

REPORT FOR EDLC BOARD	
Report Title:	Beyond Level 0 Facilities / Services Update
Contact officer:	Mark Grant
Date:	20 th October 2021
Agenda Item No:	8
Report No:	EDLCT/95/21/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 EDLCT since we moved to “Beyond Level 0” from the 16th of August.
- 1.2 As Board members will be aware most of the legal restrictions were lifted on the 9th of August 2021 including restrictions on social distancing and the size of social gatherings. Whilst these changes meant the end of most restrictions which have limited EDLCT services it is important that we continue to mitigate against the spread of the virus by following current guidance and legislation.
- 1.3 In order to allow time to implement the new operating arrangements and communicate with our customers the majority of EDLCT services moved to beyond level 0 from Monday 16th of August.
- 1.4 Since the move to beyond level zero, usage numbers and income have increased across service areas with the reintroduction of walk in means customer numbers are having a significant impact. Across the three Leisure Centres there was a 341% increase in income week beginning the 9th of August (£1,952) to week beginning the 16th of August (£8,621).

2. BASELINE MEASURES

- 2.2 A number of measures still remain in place across services to mitigate against the spread of COVID–19. These include:
 - Facilities will continue to adopt the Face Covering policy for both customers and staff.
 - Continue to encourage a greater degree of working from home than pre-COVID-19 where this is possible and appropriate, it will not only assist with controlling transmission of the virus, but also promote wellbeing more generally.
 - Promote handwashing and hand sanitising throughout the facilities.
 - Ongoing/continuous cleaning programme across facilities.

- Customer walk-ins were re-introduced from 16 August 2021.
- Member's details will be on the system for track & trace.
- Non Members will use site specific NHS Track & Trace QR code poster.
- If a non-member does not have a phone, they will sign register with contact details.
- Activities (Badminton, Squash, Table Tennis, Tennis etc) and Group fitness will be available to book online.
- Swimming and Gym are by walk-in only.
- Timetables for lane swimming and classes are available to view online.
- Each site determines the maximum occupancy levels for each activity and within Studios. Numbers can be increased over time. Priority is staff and customer confidence.
- A ticket counter on reception EPOS will indicate the numbers taking part in each walk in activity area. Gym, Lane Swimming, Public Swimming, Learner Pool.
- Radio or telephone contact from reception to Gym or Pool Hall should be made when ticket counters near the occupancy limit before any further access.
- Sauna/Steam has been re-introduced with limited numbers (ie 6 at any one time)
- Changing Rooms are available for use.
- Group Fitness and organised activities have 20 minute intervals to prevent congestion in corridors (awaiting a class to finish). Huntershill group fitness resumed from 16 August.
- A member of staff will manage the foyer, to prevent customers avoiding check-in at reception and take receipts.
- Staff communal areas will continue, to maintain safe distance indoors.
- Ventilation levels are monitored with portable CO2 monitors, recommended readings under 800ppm, any required ventilation improvements to be reported to the General Manager.
- Ventilation systems will operate continuously.
- From 16 August 2021 booking moved from 5 days to 7 days in advance with Online bookings moving to 7 Days + (gives a member a slight advantage if booking online)
- Connect & Collect continues to be offered at Libraries.
- Staff will monitor visitor numbers to ensure there is no overcrowding.
- Continued use of sneeze screens at reception and sales points.
- Physical newspapers will not be re-introduced to libraries at this time.

3. SERVICE UPDATES

Leisure Centres

3.1 There has been a significant uplift in usage across all three Leisure Centres with the move to beyond level 0. There have been a number of factors which have contributed to the uplift including:

- The reintroduction of walk in for activities including Gym and Swimming.
- Dryside activities including badminton, martial arts, sports development classes and squash have been reintroduced.
- Direct Debit memberships for Gym and Swimming are showing a good level of recovery from pre-pandemic levels with swimming actually increasing by over 70%. Direct Debit

membership and income levels are shown in the table below and it is projected that we could reach 5,500 members by the end of the financial year.

