

<b>Report on</b>	Leisure – Covid 19 Recovery Update
<b>Date of Meeting</b>	10 <sup>th</sup> September 2020
<b>Reporting Officer</b>	Kieran Gordon, Head of Leisure
<b>Contact Officer</b>	Kieran Gordon, Head of Leisure

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To update Members on the response from the Leisure Team to the Covid19 pandemic and the ongoing engagement and contact with customers and users of Council Leisure Services.
<b>2.0</b>	<b>Background</b>
2.1	As a result of the Covid19 pandemic, Members will be aware that all Leisure facilities such as indoor centres, outdoor pitches, tennis courts etc closed for public use at 2pm on the 16 <sup>th</sup> March 2020. A report noting the progress of recovery was brought to the June Development Committee.
2.2	The Covid19 pandemic has had an unprecedented impact on the delivery of Leisure Services, at a time when the Council would normally be preparing for a busy spring and summer period of programmes, activities and participation levels within its facilities.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>As and when the NI Executive have released information on the movement through the roadmap to recovery, MUDC leisure have reflected this where relevant and appropriate to do so with new booking and access arrangements in place, together with strict social distancing measures and enhanced cleaning regimes:</p> <ul style="list-style-type: none"> <li>➤ Tobermore Golf Centre re-opened to the public on 26th May 2020.</li> <li>➤ Tennis commenced phased re-opening from 3<sup>rd</sup> June 2020.</li> <li>➤ Bowling commenced phased re-opening from 15<sup>th</sup> June 2020.</li> <li>➤ 3G's, Outdoor Sports Tracks and selected outdoor playing fields re-opened from 17<sup>th</sup> June 2020 with further sports pitches re-opening from 17<sup>th</sup> August 2020.</li> <li>➤ Indoor fitness suites and group exercise classes in Cookstown, Dungannon and Greenvale Leisure Centre's re-opened to the public on Wednesday 15<sup>th</sup> July 2020.</li> <li>➤ Indoor fitness suites and group exercise classes in Maghera LC re-opened to the public on Monday 27<sup>th</sup> July 2020.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Indoor fitness suites within MUSA and Gortgonis Citizen Centre re-opened to the public on Monday 27<sup>th</sup> July 2020.</li> <li>➤ Selected Everybody Active Programmes resumed on Monday 27<sup>th</sup> July 2020.</li> <li>➤ Moneymore Recreation Centre re-opened on Friday 7<sup>th</sup> August 2020.</li> <li>➤ Swimming Pools in Cookstown, Dungannon and Greenvale Leisure Centre's re-opened to the public on Friday 7<sup>th</sup> August 2020.</li> <li>➤ Indoor fitness suite within Meadowbank Sports Arena re-opened to the public on Monday 17<sup>th</sup> August 2020.</li> </ul> <p>3.2 Members may recall that the majority of leisure staff had been furloughed with the exception of a small group of leisure staff who were maintaining key facility operations, developing plans for re-opening of facilities, maintaining ongoing engagement with customers and also the operation of the Meadowbank facility (venue in use for production of PPE) and Mid Ulster Sports Arena (venue in use as food distribution centre)</p> <p>3.3 The full staffing complement of leisure staff started to return from furlough on Monday 29<sup>th</sup> June 2020 in advance of the indoor leisure facilities phased re-opening.</p> <p>3.4 The food distribution hub at MUSA finished on the 30<sup>th</sup> July 2020 and the use of the Meadowbank facility for PPE production finished on the 14<sup>th</sup> August 2020</p> <p>3.5 The developing and ever changing pandemic situation continues to be closely monitored across Leisure services within Mid Ulster. The Council has been in liaison with industry bodies and counterparts in other council areas to monitor arrangements as we move through the Executive's roadmap as published on the 12<sup>th</sup> May 2020.</p> <p>3.6 Programmes such as swim lessons, non-sporting governing body activities (ie. casual 5 a side football) along with facilities such as soft play, sauna, steam rooms and full changing facilities are still unable to be delivered as a result of the pandemic. However, staff are working on recovery plans for these areas to ensure citizens of Mid Ulster will be supported where possible in line with government and public health guidelines to safely resume these programmes and use of facilities during the recovery phase.