

Report on	Update on the reopening of Dungannon Leisure Centre
Date of Meeting	12 th March 2020
Reporting Officer	Anne-Marie Campbell, Director of Leisure and Outdoor Recreation
Contact Officer	Ann McRoberts, Area Manager Dungannon.

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report									
1.1	To update members on the various aspects raised at the last Development Committee regarding the reopening of Dungannon Leisure Centre.									
	Background									
2.1	<p>Dungannon Leisure Centre reopened on the 31st January after significant refurbishment works were completed to the facility. From the 1st February to 9th February, the centre experienced a significant level of usage as indicated below in the till transactions:</p> <table><tr><td>Till Transactions</td><td>1st Feb to Sunday 9th Feb 2020</td><td>10th to 16th Feb 2020</td></tr><tr><td>Total Transactions</td><td>3908</td><td>3057</td></tr><tr><td>The largest transactions being Tickets with include swims and health suite entry</td><td>2557</td><td>2096</td></tr></table>	Till Transactions	1st Feb to Sunday 9th Feb 2020	10th to 16th Feb 2020	Total Transactions	3908	3057	The largest transactions being Tickets with include swims and health suite entry	2557	2096
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2.2	The reopening of the leisure centre resulted in many positive comments and reactions as illustrated below.									
2.3	“Well done guys well worth the wait, facilities and centre look fantastic.” DW									
2.4	“great revamp 2 kids & toddler had a ball.thanks for the free wee day. thank u.defo b bk ❤️❤️❤️❤️” HG									
2.5	“Very impressed. Something for everyone.” (On new class timetable), PC									
2.6	“Went today, great refurb of the entrance and pool area.” AC									

2.7	<p>"I've been in the leisure centre twice this weekend and have been extremely impressed!! A lot of work has been put in to improve it's appearance and amenities, and those who complain have clearly never used a leisure centre (for the right reasons!!). There will always be haters who thrive on negativity, so please stay where you are!!"</p> <p>JW</p>
3.0	Main Report
3.1	<p>With the opening of any facility, there were a few teething problems that the centre and staff team experienced as detailed below:</p> <ul style="list-style-type: none"> <p>Access to the pool for customers with a disability – The centre has a pool hoist, but initially it was not able to be put up due to the retiling. This has been rectified for the main pool, and work is ongoing for the small pool. Unfortunately, the pool in Dungannon is not suitable for a 'POD' system, similar to what was installed in Cookstown, due to the high deck level. The manufacturer is currently developing a proposal for these types of pool. Customers have indicated they do not like using the DLC hoist as they wish to be as independent as possible when using the facility. The steps into the pool are steep to climb. There are angled steps available for the small pool which cannot be used in the main pool, due to pool design. Again we are currently looking at options for temporary steps which can be fitted in the main pool on request.</p> <p>Answering of phones - The Leisure Centre has two phone lines. If a call is not picked up at reception it will forward to an office phone extension. If all three phones are in use the customer will continue to get a ringing tone until the call is dropped. Unfortunately, this leaves the customer with the impression that phones calls are not being answered as they do not get an engaged tone. Statistical data indicates there were 1,200 calls between 31/01/2020 to 16/02/2020 with 408 calls missed. The majority of the missed calls occurred between 31st January 2020 and 5th February 2020 - the date of reopening coinciding with a high number of customers making enquires at reception and public swimming lessons being on sale. The majority of enquiries related to opening times, swimming lessons and fitness suite membership usage. The phone system has since been updated to enable customers to obtain opening times without the need to talk to reception. Information is also available at reception and on the Councils website.</p> <p>Swimming lesson enrolment – Public lesson enrolment took place from 10.00am Wednesday 5th February 2020. A 10.00am enrolment was selected to reduce disruption to customers who used the facilities first thing in the morning. There was a number of people at reception prior to 10.00am waiting to book lessons but they were not served until 10.00am. By 10.45am all customers were served. On Wednesday 5th February 2020 there were two receptionists taking bookings at reception and an additional two members of staff worked with customers helping them to make bookings on live via their smart phones. Where possible customers who wanted to use the facility were identified and sold activity without having to queue. To ensure expediency the two reception tills were used during busy periods to reduce waiting time for all customers.</p> <p>The installation of the kiosk at reception, in the near future, will enable customers to use the facility without the need to queue at reception.</p>

Please see below table indicating number of lesson enrolments from Wednesday 5th February 2020 to 16th February 2020.

	Wed 5th Feb to Sunday 9th Feb 2020	10th to 16th Feb 2020	
Places enrolled at reception	361	137	
Places booked on-line	97	2	
Total Places booked	458	139	Total places enrolled over the 2 weeks 597

In addition 550 customers were contacted Friday 1st January, Monday 3rd February and Tuesday 4th February 2020, by phone and/or email offering them a place on the swimming programme prior to them going on public sale.

Below are details of the take up of swimming lessons, memberships etc. from 1st February 2020 at reception.

Usage of Youth Swim Lessons, Membership sales and class up take at reception		
Activity	1st Feb to Sunday 9th Feb 2020	10th to 16th Feb 2020
Youth lesson booked at reception	361	137
Places booked on-line for youth lessons	97	2
Membership sales at reception	185	112
Fitness Classes booked at reception	86	195

- **Notification of opening event** - In the week prior to opening there were several operational plant issues which created a significant risk to the opening date. Staff gained access to the site on Monday 27th January with the Centre opening the following Friday. An administrative oversight resulted in the invitation to the opening event not being issued earlier.

	<ul style="list-style-type: none"> • Gym equipment faults - two treadmills developed a fault soon after Dungannon gym reopened. The supplier has attempted to fix these a number of times including replacing the monitors on both treadmills. This worked temporarily but subsequently broke down again. The supplier has agreed to completely replace the treadmills. This does appear to be a one-off as the same treadmills are in CLC and there has been no downtime since installation. • Notification on pool closure on Sunday 9th February 2020 – As explained previously, the pool had to close early for Health and Safety reasons due to storm damage causing water ingress into the building and electrics. This was an operational closure and Council currently does not have a communication protocol in place for the temporary closure of facilities.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial:
	None.
	Human:
	None
	Risk Management:
	None
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications:
	None
	Rural Needs Implications:
	None
5.0	Recommendation(s)
5.1	Members are requested to note the content of this report.
6.0	Documents Attached & References
6.1	None