	P1	P2	P3	P4	P5	P6
DD Members	0	4227	4426	4500	4710	5045
Total	£0	£78,681	£93,249	£94,065	£95,108	£102,464

	March- 2019	September-2021	
Gym	6242	4317	-30.84%
Swim	426	728	70.89%
Overall	6668	5045	-24.34%

- The mass vaccination centres at the Allander and Kirkintilloch stopped operating on the 16th of September and this will allow the resumption of bowling at the Allander and the club and dryside activities at Kirkintilloch Leisure Centre which will again have a positive impact on usage and income.
- Huntershill Sports Hub is performing well with 2021 – 2022 figure up on the previous year. The table below gives a comparison of usage and income:

HSB Periodic Income	P1	P2	P3	P4	P5	P6	Total
2019/2020	13272	11792	8602	6977	12921	17114	70678
2021/2022	11739	12320	16821	13703	12932	17415	84930

Outdoor usage HSH							
2019/2020 Headcount	3966	3942	2786	2040	3943	5253	21930
2021/2022 Headcount	5008	5606	6885	5949	6296	8189	37933

- The soft play area at the Leisuredrome reopened on the 16th of August on slightly reduced hours and to date 897 children have attended. The hours were reviewed on the 27th of September and increased to almost normal operating levels.
- One of the biggest challenges since the move to level zero has been staffing levels. This has included the ability to fill vacancies, staff absence and isolations. As a result of this there have been some short term pool closures during period 6 as staffing levels had dropped below the minimum requirement for safe operation.

Cultural Services

- 3.2** The Heritage and Arts team were successful in securing their second competitive funding grant this year from Museum Galleries Scotland. EDLCT was awarded a grant £49,980 to enable a programme of creative summer activities, within cultural venues, for young people. The funder felt the project had merit in terms of partnership working and equity of opportunity for participants. The project complemented the wider EDC Summer of Play Programme funded by the Scottish Government, which was limited in terms of cultural opportunities. Two

projects ran over 3 weeks at the Lillie Art Gallery, Kirkintilloch Town Hall and the Auld Kirk Museum, both drew on Heritage and Art Collections for inspiration.

Forty four young people engaged with Visible Fictions Theatre Company, commissioned by EDLCT, to create a play about the life and works of Joan Eardley and a series of short films around the theme of Kirkintilloch's Heritage quarter.

The project used a multi-agency approach for recruitment of participants to ensure the opportunities reached our most vulnerable young people. This included social work, community planning and education. The project resulted in a live performance by the young people and a screening of the short films to audiences of 100 parents and carers.

The project also provided training for EDLCT staff in digital communication with youth audiences, and equipment in the form of iPad technology.

Some examples of feedback from participants and parents / carers:

"My daughter has been in contact with the company helping the EDLC Trust and now has a new opportunity to look forward to - going and shadowing someone filming a comedy for the BBC. This is something she wouldn't have had if she hadn't come along to the programme"

"A great opportunity for my son to be included in a great project. He had such fun and would love to do it again"

"I have learned how to use imovie, how to film people, and that I love directing films!"

"In 4 words my experience was Fun. Challenging, Interesting, Rewarding."

- The Arts & Events team also provided a music and drama programme across EDC's 6 Snack and Play School Hubs. This was well received with hundreds of children gaining rich, cultural experiences working with musicians and artists.
- A Pop up Opera roadshow was programmed by the team, in partnership with Huntershill Village, Bishopbriggs on the 14th of July 2021. Scottish Opera gave three performances in a day of *A little Bit of Gondoliers & Mikado*. All three shows were sold out with 183 participants enjoying a family friendly outdoor, COVID-safe theatre experience. This generated a profit of £180.
- **Archive & Local Studies** has reopened for pre-booked appointments, initially working through a waiting list generated during lockdown. Sessions are bookable via email and held in the Archive & Local Studies space within William Patrick Library, on Mondays and Wednesdays 10am - 12pm and 2pm - 4pm. The service received a total of 285 enquiries during July and August.

- **Local Studies** has been preparing for the migration of our online photo collection from EDLCT Images to Axiel Collections. Axiel (previously known as Adlib) is the collections management system used for our archives and museum collections. The current EDLCT images website will remain live until November this year after which 5000 local studies photographs will be available to view online alongside the archives and museum collections. This consolidation of online collections will see a future annual saving of around £1,000.
- **The Heritage team** continues to work on the documentation of our foundry collection with the goal of presenting it online by March 2022, increasing online content to 1,500 items varying from small stamps, hand tools used in the foundries to large pieces of cast Iron fencing and decorative panels. Regular updates and challenges are posted weekly on our Instagram account for the public to get involved.
The team continues to respond to enquiries ranging from public interested in making donations, to assisting with PHD student research. Fifty enquires were received and responded to during July and August.
- Kirkintilloch Town Hall is being utilised for the covid booster vaccination and flu vaccination and will be unavailable for hire until around February next year. The clinic went live on the 24th of September and is operating four days per week from 8.00am to 8.00pm. EDLCT staff have helped with the initial staffing for both Kirkintilloch and Milngavie clinics.

