

REPORT FOR EDLC BOARD	
<b>Report Title:</b>	Reopening of EDLC Facilities Update
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<b>Agenda Item No:</b>	7
<b>Report No:</b>	EDLCT/90/21/MG

## 1. INTRODUCTION

- 1.1 The purpose of this report is to update the Board on the current position regarding facilities and services provision for EDLC Leisure and Culture since the easing of restrictions on April 26<sup>th</sup> 2021.

## 2. SERVICE UPDATES

### Library Service

- 2.2 In line with Scottish Government guidance, the library service took a phased approach to the resumption of the Connect & Collect service from four libraries from Tuesday 27<sup>th</sup> April.

The Connect & Collect service makes provision for library members to book a collection slot either online, using Eventbrite, or by calling one of the participating libraries during advertised times. The booking system initially allows for five slots per hour with capacity to extend to seven per hour (as agreed by EDC Health & Safety) should demand exceed the five slot limit.

Figures from the commencement of the service on 27<sup>th</sup> of April until the 7<sup>th</sup> of May show a total of 331 slots were made available during the reporting period, with 324 of those being taken. This represents 98% of capacity. Based on the data to date, the busiest libraries will increase the default number of slots to the maximum number of seven per hour.

Lennoxtown continues to see the lowest uptake to date and the Connect & Collect service is due to commence from Bearsden library during week commencing 17<sup>th</sup> May. The dual use of Bearsden has meant that additional time was needed to complete the risk assessments before reintroducing the service.

- 2.3 In terms of wider access to include restricted browsing, pc access, printing and copying it is hoped that we can commence these services from mid to late June.

**Table 1 – Breakdown by library.**

<b>William Patrick</b>		
Collection days and times	Number of collection slots available	Number of collections slots taken
Tuesday and Thursday 2pm until 6pm	101	101
<b>Bishopbriggs</b>		
Tuesday and Wednesday 2pm until 6pm	92	92
<b>Milngavie</b>		
Wednesday 2pm until 6pm Friday 2pm until 5pm	108	108
<b>Lennoxton</b>		
Friday 2pm until 5pm	30	23

The library service is continuing to attract new customers, with 59 new members joining online during April 2021. (76 new members joined in April 2020)

**Digital Performance.**

- 2.4 Table two shows that the digital offer has continued to be a valuable resource to our customers throughout the pandemic with eLoans proving to be particularly popular. The considerable decrease in social media visits is due, partly, to the furlough of staff after April 2020 and with only a partial return of staff since April this year. The reduction in services that libraries have been able to deliver during the pandemic, and the resulting lack of social media content, also explains this drop off.
- 2.5 The overall increase of 14% in digital engagement demonstrates the importance and value of this area of the library service, which will continue to be developed as part of the recovery programme.

**Table 2 – online and digital engagement**

<b>2020/21 comparison</b>			
<b>Platform / service</b>	<b>April 2021</b>	<b>April 2020</b>	<b>variance</b>
Social media (clicks, likes shares, comments)	720	2587	-259%
Library Catalogue (OPAC)	1380	1338	+3%
edlc.co.uk library pages	6932	6184	+11%
App	420	671	-60%
eLoans	34,081	26,821	+21%
<b>TOTAL virtual visits</b>	<b>43,533</b>	<b>37,601</b>	<b>+14%</b>

## **Heritage and Arts Service**

- 2.6 Heritage and Arts Service staff are returning to work on a flexible furlough basis and are planning for the re-opening of the Lillie Art Gallery on May 18<sup>th</sup> and Auld Kirk Museum on June 8<sup>th</sup>. The opening of the Lillie Art Gallery includes an exhibition of EDC's own collections which will mark the Centenary of the birth of Joan Eardley.

COVID restrictions remain in place and customers are being encouraged to book visits online via Eventbrite.

