

ACTIVE BELFAST LIMITED BOARD

Monday, 25th October, 2021

MEETING OF ACTIVE BELFAST LIMITED BOARD

(Held remotely via Microsoft Teams)

Attendees

- Directors:** Councillor Corr
Councillor McLaughlin
Councillor Newton
Mr. K. Ellison and
Mrs. K. McCullough.
- Officers:** Mr. N. Munnis, Partnership Manager; and
Mr. H. Downey, Democratic Services Officer.
- GLL:** Mr. G. Kirk, Regional Director;
Mr. J. Michael, Business Manager;
Ms. J. Pope, Head of Service; and
Mr. A. Walker, Partnership Manager.

Chairing of Meeting

In the absence of the Chairperson (Mr. J. McGuigan), the Board agreed that Councillor Corr chair the meeting.

(Councillor Corr in the Chair.)

Apologies

Apologies were reported on behalf of the Chairperson (Mr. J. McGuigan) and Councillor Carson.

Minutes

The minutes of the meeting of 9th August were approved. It was reported that those minutes had been noted by the Strategic Policy and Resources Committee at its meeting on 20th August.

Matters Arising

Director Attendance Statement

The Partnership Manager informed the Board that he had just been informed by Mr. K. O'Doherty, who had been unable to attend a number of recent meetings, that he would no longer be acting as NIPSA's representative.

The Board noted that the Partnership Manager would be contacting NIPSA at the earliest opportunity, with a view to seeking confirmation and securing a replacement.

Director Resignations/Review of Active Belfast Limited Companies House Returns

It was noted that Companies House had been notified of the resignation of Mr. Kirkwood and Mr. Walls from the Board and that its records were now fully up to date.

Under-Represented Target Groups – Six-Monthly Update

In response to a request from the Partnership Manager, the Board confirmed that the information which it had sought at its meeting on 9th August related to the number of transactions for Pay and Play (residents and non-residents), on a centre-by-centre basis, and categories of pre-paid membership.

The Partnership Manager agreed to present the requested data to the Board at its meeting on 6th December.

Loughside Recreation Centre

The Partnership Manager reported that the Council had agreed that Loughside Recreation Centre should remain closed at present, although a part of the building was being used to provide changing facilities for outdoor pitch users. The Council had, as part of Phase 3 of the Leisure Transformation Programme, requested a report, with options, on the future of six of its older facilities, one of which was Loughside Recreation Centre, with decisions to be taken at Committee/Council level.

During discussion, a Director stated that he had been advised that the closure of Loughside Recreation Centre had been due to a problem with air conditioning/ventilation, which had been remedied in other centres.

The Board noted that the Partnership Manager would seek clarification around that issue for the next meeting.

Declarations of Interest

No declarations of interest were reported.

Director Attendance Statement

The Board noted that there were no issues to report in terms of the non-attendance of Directors at meetings.

Having been informed by the Partnership Manager that a number of Directors were approaching the end of their three-year term of appointment, the Board agreed to extend their tenure until such time as the ongoing review of the leisure operating model had been completed.

Agenda Items for Future Board Meetings

No agenda items were identified by Directors for future meetings.

(The GLL representatives were admitted to the meeting at this point.)

Performance and Contract Compliance

The Board was reminded that GLL was required, as part of its service contract, to provide quarterly reports on service performance.

Accordingly, Mr. Michael submitted for the Board's consideration performance and contract compliance data, together with a supporting narrative, covering three areas of overall service performance, namely, Business, Membership and Occupancy, for Quarter 1 2021/22, in line with the new reporting format which had been agreed in November, 2020.

After discussion, the Board acknowledged receipt of the Performance and Contract Compliance report for that quarter and noted the information which had been provided.

GLL Annual Schedule of Charges 2022-23

Mr. Walker submitted for the Board's consideration the following report:

1.0 Purpose of Report

- 1.1 To present the Board with the annual leisure schedule of charges review for 2022/23, based on an average 3.0% price increase which is below the current CPI rate (August - 3.2%).**
- 1.2 To state that the freeze in pricing for 2021/22 and the increase in utility costs has and will continue to significantly impact on service net deficit. An increase in projected expenditure for 2022/23 is largely the result of the significant capital investment by BCC in the opening of four new centres.**

2.0 Recommendations

2.1 The Board is requested to:

- i. note the CPI based price increases to be applied from April 2022, as stated in paragraph 3.1 below;**
- ii. approve the prices proposed for new products, as highlighted in the appendix to the report; and**
- iii. note that the review and development of a 'pricing matrix' has been completed. This document is an operations handbook designed to describe each product and service covered within the schedule of charges to promote consistency of interpretation, application and equality across the city.**

3.0 Main Report

- 3.1 Following previous discussions around the annual CPI price increase, officers have checked the position with the Councils solicitor who has advised that the contractor is automatically**

entitled to the CPI increase every year. As this is an absolute entitlement under the contract a CPI increase is not subject to approval. This is consistent with the position in the vast majority of commercial contracts. As a result members are asked to note, now that the legal position has been clarified, that pricing proposals will continue to be presented to the board annually but that CPI increases will in future be presented for note and not for approval. Any price increase proposals above the CPI will be presented to the board for approval along with proposed prices for the introduction of new products.

