

**Leisure Transformation Programme Staff Engagement**

**Update from the 'Leisure Transformation Project Team**

**13<sup>th</sup> May 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 be 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](http://www.armaghbanbridgecraigavon.gov.uk/matchingprocess)**

If you have any questions, please contact Wendy Kernaghan:  
**[wendy.kernaghan@armaghbanbridgecraigavon.gov.uk](mailto:wendy.kernaghan@armaghbanbridgecraigavon.gov.uk)**

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## **NEW APPOINTMENT**

As you are aware Sharon O’Gorman, Strategic Director Neighbourhood Services, is due to commence a one-year career break from 1 July 2022. Given the importance of this role, Council has undertaken an internal recruitment process to ensure continuity of service within the Directorate, and I am pleased to update you that following a competitive process Jonathan Hayes has been appointed.

Jonathan will shadow Sharon from 1 June 2022, until he officially takes up the role on Friday 1 July 2022. I am sure you will join with me in wishing Jonathan well in his new role.

## **COVID-19 TESTING UPDATE**

There are three key things to remember when it comes to testing for Covid-19. These are:

1. If you have symptoms, take a lateral flow test.  
Lateral flow tests are available from pharmacies and online as normal.
2. If you have a positive lateral flow test, isolate for 10 days or test to release from isolation from day 6.  
Managers will require evidence of your positive test.
3. If you are a household contact of a positive case, only take a lateral flow test if you develop symptoms. There is no need to isolate if you are symptom free and/or have a negative lateral flow test result, irrespective of your vaccination status.



For all the latest Covid-19 information and advice click: [w  
nidirect.gov.uk/campaigns/coronavirus-covid-19](https://nidirect.gov.uk/campaigns/coronavirus-covid-19)

## **IMPROVING ACCESS AND DELIVERING GREAT CUSTOMER SERVICE**

In the 29<sup>th</sup> April addition the issue of improving access and delivering great customer service was highlighted for staff.

Two very important initiatives were highlighted for our staff in order to help them deliver excellent services to all customer; these included;

### **JAM**

Over 3 years ago the JAM Card was launched– and for those who are maybe not familiar with the initiative, JAM stands for ‘Just A Minute’.

The JAM Card is a social innovation from the NOW Group – an organisation that supports people with learning difficulties and autism into employment. Service users of this group said they would like a discreet way of telling people that sometimes they need a little extra time and patience.

The Jam Card was then created as a credit card sized card and has also been developed into an app for smartphones. Awareness Training was provided to front line staff across a range of Council sites and e-learning was also offered. This training provided them with the knowledge they need to ensure they are equipped to provide excellent customer service to people with learning difficulties and communication barriers.

You can find out more about the JAM Card at [www.jamcard.org](http://www.jamcard.org) and NOW Group at [www.nowgroup.org](http://www.nowgroup.org)

### **AccessAble**

AccessAble is the new name for DisabledGo works in partnership with the Council to provide an Access Guide. 176 detailed access guides, 11 summary access guides and 3 route guides have been completed

A range of venues are included in the guide such as leisure centres, shops, hotels, restaurants, council buildings, community centres and many more. These were created and updated through a surveyor assessment. The venues assessed join over 125,000 venues already covered on [www.accessable.co.uk](http://www.accessable.co.uk) from all over the UK and Ireland, so you can use this website to access venues

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when you are travelling. Make sure you let your customers know we have this service. Links are located on a number of websites such as [armaghbanbridgecraigavon.gov.uk](http://armaghbanbridgecraigavon.gov.uk), [visitarmagh.com](http://visitarmagh.com), and [getactiveabc.com](http://getactiveabc.com)

You can also download the free AccessAble App from the Apple and Google Stores. If you wish to find out more about either of these initiatives please contact Mary Hanna e: [mary.hanna@armaghbanbridgecraigavon.gov.uk](mailto:mary.hanna@armaghbanbridgecraigavon.gov.uk)

## **AUTISM FRIENDLY BOROUGH**

### **Autism awareness**

Councillors have agreed that we should strive to become an 'Autism Friendly Borough' and that this would become one of Council performance objectives. An autism working group made up of Officer representing a range of departments has been formed to consider and look at this issue.

From this work a section has been created on the Council website, please go to this page to view information: <https://www.armaghbanbridgecraigavon.gov.uk/inclusive-information>, here customer will find information on:

- **Venues and facilities** - We are working in partnership with AccessAble to provide accessibility information about our council facilities and a range of venues across the borough.

