytoplay](#) **Gulliver's soft play area is reopening** 🎈🎉🎊🎋🎌🎍

Gulliver's soft play area at the Orchard Leisure Centre, Armagh will be reopening on **Tuesday 15 March** at 9.00am 🕒

Book online by downloading the getactiveabc App, click on 'Buy activity tickets', choose 'Soft Play' as activity, 'Orchard LC' as club and the location is 'Softplay'

Birthday party bookings are available 🥳 | Food must be arranged through **Cafe Olympus** 🍷🍰

Opening times | costs 📄 <https://getactiveabc.com/activities/softplay-creche/...>

[#getactiveabc](#)



South Lake Leisure Centre hosts the Table Tennis Ulster Junior & Senior Closed events

An amazing weekend for [Craigavon Table Tennis](#), hosting the [Table Tennis Ulster](#) Junior and Senior Closed events at [South Lake Leisure Centre & Watersports](#). Huge congratulations to the club, winning three out of the five Ulster titles with Aedan McGivern winning U15's, Tom Colvin winning U19's & Joe Sheard winning the Men's title!

Wonderful to welcome Ulster clubs and supporters to the new venue and to watch the talent on display from U13's through to the Master's matches!



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Virtual Cycling at Banbirdge Leisure Centre

Monday, Wednesday and Friday's. 12:15pm-13:00pm.

Forward-motion video delivers ICG®'s pioneering simulation, interaction and telepresence teaching methods that improves the user's ability to achieve their fitness goals. The synergy of imagery and music lifts indoor cycling to new heights. See it and ride it.



COME AND JOIN OUR TEAM 🚲🏊🏍️

We are currently recruiting for a number of posts in our diamanic Health and Recreation Team; to find out more follow the link below:

<https://armaghibanbridgecraigavon.getgotjobs.co.uk/home>

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Corporate News



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Lord Mayor Announces Ukraine Humanitarian Support

Councillors at the statutory Council meeting held on Monday 28 February took a unanimous decision to respond to this escalating crisis in Ukraine, agreeing to provide life-saving support for the Ukrainian people who are facing unimaginable suffering. The Lord Mayor and Council officers quickly responded and have now launched a humanitarian support initiative.

Lord Mayor of Armagh City, Banbridge and Craigavon, Alderman Glenn Barr said:

"I have been horrified by the scenes from the Russian invasion of Ukraine. We have Ukrainian's living in our borough and our prayers go to them and their families in their homeland who are caught up in this awful situation. It is truly heart-breaking to see the fear and panic on the faces of children and all those affected by this hideous attack.

"Local communities, volunteers and businesses across the borough have already mobilised a response to gather items most needed by those fleeing their homes. I want to commend everyone for their support to the Ukrainian people in their hour of need.

"As a Council we are assisting the local community and voluntary response with a central-location-hub which will enable essential items to be transported quickly and directly to those in need. Community and Voluntary groups, businesses and individuals can drop-off goods to this central-hub for transportation."

The central-hub is located at Turkington Windows& Conservatories, James Park, Mahon Road, Portadown BT62 3EH. Location directions available here: goo.gl/maps/HQEfWsgZkbhuZih2A

Opening days and times:

- Saturday 5th March, 10am-12pm
- Monday 7th March, 10am-12pm
- Wednesday 9th March, 10am-12pm
- Saturday 12th March, 10am-12pm
- Monday 14th March, 10am-12pm
- Wednesday 16th March, 10am-12pm

For more info visit: [w bit.ly/3vA8Hal](https://www.bit.ly/3vA8Hal) armaghbanbridgecraigavon.gov.uk



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ABC25 Visits Westminster and Stormont as the Race to Win City of Culture Draws Closer



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This week two key events were held to raise the profile of the ABC25 Bid to win City of Culture across the UK. The events held at Westminster on Wednesday 2 March and Stormont on Thursday 3 March, showcased the very best that the Armagh City, Banbridge and Craigavon borough has to offer as the shortlist announcement draws closer.

At the events guests heard how being named UK City of Culture 2025 would propel Armagh City, Banbridge and Craigavon onto the world stage, unleash its huge creative potential and provide the foundations for an inclusive, diverse and culturally rich society for future generations. Those in attendance were also able to learn more about how the boroughs unique mix of a historical city,



Cllr Declan McAlinden, Chair Economic Development and Regeneration Committee, and Roger Wilson, Chief Executive championing ABC25 at Westminster

classic market town and 1960s New Town, would provide a rich programme of events for the year 2025, making a compelling case for a winning bid.