## **Leisure Centres**

### **Allander**

- 2.7 The Allander Leisure Centre opened on 26 April with the additional challenge of operating a Vaccine Clinic Thursday through to Sunday. This has required some cautious programming due to the numbers of staff required to safely manage customers through the two sections of the building and ensure that there was enough staff available throughout the day to continually clean and also carry out cleaning associated with the vaccine centre.

Feedback from staff has been positive on the set up and many that have come back from furlough have been pleased to see how the Centre and Vaccine Clinic work together. A pinch point moving through the foyer has been identified and must be closely managed by staff on duty. However, this will be eased once the new entry doors have been added to the Vaccine Clinic. This will allow the flow of both Centre and Vaccine Clinic Customers to leave the building through the main doors. The entry door should be completed week beginning 24 May 21.

The car park has limited availability during the operation of the Vaccine Centre with only forty spaces available due to the construction of the new Allander. This is bringing its own challenges but also has a bearing on when activities can start and also if we have the capacity to bring back more clubs, especially at peak times.

Comparison first two weeks of operation for the first two week period of return to operation.

**Table 1**

	<b>Sessions 14 Sept 20</b>	<b>Sessions 26 April 21</b>	<b>% variance</b>
Swimming	101	122	+ 20.79
Gym	100	132	+ 32.00
Overall	201	254	+ 26.36

**Table 2**

	Attend 14 Sept 20	Attend 26 April 21	% variance
Swimming	1114	1283	+ 15.17
Gym	752	1069	+ 42.15
Overall	1866	2342	+ 25.51

**Table 3**

	Av. Attend per session 14 Sept 20	Av. Attend pre session 26 April 21	% variance
Swimming	11.03	10.52	- 4.62
Gym	7.52	8.10	+ 7.71
Overall	9.28	9.22	- 0.65

There has been an increase in the number of sessions available for both swimming and the gym (Table 1) but this may be due to Group Fitness Sessions being programme from 26 September 2020. Fifty Group Fitness Classes are programmed from 17 May to coincide with the Scottish Government easing of restrictions.

Family swimming sessions have proved to be the popular with demand exceeding availability. There have been seventeen Family swim under five sessions programmed and this will increase to 24 from week beginning 10 May. The teaching pool at the Allander is very small and currently only one family can access the pool per session. The relaxing of restrictions from level 3 to level 2 should allow the Centre to increase the number of families in the pool to two.

The has been little opportunity to provide Family swim over five sessions, however with a reduction in Vaccine Clinic opening times this has allowed programming of six sessions at the weekend.

The Centre currently provides twelve hours of pool time to the Milngavie & Bearsden Swim Club and eleven hours to the Allander Gymnastics Club. Communication with Clubs that had been using the Centre has taken place and we will start to introduce Clubs back to the Centre as the restrictions are eased.

EDLC Sports Development Swimming have twenty hours of pool time for the Learn to Swim programme and EDLC Gymnastics have twenty seven hours of hall time booked for the gymnastic programme.

It is planned to offer Badminton court availability from 17 May, as adult non-contact sport can take place indoors. The week beginning 17 May will be a challenge with the introduction of fifty group fitness classes, badminton and the Vaccine Centre vaccinations anticipated at almost one thousand per day.

The team at the Allander have provided great flexibility working across the Centre and Vaccine Clinic with Receptionists, Gym and Leisure staff all playing a vital role to provide a service during a difficult re-introduction to the operation of the facility.

## Leisuredrome

- 2.8 The Leisuredrome reopened with the other centres on the 26<sup>th</sup> of April and also hosted the Scottish Parliamentary election count from Thursday 6<sup>th</sup> May and re-opening to the public on Sunday 9<sup>th</sup> May 2021. Therefore the usage figures for the first two weeks is not a true reflection in comparison to the first two weeks of re-opening in September 2020.

Swimming sessions have proved popular with around 80% uptake of lane swimming sessions available. Club swimming has returned to a reduced programme with a fortnightly review in place. Swimming lessons re-commenced on 3<sup>rd</sup> May again with a reduced programme with thirty nine sessions across the two pools. Family swims in both the main and teaching pools is sitting at nearly full capacity and due the reduced availability the Centres are struggling to meet the demand.