- 3.2 Pricing is reviewed on an annual basis across the partnership and benchmarks are applied to check pricing against industry standards and Northern Ireland based leisure providers.
- 3.3 The Covid-19 pandemic has had a significant financial impact on the trading figures in 2020 and 2021. As restrictions continue to ease GLL will seek to return to delivering programmes that have been halted or significantly reduced for over the last 18 months. The focus will be on returning to pre Covid business and operating positions.
- 3.4 Finance remains a key priority for both GLL and the Council and this is reviewed on a monthly basis. This area remains in a state of flux as a result of the current instability in the operating environment.
- 3.5 2022/23 will see substantially increased expenditure resulting from the opening of new LTP facilities. Due to the opening of Lisnasharragh LC, Brook LC, Andersonstown LC and the imminent opening of Avoniel LC, there will be a significant increase in overall expenditure compared to the service that was delivered two years ago. There will be a £2m increase in staff costs compared to 2019, and a £1,3m increase in utility costs. Some of the cost increases will be offset by an uplift in income as the new centres grow the user/membership base. However, the CPI price increase will make a significant contribution to the net deficit and the future sustainability of the service.
- 3.6 A rise in national insurance contributions for employers will further impact on overall costs in the coming year.
- 3.7 Supplier costs are expected to rise in 2022 and expected to exceed CPI, which will result in further additional spend. It is important to note that the continued impact of Brexit on suppliers and associated costs continues to result in increased expenditure within the contract.
- 3.8 A price increase will be implemented at an average of 3.0% across all leisure products and services. This is reflective of the CPI rate based at 3.2% for August 2021.

- 3.9** The 3.0% price increase will potentially yield £228k and therefore make up 50% of the financial shortfall created by increased utility costs, estimated to be circa £450k in 2022/23.
- 3.10** The combined deficit in the five LTP centres (including Avoniel) is expected to be £2m. The LTP centres are expected to perform strongly but operating costs are anticipated to significantly exceed income.
- 3.11** GLL continues to expand its provision of services and products across the city for both adults and young people. As a result a number of additional prices have been included in the 2022/2023 proposed schedule of charges which reflect new opportunities for people to be more active, more often.
- 3.12** The shaded fields in the schedule of charges were agreed throughout the year and have been included. Field 177 is an amendment to previous pricing to include the cost of a trampoline coach to make this more transparent and easier for the customer.
- 3.13** The prices in Belfast remain some of the best value for money across Northern Ireland and the UK and are comparably at the lower end of the industry benchmarks.
- a) Average current yield per pre-paid membership price in GLL Belfast is £23.73.
 - b) Average swimming costs in GLL Belfast is £3.43.
 - c) 50% of all members' avail of a concessionary rate within Belfast and the service continues to offer free access to over 60s before 11 a.m.
 - d) The Belfast Healthwise team works in partnership with the Public Health Agency and Macmillan Cancer Support to deliver a variety of physical activity referral programmes that can be availed of free of charge for a period of 12 weeks. Competitive membership options are also provided to participants who graduate through these initiatives.
 - e) The Board is requested to note that GLL in Belfast continue to support 179 athletes, both senior and junior through the GLL Sport Foundation scheme. This scheme provides athletes with free access of all centres across the city in order to support their training and preparation for competition at national and international level.
- 3.14** The private sector continues to expand in Belfast and remains a key driving force in the local market.
- 3.15** Prepaid Membership, Pay and Play Membership, activity and facility hire charge increases are set out below:

Appendix

GLL Annual Schedule of Charges Review

	OVERARCHING NOTES	DESCRIPTION	NOTES
1	Citywide Consistency	Prices will be applied equally across the city. Charges will be consistent and	Like for like charging
2	Baselines and Pro Rata Pricing	As defined in the pricing matrix	All charges for the one hour unless otherwise stated
3	Facility Categorisation for Pricing Purposes		
4	Customer Access to the Schedule of Charges	The schedule of charges will be available in centre and online.	The schedule of charges does not need to be on display in centres
5	Booking Confirmation	All booking confirmation will be confirmed in writing.	Booking confirmations will include full details of the booking accepted along with an itemised breakdown of the agreed cost
6	Invoicing	Invoices will be issued in advance?	Invoices will include an itemised breakdown of the cost including VAT applicable
7	VAT Treatment	All prices are inclusive of VAT	
8	Discounts and Concessions		Adult concessions to only be applied to residents
9	Promotional Pricing	Promotional pricing may be applied for any product or service for a fixed period of up to 8 weeks	Promotional pricing can be applied locally. In the event that promotional pricing is not to be applied on a citywide basis the the promotion must be approved in advance.
10	Menu pricing principle (Parties, etc.)	Non-standard event bookings, for example birthday parties, will be charged on a 'menu' basis built on the mix of facilities and services booked.	Menu pricing will be based on a costed list of relevant facilities, activities and services. The same list and associated prices will be applied citywide.
11	Set up/breakdown time and cleaning charges	To be defined in pricing matrix	

12	New Product Pricing	To be defined in pricing matrix	
13	Pricing Matrix	Pricing matrix to be developed as an operational tool to guide centre staff on the application of charging	

	FACILITY HIRE	DESCRIPTION	NOTES	2021/2022 Price	2022/2023 Price	% Variance
14	Main Hall	4 court hall baseline	Pro rata charges calculated for space hired (courts) and duration variations	£45.50	£46.85	2.97%
15	Main Hall Ozone/Indoor Tennis Arena	Tennis Hall	Ormeau park only	£104.00	£107.10	2.98%
16	Main Hall Commercial Hire	Non sporting activities. 4 court hall baseline at commercial event rate. Per hour.	Pro rata charges calculated for space hired (courts) and duration variations	£111.75	£115.10	3.00%
17	Main Hall Commercial Hire Ozone/Indoor Tennis Arena	Non sporting activities. Tennis hall baseline at commercial event rate. Per hour	Pro rata charges calculated for space hired (courts) and duration variations	£152.00	£156.55	2.99%
18	Main Hall Venue hire per 24 period	Professional sport, trade/public exhibitions - per 24 hours (excludes any additional staff costs incurred)	Shankill LC, Ballysillan LC and Indoor Tennis Arena	£1,119.60	£1,153.20	3.00%
19	Main Hall Venue hire per 24 period	Professional sport, trade/public exhibitions - per 24 hours (excludes any additional staff costs incurred)	Brook LC and Olympia LC	£758.00	£780.75	3.00%

20	Main Hall Venue hire per 24 period	Professional sport, trade/public exhibitions - per 24 hours (excludes any additional staff costs incurred)	Falls LC, Grove WBC, Loughside RC and Whiterock LC	£568.50		
					£585.55	3.00%
21	Studio / Meeting room	Small	Categorisation principle agreed with GLL	£16.75	£17.25	3.00%
22	Studio / Meeting room	Medium	Medium not listed in 2020-21 pricing	£19.50	£20.10	3.08%
23	Studio / Meeting room	Large	Categorisation principle agreed with GLL	£21.50	£22.15	3.00%
24	Bespoke Meeting Room	Specifically designed for meetings	Price point set for Girdwood definition	£30.50	£31.40	2.95%
25	Swimming Pool - Whole Main Pool			£60.50	£62.30	2.98%
26	Swimming Pool - Half Main Pool			£35.00	£36.05	3.00%
27	Swimming Pool - Per Lane			£15.30	£15.75	2.94%
28	Swimming Pool - Gala Set Up - Standard	Basic lanes, blocks, seats, etc.		£120.00	£123.60	3.00%
29	Swimming Pool - Gala Set Up - Full Competition	Lisnasharragh		£150.00	£154.50	3.00%
30	Swimming Pool - Minor Large	Teaching/Diving	Lisnasharragh and Andersonstown examples	£45.00	£46.35	3.00%
31	Swimming Pool - Minor Small	Olympia example		£30.00	£30.90	3.00%
32	Swimming Pool - Sensory Set Up	Brook LC only		£60.00	£61.80	3.00%