The substantial investment that would follow the accolade if successful, would help level up public investment in cultural regeneration across the borough, which is currently far behind comparative regions in both the UK and Republic of Ireland.

This investment would aid the development of new creative, economic and digital infrastructure projects, and engage and excite more people to visit and experience all that the borough has to offer.

The shortlist for the title will be announced the week commencing 21 March, when the eight remaining cities will be whittled down to three. Everyone is encouraged to show your support and back the bid to win by liking and sharing ABC25 on social media @abccultureNI.

For further information visit: w bit.ly/3hAEn7R

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Amberlea Neely, Bid Manager, Lord Mayor Alderman Glenn Barr, and Roger Wilson, Chief Executive at Stormont



Borough's Senior Sporting Stars Shine at Awards

The Belmont House Hotel, Banbridge, rolled out the red carpet last night, Thursday 3 March, to welcome 150 guests to the Senior Sports Awards 2022 sponsored by Ulster Carpets. The evening celebrated two years of sporting glory at a local level and paid tribute to the sports stars of the Borough.

The prestigious event, which was compered by Denise Watson from U105 Radio, featured a total of 39 nominations shortlisted across eight categories. The wealth of talent being honoured demonstrated that the Borough has a vast, rich and diverse pool of people who merit recognition for their outstanding sporting achievements and performances throughout the past year.



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Organised in partnership with the Armagh, Banbridge and Craigavon Sports Forum, the evening brought together athletes, teams, coaches, clubs and volunteers, recognising and rewarding their achievements and celebrating commitment and excellence in participation and performance over a disruptive two years in the sporting calendar.

Special guest for the evening were the Borough's Tokyo 2021 Olympians – Mark Downey, Russell White and Daniel Wiffen, with Philip Doyle unable to attend due to training commitments in Italy. The three athletes talked about the honour in representing Team Ireland and paid thanks to the Council for their support.

For a full list of the winners and further information visit: w <https://bit.ly/3IKptl2>

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ABC Business Awards 2022

Well done to the team who pulled out all the stops to make lastweek's ABC Business Awards 2022 a huge success.

Held at the Seagoe Hotel, Portadown last Thursday in partnership with our associate sponsor Power NI, this was our first in-person awards in three years and the first major awards event to recognise business achievements in 2022.

Attracting 285 business, industry and council representatives, the awards night saw over 50 local businesses vie for the top spot of 14 hotly-contested categories, designed to recognise business success, growth and innovation across a range of sectors.



Pictured celebrating their success at the ABC Business Awards are the winners in each category along with the Lord Mayor Alderman Glenn Barr, Chief Executive Roger Wilson and awards host Sarah Travers.



Lord Mayor Alderman Glenn Barr is pictured with awards host Sarah Travers, Chief Executive Roger Wilson and Amy Bennington from Power NI.

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Feedback from all who attended was very positive. Winner of the Excellence in Customer Service Award, Anthony from Maxx Life Gym, said: **“Thank you so much for an amazing event. We’re thrilled to have won our category, and our whole team had such a great evening at the awards.”**



The Excellence in Customer Service Award is presented to Anthony McElmeel from Maxx Life Gym, Armagh by Emily Fair from Power NI.

It’s a real credit to ABC Council for putting on such a fantastic event, and bringing so many local businesses into the spotlight.”

This underlines how important these awards are in acknowledging the success of our businesses and giving them the recognition they deserve.

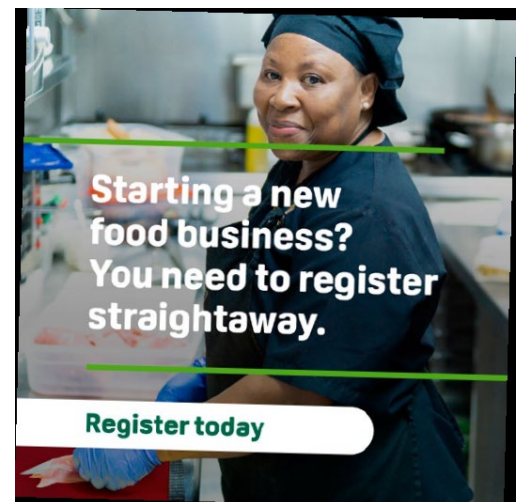
View the highlights and find out who winners were in each category at [w bit.ly/343qiwt](https://bit.ly/343qiwt)

Register a Food Business

This week, we supported the launch of the Food Standards Agency’s ‘Register a Food Business’ campaign which calls on all new food businesses to register 28 days before opening.