Library Service

- **Connect and Collect**
The Connect and Collect service has continued to be popular throughout July and August, with 72 customers continuing to utilise the service since libraries opened for general browsing in August. Connect and Collect allows library members to either select and reserve items using the online catalogue or have a member of staff select items for them, using information provided in the member's personal preference form.
Since the last update on library membership in May this year, 509 members have joined the Library. Numbers tripled in August, when doors opened for general browsing.
- **Home Library Service**
The Home Library was reintroduced at the end of June. Staff have been working with a group of 7 volunteers to deliver 338 books to 33 individuals, across the authority, between June and the end of August.
- **Reopening and Visits**
On the 19th August all libraries re-opened for general browsing. A total of 21,959 items were issued in September, representing a 60% increase on the previous month. However, footfall continues to be considerably down on pre-COVID numbers. This is representative of the national picture. The table below compares visits in person to libraries during September 2019 with September 2021

2021 / 2019 visits in person comparison			
Library Visits	September 2021	September 2019	variance
Bishopbriggs*	1,996	6,658	-70%
Bearsden	1,643	7,079	-77%

Milngavie	3,232	5,522	-41%
William Patrick	5,382	16,943	-68%
Craighead	191	407	-53%
Lennoxton	665	1,674	-60%
Lenzie	389	471	-17%
Westerton	424	1,098	-61%
Totals	13,922	39,852	-65%

**Gatecounter fault – manual counting only Sept 2021*

- **Children and Families**

During the school Summer holidays, library staff worked in Childcare Hubs to promote the annual Summer Reading Challenge. Staff provided a collection of books, story readings, and talks to classes about the Challenge. Library staff made two visits each to Lairdsland, Holy Trinity, Clober, Colquhoun, Thomas Muir and St Machan's Primary Schools, and three visits to Merkland (ASN School). As a result, 153 children joined the Challenge and 141 completed the Challenge of reading 6 books over the holiday period.

- **Summer Craft Activities**

Without the option of 'in-person' crafts, this year we chose instead to upload 5 craft activities, demonstrated on short films uploaded to EDLCT Culture Facebook. Craft packs were made up with the necessary materials available to be picked up at all branches. 191 packs were gifted to our readers; we attracted 532 Facebook views.

- **Bookbug Programme**

In person Bookbug Sessions restarted on 24 August, working closely with the Scottish Book Trust and EDC Health and Safety team to ensure a safe and welcoming environment for young children and their parents or carers. Over 70 sessions have been held since 25 August with 558 adults/families attending. Virtual Bookbug sessions continue to be part of the service with 14 sessions recorded and posted online over the summer period, attracting 3,204 views.

We continue to co-ordinate the Bookbug Bag gifting programme for East Dunbartonshire. A total of 695 Bookbug Bags were delivered to 30 nurseries during this period, and 710 Bookbug Bags were delivered to Health Visitors for gifting.

- **Book Sale**

Following the period of closure for COVID-19, old stock was replaced with new titles. The service reached out to local schools, with 12 schools purchasing 2,300 old stock books, raising £393 for the service.

- **Digital Services**

The new Libraries App was released in June and has had 590 active users from launch to 30th September. Monthly usage figures have returned to pre-covid levels.

The new remote online booking system for public computers was launched in late June, and expanded to allow for bookings at Craighead, Westerton and Lenzie libraries when they reopened in August. This service had 76 unique computer users in July and 211 in August.

Visits to the library website and public catalogue in Q2 have remained high in comparison to previous years, with the most popular pages changing from our 'COVID-19 Update' to the information on our library opening hours and on Bookbug Sessions. A review of the website was conducted to streamline information and ensure that it accurately reflects our current services, with all changes expected to be completed by the end of October.