These detailed guides provide factual information and photographs to assist those with a disability to know in real terms how accessible a place or venue is prior to their visit.

- **Pre Visit Guides** - A number of pre visit guides have been developed with short descriptions to assist people visiting our venues. These have been designed for people with autism in mind but are helpful for anyone unfamiliar with the environment.
- Changing places information across the Borough.

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- **Jam card information.**
- **Pool pods.**
- **Radar Keys** - We are a member national disability network Radar (The Royal Association for Disability and Rehabilitation). This means, that if you are disabled and living within the Armagh City, Banbridge and Craigavon Borough, you can get a Radar key to use in any of our Public Toilets. These keys also provide access to any public toilet in the UK that has been locked to protect it from vandalism or misuse.
- **Play Parks** – accessible information on Play Parks across the Borough.
- **Activities** –
  - Get out get active
  - Inclusive cycling
  - All out trekking in Gosford
  - Inclusive events guide
  - Golf and Ski
  - Glamping at Gosford

It is vitally important that staff understand Autism given the large numbers of customers that we deal with on a daily basis. To help staff with this we are asking that all staff please undertake the autism awareness training that is available on the E- Learning ABC platform.

This training provides key facts on autism, including the impact that it can have on individuals as well as key characteristics of the condition and how you can interact with people with autism.

Access this training at a time and place that suits you on the E-Learn ABC platform on the intranet page

If you are new to the system? Check out our user guide on the intranet page.

If you cannot access the intranet page please speak to your line manager.

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## **GET MOVING ABC**

**Get Moving ABC** is a Borough wide targeted initiative, with a collective effort by a range of local organisations and groups to motivate and support as many people as possible to work towards and achieve the recommended physical activity levels

Council's and the Departments vision is to '**Get Everyone Moving**' and we will achieve this through our mission of Working Together to Enable Everyone to Get Moving More.

Our Guiding Principles will be to:

- Make choosing to be active an easier choice
- Gather robust evidence and evaluate best practice
- Co-production with partners and communities
- Champion under-represented sections of the population
- Celebrate success

The Get Moving ABC Partnership's target is to get more of our population moving and become the most physically active Borough in Northern Ireland. The focus will be on increasing sport and physical activity within homes, communities, workplaces and schools, with a view to motivating and encouraging as many people as possible to meet and exceed the recommended levels of physical activity in line with government guidance as well as develop more positive attitudes towards being active.

Council has produced the 'Get Moving ABC' framework which complements recent advice about appropriate age-related levels of physical activity from the Chief Medical Officers and the British Medical Association.

Being Active is one of the 'Take 5' public health messages aimed at improving wellbeing in the population. Most of us know that being active on a regular basis will improve our physical and mental health, and we recognise that good health is important to how we feel about ourselves, how we deal with challenges and how we approach life in general. Being active also reduces our risk of illness and makes it easier to deal with existing health conditions. However, even though we know the benefits, most of us simply don't move enough.

We would ask that all staff take time to read the 'Get moving Framework to help ensure that we will deliver on becoming the most physically active Borough in Northern Ireland.

[View Get Moving Framework Here >>](#)

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## **WHAT IS TAKING PLACE ACROSS HEALTH AND RECREATION**

### **Get the Trainers on this May for National Walking Month**

**May is National Walking Month and we want to encourage the public to walk more, whether it's through active travel, short walks or walking more in the office, strut your socially distanced stuff and get out there.**

Walking is one of the easiest ways to stay active, plus it's free!

It is an easy and accessible way to improve physical and mental health and a 20-minute walk can reduce the risk of a number of preventable health conditions, including certain cancers, depression, heart disease and Type 2 diabetes.



By swapping a short drive for a short walk, you can also help reduce air pollution, congestion and road danger – whilst saving yourself some money and getting active in the process! Walking together also keeps us connected and can help reduce feelings of loneliness and isolation. Next time you head out, why not invite a neighbour or a friend? It often helps to walk in someone else's shoes and a quick walk and chat might make someone's day.

The great outdoors is one of our borough's best assets! With a variety of landscapes and scenery to choose from, it is a place full of walking trails. With over 30 walking routes in the Borough why not try one of these every day in May. For more information on the Borough's Walking routes, please visit; [\*\*getactiveabc.com/activities/walking/\*\*](https://getactiveabc.com/activities/walking/)

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## LOUGHGALL COUNTRY PARK

Saturday past Loughgall was a hive of activity with the Charity Motoring Showcase organised by the Lions Club !