The gym sessions have been steady with customers drawn to the peak times as expected. With restrictions easing it is anticipated that we shall be in a position to increase the maximum capacities for gym sessions going forward.

In terms of group fitness the Leisuredrome will offer a balanced group fitness schedule from Monday 17<sup>th</sup> May with 65 classes on offer. The Leisuredrome will host a number of classes that KLC would normally deliver as the main hall and studio at KLC continue to be used for vaccination purposes.

Whilst outdoor Group Fitness at KLC has proved popular similar classes at the Leisuredrome did not attract high footfall. The poor weather between 26<sup>th</sup> April and 9<sup>th</sup> May did not help.

The Soft play facility at the Leisuredrome remains closed with staff remaining on furlough. There is an indicative date of 7<sup>th</sup> June for the re-opening of Charlies Big Adventure.

**Table 1 Leisuredrome Summary**

Activity	No. of sessions	Attended	Spaces	% availability	Comments
Swimming (Lane)	97	903	261	22%	
Swimming (Family U5)	13	37	2	3%	
Swimming (Family over 5)	11	33	0	0%	
Gym	104	1171	701	37%	
Group Ex Classes	120	194	136	41%	Mostly Individual Virtual Spin

## Huntershill Sports Hub

Outdoor sports returned from 15<sup>th</sup> March and HSH has seen a significant increase in usage since its reopening compared to the same period in April 2019. Football delivered similar numbers but there has been a significant increase in athletics and tennis. For the month of April and May a 50% discount and free racket hire was offered and as a result footfall and revenue is considerably up for tennis.

The indoor studio and/or changing accommodation has not yet been reopened at Huntershill Sports Hub. The car park is challenging as when a full programme of activities is on at the same time there is not enough parking bays to cope with the number of cars.

## Kirkintilloch Leisure Centre

- 2.9 The first couple of weeks since reopening has seen growing interest and participation activity at the centre. Customers have quickly adapted to the dual operation arrangements with the Covid Mass Vaccination Clinic on site. Risk Assessment processes and procedures effectively separate the two sets of public groups and staff.

As with the other centres lane and Family swimming have both proved very popular with **92%** and **96%** take up rates of available spaces respectively. The local swimming club Kirkintilloch & Kilsyth ASC has also returned to the pool with similar hours to what they had pre-pandemic, albeit entering and exiting the facility in a different way from before. Similarly EDLC swimming lessons have returned to activity.

Gym users are also returning to the centre, seeing a 56% take up rate of available capacity. Although this is lower than swimming, it is worth noting that the capacity in the Gym is double that of the pool due to the social distancing requirements within the pool changing rooms. There is also interest from prospective new members and sign-ups have started to take place in the second week of reopening.

Group Exercise classes are being delivered on the outdoor courts due to both the current level of restrictions and the Vaccination Clinic utilising the centre's sports hall and Studio. These have been well received by customers despite some very poor weather with a take up rate of 62%. Overall the centre's take up rate across all activities is 65% of the bookable sessions available.

Other organised community group activity has returned or is returning to the centre. Sport for people with disabilities via the Sporting Aces and Ceartas social advocacy are back on the outdoor courts, as is StreetLeague the employment charity. Netball Fever also returned to the outdoor courts, one of which was relined to enable Netball training and games to be played. In addition, EDLC Football Development programme restarted as of Saturday 8th May.

Merkland Outdoor Recreation Centre's synthetic pitches have been reopened since mid-March and after the last relaxation of restrictions there has also been a limited number league and friendly games on specific Kirkintilloch & Villages grass pitches, namely Boghead, Luggie and Waterside, in line with the level of demand. Merkland's synthetics have bookings each night Monday through Thursday and there is now a start of demand for weekend activity also as Clubs begin to get their coaching programmes underway again.