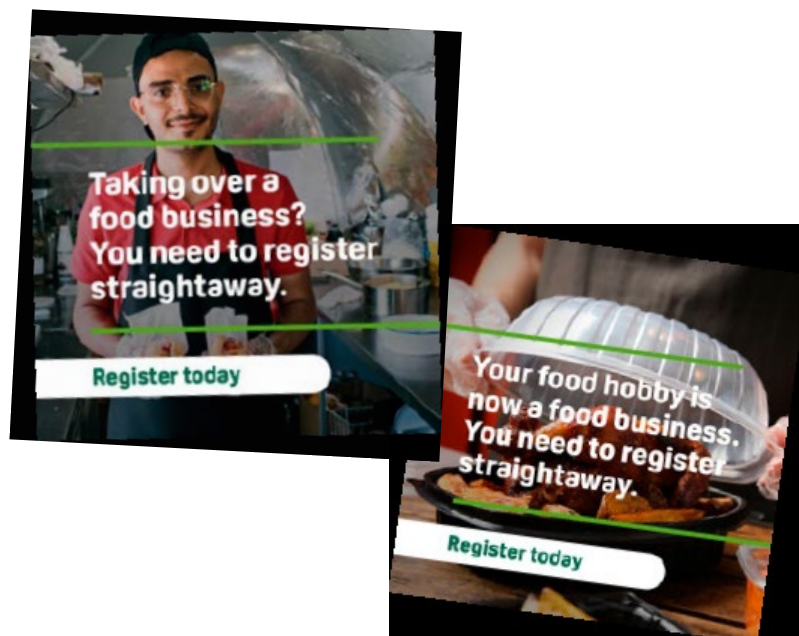
The pandemic has seen a huge increase in food businesses based in people’s homes but many are failing to register with our Environmental Health Department. Help us get the word out by advising anyone you know who is selling online, via social media sites, trading’s from a physical customer-facing premises or simply selling food from a home kitchen that they must get registered as soon as possible as it’s a legal requirement.

Starting a food business? Taking over a food business?
Your food hobby is now a business? You need to register.



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Registration is free. More information



The Market Place Theatre Recognised for Excellence in Customer Service

The Market Place Theatre in Armagh has had a run of success recently, having secured not one, but two Customer Service awards.

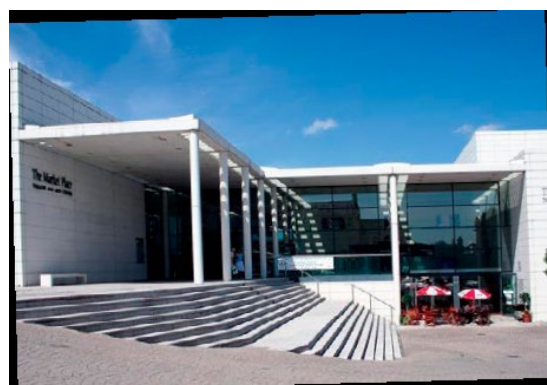
Following an annual review the Theatre has retained the coveted Customer Service Excellence accreditation for 2021/2022.

The CSE standard provides a practical tool for driving customer focused change within businesses. It shows that the services provided are efficient, effective, excellent, equitable and empowering – with the customer always at the heart of service provision.

The standard tests in great depth, those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.



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The assessment highlighted an improvement in performance from last year, with the team increasing the 'Compliance Plus' status across a number of the criteria, evidencing areas in which the theatre would be viewed as exceptional or as exemplar to others.

The Market Place is also proud to have been awarded the Autism NI Impact Award, creating a more Autism friendly environment for customers. As part of the award process, staff have worked alongside Autism NI to gain knowledge in the fundamentals of Autism, and as a result three staff members been appointed as Autism champions.

In addition, adjustments have been made, including the introduction of additional relaxed performances, provision of a designated quiet area, production of a visual story to be made available on the website and at the Box Office, familiarisation tours of the building,



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