This combined with amazing walks past the Hermitage created a perfect day out for all those who attended this brilliant event.

## GOSFORD ALL OUT TREKING

All out trekking is back for the summer months in Gosford.

Available from the 2<sup>nd</sup> July to 29<sup>th</sup> September

11am – 12.30 and 1.30-3pm

**TERRAINHOPPERS** – gentle paced jaunt around the walking trail, arboretum and deer trail.

**QUADRIX** – tighten your harness and experience the thrill of a fast paced adrenaline ride on the MTB trails.

These battery powered all terrain buggies are suitable for both disabled and non disabled riders, enabling inclusive participation in a beautiful parkland setting. All sessions are guided by trained staff and bespoke package can be organised for larger groups.

To book [allabouttrekking@dsni.co.uk](mailto:allabouttrekking@dsni.co.uk)

Tele:07968452406

If you are unaware that these inclusive buggies are available; watch videos of Gosford All Out

Trekking 👉 <http://getactiveabc.com/facility/gosford-forest-park/...>

**All Out Trekking**

ALL OUT TREKKING at Gosford Forest Park, is an inclusive outdoor recreation programme using battery powered all terrain buggies, open to disabled & non-disabled people enabling inclusive participation in a beautiful parkland setting.

**RE-OPENING 2<sup>ND</sup> JULY 2022**  
Every Thursday & Saturday (July-September)  
11am - 12.30pm & 1.30pm - 3pm sessions.

**Standard 1.5hr session, choice of:**

<b>TERRAINHOPPERS</b> Up to 4 people: Enjoy a gentle paced jaunt around walking trails, arboretum and deer trail.	<b>QUADRIX</b> Up to 4 people: Tighten your harness & experience the thrill of a fast paced adrenaline ride on the MTB trails.
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**Cost:** £20 pp for standard 1.5hr session which includes safety briefing and skills practice. (£70 for 4 people)  
**ALL SESSIONS ARE GUIDED BY TRAINED STAFF.**

Options available for larger groups, e.g. group of 16 people, 4hr programme with lunch option.

**To book: Email: [allouttrekking@dsni.co.uk](mailto:allouttrekking@dsni.co.uk)  
T: 079 6845 2406**

**Terrainhoppers** **Quadrix**

Logos: ALL OUT TREKKING, Disability Sport NI, Armagh City Banbridge & Craigavon Borough Council, Communities That Share, sport NI, Active Living, PROGRESSIVE

\*Min Age: 12yrs, Min height: 5ft, Max weight: Quadrix 110kg, Terrainhoppers 160kg

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## **THE LAKE IS CALLING – LEARN TO WATER SKI**

Suitable for anyone 8 years and over, make waves on the beautiful Craigavon Lakes this Sunday and let our qualified instructors show you the ropes at our 'learn to water-ski' lesson.



 Sunday 15th May 2022

 10.00am-12.00 noon

 £25.00pp



If water-skiing isn't your thing there are plenty more water sports to choose from. Why not hire a paddleboard, kayak or canoe or take on the aqua park and banana boat?

Don't miss out on an unforgettable weekend, there is something for everyone  For more information and to book your place  [getactiveabc.com/watersports](https://getactiveabc.com/watersports)

#getactiveabc #getoutdoorsabc

## **SOUTH LAKE LEISURE CENTRE**

15<sup>TH</sup> May – Seahorse Model Boat Club, sail day

22<sup>nd</sup> May – Swim Ulster Gala – SLLC

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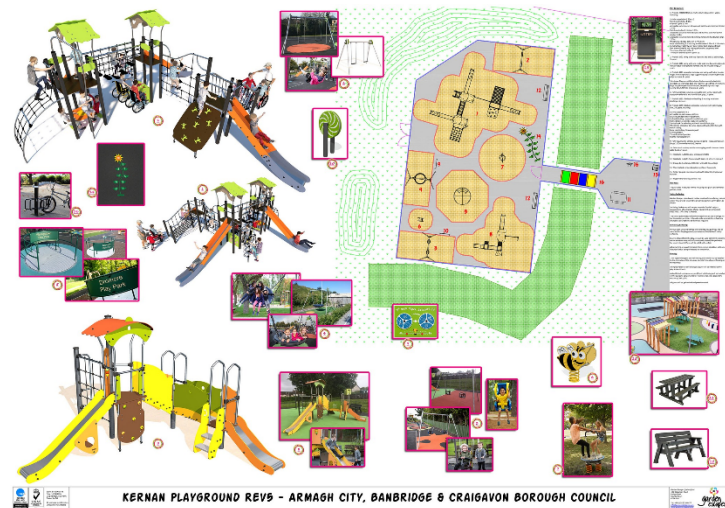
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## **EXCITING TIMES FOR KERNAN**