**Table 1 Kirkintilloch Summary**

Activity	No. of sessions	Attended	Spaces	% availability	Comments
Swimming (Lane)	74	815	73	8	
Swimming (Family U5)	22	44	0	0	
Swimming (Family over 5)	8	23	1	4	
Gym	112	1569	1231	44	
Group Ex Classes	24	225	135	38	More classes to come on-stream

## 2.10 Sports Development

The return to Sports Development classes began on Monday 3rd May although some sports were further restricted / delayed by the Election count at the Leisuredrome (closed from Thursday 6th - Sunday 9th May). Swimming lessons have been quick to fill up however Development Officers are still working to fill gaps across all dry side sports as many class times and days have changed depending on availability of facilities.

There are currently 1,953 children booked on to classes each week (81% capacity) across all sports that we have been able to re-start. The following sports have not yet returned due to access to facilities following Covid restrictions:

- Schools Rugby
- Schools Football
- Tennis - planning for outdoor return
- Basketball
- Adult & Child and Adult swimming lessons
- Athlete Performance Programme

Activity	Attended	% Availability	Comments
Swimming Lessons	936	3%	3 days cancelled at LD due to election
Football Development	398	23%	No Football at ALC as Sportsdrome demolished for new build.
Gymnastics Development	543	21%	3 days cancelled at LD due to election
Multi Sport	76	51%	

## Active Schools

- 2.11 In November 2020 the Active Schools Team were granted permission by EDC Education Department to provide in person support for identified vulnerable or at risk young people. The project aimed to use sport and physical activity as a tool to improve the physical, social and emotional wellbeing of young people who were seen as the most vulnerable within their school setting.

This project was developed as a direct response to requests from schools for assistance, and although sits outside the normal role of the Active School Coordinators the team were delighted to have the opportunity to work with schools to support these young people. A decision was made to focus this support on primary and ASN schools. This was due to the capacity of the team and taking into consideration necessary infection control measures.

At that time 13 primary schools had requested support and the team were at a various stages of planning when the project was halted due to the reintroduction of COVID 19 restrictions.

With the current easing of restrictions approval has now been granted by the Chief Education Officer, for the Active Schools team to pick up on this work. At the time of writing the team were approved for 5 individual school projects to go ahead, working with young people who have a wide range of needs and backgrounds. Those schools are:

Campsie View- commences week beginning	-	10 <sup>th</sup> May
Milngavie Primary School- commences week beginning	-	10 <sup>th</sup> May
Mosshead Primary School- commences week beginning	-	10 <sup>th</sup> May
Hillhead Primary School- Commences week beginning	-	17 <sup>th</sup> May
Oxgang Primary School- Commences week beginning	-	24 <sup>th</sup> May

Approval for each school project has been given based on extensive risk assessment and a robust planning process. Active Schools Coordinators follow our own approved RA, infection control process and have access to Lateral Flow testing (LFD tests) through a designated school.

The team are at various planning stages with other schools who requested support, and hope to have to have more approved within the coming weeks.

## **3. IMPLICATIONS**

- 3.1 In order to facilitate the reopening EDLC management have carried out a number of actions including:

- Communications with Stakeholders
- Employee contact and Training (Including return to work guidance)
- Trade Union Engagement (including facility walk through)
- Risk assessment process (including dual use for Vaccination sites)
- Revised operating procedures (including enhanced cleaning schedules)
- PPE and signage provision



- Unfurlough and flexi unfurlough employees (Phased approach)
  - Online facilities for bookings and transactions
- 3.2 Employees will continue to be given at least seven days' notice to advise them that their furlough period will be ending.
- 3.3 We will continue to review the service delivery on a regular basis to take account of any changes in restrictions and to ensure a safe operating environment for our customers and staff.

#### **4. RECOMMENDATIONS**

- 4.1 It is recommended that the Board:-
- a) Notes the details provided on the reopening of facilities.
  - b) Agree that EDLCT will continue to work towards the reopening of services in conjunction with East Dunbartonshire Council and other Key stakeholders
  - c) General Manager provides an update on the status of our reopening programme at the next Board Meeting.