- The increase in digital loans has slowed but continues to be popular. While social media engagement has seen a fall of 52%, the online library catalogue has seen an increase of 84%. Overall, virtual visits have increased by 9% between period 5 2020 and period 5 2021.

Online and digital engagement

2020/21 and 2021/22 comparison			
Platform / service	Period 5 2021	Period 5 2020	variance
Social media (clicks, likes shares, comments)	500	1049	-52%
Library Catalogue (OPAC)	1968	1068	+84%
edlc.co.uk library pages	10274	7472	+37%
Online Services (e.g. Oxford Dictionaries, Ancestry, driving theory test)	2576	3576	-27%
App	829	625	+32%
ELoans	27777	26399	+5%
TOTAL virtual visits	43924	40129	+9%

Active Schools

3.3 Level 0 restrictions within Schools

The Active Schools team continue to work with Primary, Secondary and ASN schools to support access for children and young people to sport and physical activity opportunities. Until recently this access had been restricted to work with vulnerable pupils only. Within the last week however, the team have been given the approval of the Interim Chief of Education to restart extra-curricular sport and physical activity clubs. This activity can also be supported by external volunteers. The team are in the process of updating and implementing the new risk assessment, and are in discussions with schools about how to prioritise and manage a return to extra-curricular activity.

- The team have also been rolling out a programme of training opportunities for teachers, volunteers and young leaders. This work is ongoing, with both virtual and face to face sessions planned for the full academic year.
- **‘Get Into Summer’- sportscotland funding- Update**
As part of the Scottish Governments ‘Get Into Summer’ campaign and £20 million funding stream, sportscotland awarded East Dunbartonshire £35,124. This was additional to the Local Authority funding that was provided directly by the Scottish Government to East Dunbartonshire Council. The purpose of the additional fund was to support access for children and young people to sport and physical activity during the summer period.
The Active Schools team used the fund to provide inclusive activity for vulnerable or under represented children and young people, getting the funding out into local community groups where ever possible. The following projects were funded:
 - **Summer of Dance-** YDance and Active Schools partnership that provided free dance session for children and young people across East Dunbartonshire. The project prioritized sessions for those with additional support needs, those from areas of poverty and those at transitions stages within education. This is part of a three year partnership with YDance to use dance to engage vulnerable children and young people across ED, as well as develop a network of volunteers to support dance within our schools.
 - **Run, Jump and Throw** -Springburn Harriers Athletics Club lead free 5 week block of athletics at Huntershill Sports Hub targeting children in P1-7 from the surrounding area of Auchinairn.
 - **Netball in East Dunbartonshire-** multiple sessions delivered by two local Netball clubs, Netball Fever and EDNC. The session were targeting Primary and Secondary aged pupils. The project also worked with Netball Scotland to create volunteering training opportunities to help restart Netball within EDC schools.
 - **Outlet Play Forest Schools-** project to support 6 identified vulnerable pupils from a school within the Hillhead area of East Dunbartonshire, one of the three PLACE areas within East Dunbartonshire. The project used outdoor play and learning to engage and support children and young people who have been affected by trauma, and struggle to remain and engage with their Education.
 - **Milngavie Football Club-** Reconnecting with ASN Families. The funds were used to help the club restart their targeted ASN football sessions at a new venue. The sessions will continue beyond the summer.
 - **The Sporting Aces-** the funds were used to help the club purchase new equipment, and continue their work with children and young people with additional support needs throughout the summer and beyond.
 - **Summer Excel Programme-** to support the already established Athletics Excel Programme for pupils with additional support needs. The Excel programme ran every Wednesday during the summer holidays. This funding enabled more pupils to participate in the programme, and also to try using athletics equipment in a supported environment. The funding also introduce more pupils to the club and helped them to reconnect with the community.