</p> <p>3.7 The latest transformation as a result of Mid Ulster District Council's investment programme in leisure services has seen a fully refurbished fitness suite at Maghera Leisure Centre reopen on the 2<sup>nd</sup> September 2020. This was an investment of approx. £110,000 which also compliments the £30,000 on new spin bikes for Maghera LC earlier in 2020. In addition, Greenvale Leisure Centre also received a £40,000 investment in new spin bikes which became available for customer use during August 2020.</p> <p>3.8 Staff have continued to deliver engagement initiatives with customers via website and social media to include:</p>
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	<ul style="list-style-type: none"> <li>• Communication of a position on the suspension of membership direct debits and reassurance on the way forward regarding extensions of memberships for paid in advance and direct debit customers to reflect any time missed as a result of the closures.</li> <li>• Ongoing regular engagement posts on a variety of social media pages with hints and tips to support physical and mental health and wellbeing.</li> <li>• Mid Ulster virtual swim academy and recorded workout and educational videos produced by leisure staff to support citizens via social media channels.</li> <li>• During the period 1<sup>st</sup> July – 31<sup>st</sup> August 2020, MUDC Leisure social media page posts have appeared on over half a million people’s screens in the eight-week period covered and a total of 41,189 unique users of Facebook have engaged with leisure social media content. In numerical terms, this represents 28% of the Mid Ulster population (note: not all of the 41k unique users are residents of the Mid Ulster area).</li> </ul> <p>3.9 The MUDC leisure team also launched a brand new online customer booking and payment application (LeisureHub) on Friday 10<sup>th</sup> July 2020 and this has largely been well received within the District meaning members can now book their gym, pool or group exercise classes online. Non-members can do likewise by also being able to pre-pay for their activity therefore meaning all customers can arrive at our facilities safe in the knowledge they have pre-booked or pre-paid. This has also helped reduce the volume of telephone calls to leisure centre receptions.</p> <p>3.10 Previously in December 2019, Council approved the introduction for a new District-wide Household Membership package along with a simplified and consistent overall membership approach. This was delayed due to Covid19 but launched on the 7<sup>th</sup> September 2020 and is inclusive of 2 adults and unlimited children aged 18 years old or younger. In addition, new student, corporate and single monthly direct debit and 3 month, 6 month and 12 month paid in advance options also launched during July 2020.</p> <p>3.11 Since MUDC indoor fitness suites, group exercise classes and swimming pools have re-opened, during the period 15<sup>th</sup> July 2020 – 26<sup>th</sup> August 2020, there have been:</p> <ul style="list-style-type: none"> <li>• 36,498 customer visits</li> <li>• 4,135 new membership accounts created which includes: <ul style="list-style-type: none"> <li>➤ New direct debit members: 237</li> <li>➤ New 3 month paid in advance members: 303</li> <li>➤ New 6 month paid in advance members: 10</li> <li>➤ New 12 month paid in advance members: 318</li> <li>➤ New casual pay as you go accounts created: 3,271</li> </ul> </li> </ul>
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<p><b>Financial, Human Resources &amp; Risk Implications</b></p> <p>Financial: Significant impact on ability to deliver key programmes and activities within Leisure services to include loss of ongoing income. While facility closures may result in underspend in certain areas, it should also be noted that income targets for the 2020/21 year will not be realised.</p> <p>Human: None</p>

	Risk Management: In conjunction with Council policy and Covid-19 guidance
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: In conjunction with Council policy
	Rural Needs Implications: In conjunction with council policy
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	To note the update on Leisure service delivery during the Covid19 pandemic.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	N/A