Work on the fantastic new play park at Kernan Playing Fields will commence on 09 May 2022 with completion expected at the end of July. 🦋

The new play park will champion play by providing play opportunities for all children and their families - an amazing new addition to the area! 😊

For more information about play in our community and to view our new 'Let's Play' video 👉 [getactiveabc.com/play](https://getactiveabc.com/play)



## **GOLF SKI CENTRE**

May and June Saturday snowtubing.

Slinging in to May in the best way possible – individual tubing slots for Saturday in May and June.

To book go to [getactiveabc.com/activities/snowtubing](https://getactiveabc.com/activities/snowtubing)



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## **MODEL BOAT MAY SAIL DAY**

We are delighted to be welcoming **Seahorse Model Boat Club** to South Lake Watersports, Craigavon for a model boat showcase 🚢

📅 Sunday 15th May 2022

🕒 10.00am to 4.00pm

Definitely a sport for spectators. [#getmesmerised](#) as incredible model boats invade South Lake, this free event promises to be a sight not to be missed! Click on the link below for more information.

<https://getactiveabc.com/.../seahorse-model-boat-may.../>



## **CRAIGAVON LAKE RUN**

This annual event will take place on the 1<sup>st</sup> June at 6.45pm ... so get your running shoes on!

### **Registration fees are:**

- 1K family fun run £3.50pp
- 5K £10 pp
- 10K Wheelchair £15pp



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### **GULLIVER'S SOFT PLAY – AUTISM FRIENDLY SESSION'S**

Gulliver's Soft Play can be busy and noisy, and we understand that this is not suitable for everyone. This month a number of sessions designed specifically for children with autism where organised at Gulliver's. This allow the children to enjoy a 'quiet' hour with numbers restricted, no noise or flashing lights.




### **DISABILITY SWIM SESSIONS AT ORCHARD LEISURE CENTRE**


Disability swimming sessions are now being available at Orchard Leisure Centre.

These will take place on Saturdays and Sunday each week for 1 hour.

 Saturday

 3.00pm - 4.00pm

 Sunday

 3.30pm - 4.30pm



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### **SENIOR CIRCLE SESSIONS**

This is a fantastic way for over 50's to stay active with various sessions being organised across the Borough:

SLLC session is every Wednesday 10.15 – 12.

There is also a Nifty fifties class at Richill Recreation Centre every Tuesday 9 -10.30am.



### **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://armaghbanbridgecraigavon.getgotjobs.co.uk/home>

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## **CORPORATE NEWS**

### **The Mighty Hike for Macmillan Cancer Support**

Kathryn, Laura and Lisa from the Finance team are taking part in the Giant's Causeway Mighty Hike along the North Coast on Sunday 26 June to raise funds for Macmillan Cancer Support, in memory of their work colleague and dear friend Joanne McGinn and for all those that continue to battle with Cancer. Joanne sadly passed away at the end of last year after a very short illness. The challenge involves a half marathon hike along the North Coast starting at Ballycastle and finishing in Bushmills.



As many of you will know, Joanne was a very kind and caring person, always seeing the positives in everything, always listening and willing to offer advice and support. She was also a very calming influence, which was an invaluable attribute as she worked in one of the Council's busiest and highest performing teams. It was a privilege to work alongside Joanne and she is missed dearly.

If you would like to donate to Macmillan Cancer Support please go to: [w bit.ly/3ONp3nG](https://bit.ly/3ONp3nG)

### **Online Training Courses and Awareness Sessions**

#### **Care in the Sun awareness**

**Tuesday 03 May 2022 | 2.30pm-3.30pm | Microsoft Teams**

Covers causes of skin cancer and need for awareness as well as risks and benefits associated with UV exposure and how to prevent UV damage.



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### **Interviewee skills training**

**Thursday 12 and Tuesday 24 May | 9.30am-4.30pm**

Covers tips and techniques to plan, prepare and practice effectively for successful job interviews as well as interactive discussions and practical exercises to improve confidence and significantly enhance job interview skills.

### **Scam awareness**

**Thursday 26 May | 10am-11am**

Covers information on types of scams that are prevalent in our community as well as ways to help protect yourself and what to do if you get scammed.