33	Synthetic Pitch Full Pitch	Full size soccer or GAA dimensions	Full Price	£66.00	BCC aligned	tbc
34	Concession: Synthetic Pitch Full Pitch	Full size soccer or GAA dimensions	Concession price (Junior)	£34.00	BCC aligned	tbc
35	Synthetic Pitch Part Pitch		Defined part pitch bookable unit	£34.00	BCC aligned	tbc
36	Concession: Synthetic Pitch Part Pitch			£18.00	BCC aligned	tbc
37	Synthetic Pitch Full Pitch Match Rate		2 hour booking	£88.00	BCC aligned	tbc
38	Synthetic 5-a-side cage - Covered		Covered full price	£50.00	BCC aligned	tbc
39	Concession: Synthetic 5-a-side cage - Covered		Covered concession	£25.00	BCC aligned	tbc
40	Synthetic 5-a-side cage - Uncovered		Uncovered full price	£40.00	BCC aligned	tbc
41	Concession: Synthetic 5-a-side cage - Uncovered		Uncovered concession	£20.00	BCC aligned	tbc
42	Synthetic 7-a-side cage - Uncovered		Uncovered full price	£50.00	BCC aligned	tbc
43	Concession: Synthetic 7-a-side cage - Uncovered		Uncovered concession	£25.00	BCC aligned	tbc
44	Synthetic Pitch Commercial Hire	Non-sporting events. Commercial rate per hour.	Full size synthetic pitch. Lights included if required.	£124.00	£127.70	2.98%
45	Hurling Wall	Brook LC only	Club Training Only	£20.00	£20.60	3.00%
46	Laser Quest	Private hire		£99.50	£102.50	3.02%
47	Climbing Wall	Whole		£150.00	£154.50	3.00%

48	Climbing Wall	Private hire	Includes 2 specified routes/zones	£37.00	£38.10	2.97%
49	Aqua Splash 'H' set up	Private hire	Maximum 70 participants	£350.00	£360.50	3.00%
50	Surf Air Adult Rate	Private hire	Maximum 10 participants	£150.00	£150.00	0.00%
51	Surf Air Junior Rate	Private hire	Maximum 10 participants	£89.00	£89.00	0.00%
52	Birthday Parties	Headline Price	Includes activity and room hire	£89.00	£91.65	2.98%
53	Air Venture	Private hire	Maximum 60 participants	£350.00	£350.00	0.00%
54	Soft Play	Private hire	Maximum 50 participants	£150.00	£154.50	3.00%
55	Treatment Room	Cosmetic, therapy, physio		£11.40	£11.75	3.07%
56	Changing Room	For outdoor facilities	Changing provided with pitch hire	£21.50	£22.15	3.00%

	MEMBERSHIP	DESCRIPTION	NOTES	2021/2022 Price	2022/2023 Price	% Variance
57	Better Health and Fitness Plus Spa Non Resident	Includes Olympia Spa	Non resident	£58.50	£60.25	2.99%
58	Better Health and Fitness Plus Spa Resident	Includes Olympia Spa	Resident	£54.50	£56.15	3.03%
59	Better Health and Fitness Non-Resident		Non resident	£38.50	£39.65	2.99%
60	Better Health and Fitness Resident		Resident	£35.50	£36.55	2.96%
61	Better Health and Fitness Single Centre	Not applicable at Andersonstown, Brook, Lisnasharragh or Olympia		£31.00	£31.95	3.06%

62	Corporate: Better Health and Fitness. Citywide Access			£31.00	£31.95	3.06%
63	Corporate: Better Health and Fitness. Single Centre Access	Not applicable at Andersonstown, Brook, Lisnasharragh or Olympia		£27.50	£28.35	3.09%
64	Concession: Better Health and Fitness Non-Resident		Non resident	£19.25	£19.85	3.12%
65	Concession: Better Health and Fitness Resident		Resident	£17.75	£18.30	3.10%
66	Concession: Better Health and Fitness Single Centre Access		Resident	£15.30	£15.75	2.94%
67	Student Better Health and Fitness			£21.50	£22.15	3.00%
68	Better Swim Non-Resident		Non resident	£23.50	£24.20	2.98%
69	Better Swim Resident		Resident	£21.50	£22.15	3.00%
70	Better Swim School (Junior)	Pre Paid Monthly		£19.50	£20.10	3.08%
71	Gymnastics	Pre Paid Monthly		£25.50	£26.30	3.14%
72	Swimbies	Pre Paid Monthly		£25.00	£25.75	3.00%
73	Junior Better Health and Fitness			£11.00	£11.35	3.18%
74	BetterInclusive			£21.50	£22.15	3.00%
75	Better Healthwise Yr. 1			£21.50	£22.15	3.00%
76	Better Healthwise Yr. 2			£27.25	£28.05	2.94%
77	Better Healthwise Yr. 3			£32.50	£33.50	3.08%