The total number of participants across all projects was approximately 388, and all projects targeted participants from one of more of the following:

- Families from identified PLACE areas (areas of poverty)
- Engaging children and young people with additional support needs
- Vulnerable or at risk pupils
- Girls and young women

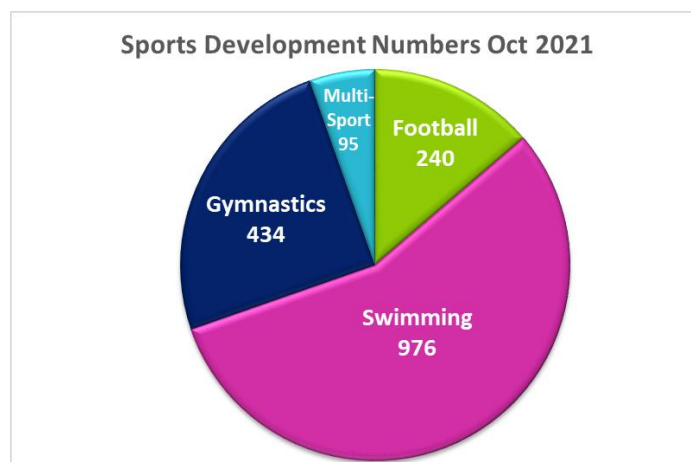
All projects funded have plans in place to develop and build on the work that has started this summer. A report has been provided to sportscotland with a full breakdown of costs and feedback from partners.

Sports Development

3.4 Sports Development term-time classes for children which previously ran for 3 blocks of 11/12 weeks each year are now returning on a 40 week year round Direct Debit programme. Work is ongoing to reinstate classes Kirkintilloch which we have not yet been able to offer due to vaccination clinics and numbers attending some classes across East Dunbartonshire may take some time to build back up to pre-covid levels.

Classes began to return in September after delays with the Bank and our software around the new paperless Direct Debit process. The first payment run for football, gymnastics and multi-sport classes will be taken on the 20th October. SD staff are now working to check and input the remaining customers' details (largely swimming) into the system for the next payment run.

Please see diagram below for numbers booked on classes at 7th October 2021 although there are places available on many classes and bookings are still coming in.



- Comparison below shows pre-covid attendance compared to numbers currently attending limited classes which re-started in September 2021.

Normal weekly attendance pre-covid:		2021 weekly attendance at 7 October 21:	
Multi-sport	151	Multi-sport	95
Swimming	1,788	Swimming	976
Gymnastics	945	Gymnastics	434
Football	<u>3,755</u>	Football	<u>240</u>
TOTAL	3,639 per week	TOTAL	1,745 per week
(Figures taken from 2019/20 attendance)		(Figures taken from Oct 21 registers)	

- School programmes for football and rugby which stopped in March 2020 are currently being reviewed and risk assessments updated in line with EDC H&S approval process to enable a phased return between October and Christmas.
- Football numbers are also down due to the loss of the sportsdrome at the Allander during the rebuild process - these were the busiest community classes, some children have relocated to additional Leisuredrome classes.
- The Athlete Performance (strength & conditioning) Programme was also stopped due to restricted numbers in the gym and restricted access to indoor hall space. Work is now underway to recruit/train staff, update risk assessments and re-start the programme at Allander and Kirkintilloch.
- One of our biggest challenges is now recruiting coaches to re-establish our programmes as many have moved on to new positions and due to restrictions coach education courses are only now beginning to run again.

Lenzie School of Rugby

- Lenzie SoR Programme Coordinator (Colin Gemmill) has tendered his resignation, therefore work has begun to advertise his replacement. Scottish Rugby funding is only secured until July 2022 due to service reviews / restructures within the organisation. Ideally we would like to extend the funding period prior to advert in order to make the post more attractive however this may not be possible. Colin has done a fantastic job, working with Andy Park and Russell Imrie at Lenzie Academy and leaves the programme in a much stronger place than when he joined us. We wish him all the best in his new role.

4. IMPLICATIONS

- 4.1 As we continue to reintroduce more services in the move to beyond level 0 EDLCT management still carry out a number of actions including:
- Communications with Stakeholders.
 - Employee contact and Training (Including return to work guidance)
 - Trade Union Engagement.
 - Updated Risk assessments.
 - Revised operating procedures.
 - PPE and signage provision.
 - Online facilities for bookings and transactions.
 - Staff recruitment.
- 4.2 All EDLCT employees who were furloughed are no longer on the Furlough scheme with the majority returning to work in August.
- 4.3 We will continue to review the service delivery on a regular basis to take account of any issues and continue to ensure a safe operating environment for our customers and staff.

5. RECOMMENDATIONS

- 5.1 It is recommended that the Board:-
- a) Notes the details provided on the move to beyond level 0.
 - b) General Manager provides a quarterly operational performance report going forward as was the normal practice before the Covid-19 pandemic.