If you would like to attend one of these sessions, please get permission from your Line Manager and book your place via booking bug here: [w \*\*abcb.council.bookingbug.com/home/46970-Training-Courses\*\*](https://www.abcb.council.bookingbug.com/home/46970-Training-Courses)

### **Covid-19 Testing Update**

There are three key things to remember when it comes to testing for Covid-19. These are:

4. If you have symptoms, take a lateral flow test.  
Lateral flow tests are available from pharmacies and online as normal.
5. If you have a positive lateral flow test, isolate for 10 days or test to release from isolation from day 6.  
Managers will require evidence of your positive test.
6. If you are a household contact of a positive case, only take a lateral flow test if you develop symptoms. There is no need to isolate if you are symptom free and/or have a negative lateral flow test result, irrespective of your vaccination status.



For all the latest Covid-19 information and advice click: [w \*\*nidirect.gov.uk/campaigns/coronavirus-covid-19\*\*](https://www.nidirect.gov.uk/campaigns/coronavirus-covid-19)

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## **Webinars**

### **An Introduction to Payroll Giving**

**Tuesday 10 May | 9.30am-9.45am**

Hear more about payroll giving and how it can maximise the benefits for your company and colleagues.

Register here: w [bit.ly/3vdeeU7](https://bit.ly/3vdeeU7)

### **Workplace Giving Hub**

**Thursday 19 May | 12pm**

Covering everything from payroll giving to volunteering and everything in between, this session will help you manage all your charitable activities within this handy app.

Register here: w [bit.ly/38rN17j](https://bit.ly/38rN17j)

## **E-Learn ABC Sessions**

### **Introduction to meditation**

Provides various techniques and skills to increase your experience when meditating.

### **Stress awareness**

Explains why stress occurs and how it can manifest itself physically and psychologically, and offers practical hints and tips on how to cope with the ever-increasing demands of the modern workplace.

### **Healthy lifestyles**

Looks at the benefits of physical activity and a healthy balanced diet as well as examining ways of maintaining a healthy weight.

### **Nutrition awareness**

Looks at why we eat, the function of food, and explain the 'eat well plate' and its use.

### **Love food hate waste**

Explores key behavioural changes we can make to help reduce the amount of food we waste.

### **Autism awareness**

Provides key facts on autism, including the impact that it can have on individuals as well as key characteristics of the condition and how you can interact with people with autism.

Access these sessions – and more – at a time and place that suits you on our E-Learn ABC platform here: w [lgtg.learningpool.com/](https://lgtg.learningpool.com/).

New to the system? Check out our user guide here:

w [abc-svr-intra.abc.local/wp-content/](https://abc-svr-intra.abc.local/wp-content/)



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### **New Statistical Data Analysis Officer Appointed**

**Jessica Bennett has been appointed as the Statistical Data Analysis Officer for Council.**

**Jessica comes to Council with a lot of experience having previously worked in the Economic Research Institute of Northern Ireland and East Border Region Ltd. She is currently based in the Community Planning Department in Banbridge Civic Centre.**

As Statistical Data Analysis Officer, Jessica's role is to support all areas of the Council through the collation and implementation of statistical data analysis. Jessica will work across all Departments to understand data needs and promote data sharing across council; assist council services in the development of evidence based decision making; undertake research as required; and assist in the development of action plans, strategies and funding bids through the provision and analysis of statistical information.



Since joining the Council in March 2022, Jessica has been busy updating the statistics section of the website. All sections are now updated with the most recent data available. If you have any data queries or require any further information, please contact Jessica at: e **[Jessica.bennett@armaghbanbridgecraigavon.gov.uk](mailto:Jessica.bennett@armaghbanbridgecraigavon.gov.uk)**

### **DAERA Rural Business Development Grant Scheme Launched**

Council is delighted to announce the launch of the DAERA Rural Business Development Grant Scheme for local rural micro-businesses.

Offering capital grants of up to £4,999 to eligible rural businesses, the scheme aims to help support their sustainability, development and recovery.

Applications for this year's scheme will open Wednesday 4 May 2022 and close at 12 noon on Tuesday 31 May 2022. Eligible rural businesses must attend a pre-funding workshop. Read more on this story and upcoming workshops here: w **[bit.ly/3vczycj](https://bit.ly/3vczycj)** **[armaghbanbridgecraigavon.gov](https://armaghbanbridgecraigavon.gov)**.



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