78	Over 60s Better Health and Fitness Non-Resident		Non resident	£25.00	£25.75	3.00%
79	Over 60s Better Health and Fitness Resident		Resident	£22.75	£23.45	3.08%
80	3 Months Better Health and Fitness			£114.00	£117.40	2.98%
81	6 Months Better Health and Fitness			£217.50	£224.05	3.01%
82	12 Months Better Health and Fitness			£372.60	£383.80	3.01%
83	Concession: 3 Months Better Health and Fitness			£59.25	£61.05	3.04%
84	Concession: 6 Months Better Health and Fitness			£119.50	£123.10	3.01%
85	Concession: 12 Months Better Health and Fitness			£223.56	£230.30	3.01%
86	Better Health and Fitness Plus Bike Park Non-Resident		Non resident	£59.00	£60.75	2.97%
87	Better Health and Fitness Plus Bike Park Resident		Resident	£54.50	£56.15	3.03%
88	Belfast City Council Corporate Membership			£15.50	£15.95	2.90%
89	Family Memberships (2 Adults and 2 Children)		Resident	£59.00	£59.00	0.00%

90	Family Memberships (2 Adults and 2 Children) - Concession		Resident	£45.00	£45.00	0.00%
91	Family Memberships (2 Adults and 3 Children)		Resident	£66.00	£66.00	0.00%
92	Family Memberships (2 Adults and 3 Children) - Concession		Resident	£52.00	£52.00	0.00%
93	Family Memberships (2 Adults and 4 Children)		Resident	£72.00	£72.00	0.00%
94	Family Memberships (2 Adults and 4 Children) - Concession	Any additional children charged at £6	Resident	£58.00	£58.00	0.00%
95	Pay and Play Card Non Resident		Non resident	£10.00	£10.30	3.00%
96	Pay and Play Card Resident		Resident	£5.00	£5.15	3.00%
97	Membership Card Replacement	Lost or stolen		£2.00	£2.05	2.50%
98	Private Swim Coach	Annual access licence fee		£230.00	£236.90	3.00%

	ACTIVITY CHARGES	DESCRIPTION	NOTES	2021/2022 Price	2022/2023 Price	% Variance
99	Laser Zone			£4.90	£5.05	3.00%
100	Shower/Changing		Full price	£2.25	£2.30	2.22%
101	Concession: Shower/Changing		Concession	£1.05	£1.10	4.76%
102	Soft Play (60 Minutes)	Grove WBC only		£3.60	£3.70	2.78%

103	Short Mat Bowls Per Person Non resident	60 minutes	Full price non resident	£6.40	£6.60	3.12%
104	Short Mat Bowls Per Person Resident	60 minutes	Full price resident	£4.90	£5.05	3.00%
105	Concession: Short Mat Bowls Per Person Resident		Concession resident	£2.45	£2.50	2.04%
106	Group Activity Classes Non-Resident		Full price non resident	£7.75	£8.00	3.23%
107	Group Activity Classes Resident		Full price resident	£6.00	£6.20	3.33%
108	Concession: Group Activity Classes resident		Concession resident	£2.45	£2.50	2.04%
109	Climbing Non-Resident		Full price non resident	£6.50	£6.70	3.00%
110	Climbing Resident		Full price resident	£5.00	£5.15	3.00%
111	Concession: Climbing Resident		Concession resident	£2.40	£2.45	2.08%
112	Fitness Suite Non-Resident		Full price non resident	£7.75	£8.00	3.23%
113	Fitness suite Resident		Full price resident	£6.00	£6.20	3.33%
114	Concession: Fitness Suite Resident		Concession resident	£2.40	£2.45	2.08%
115	Handball/Squash/Racquetball/Hurling Wall Non-Resident	Per person	Full price non resident	£6.40	£6.60	3.12%
116	Handball/Squash/Racquetball/Hurling Wall Resident	Per person	Full price resident	£4.95	£5.10	3.00%

117	Concession: Handball/Squash/ Racquetball/Hurling Wall Resident		Concession resident	£2.45	£2.50	2.04%
		Per person				
118	Hurling Wall Group Booking	60 minutes		£20.00	£20.60	3.00%
119	Badminton Non-Resident	Per person	Full price non resident	£6.40	£6.60	3.12%
120	Badminton Resident	Per person	Full price resident	£4.95	£5.10	3.00%
121	Concession: Badminton Resident	Per person	Concession resident	£2.45	£2.50	2.04%
122	Swimming Non-Resident		Full price non resident	£4.60	£4.75	3.26%
123	Swimming Resident		Full price resident	£3.60	£3.70	2.78%
124	Concession: Swimming Resident		Concession resident	£1.80	£1.85	3.00%
125	Family Swim Non-Resident	2 adults + 2 (or 1 & 3) additional child add on	Non resident	£10.40	£10.70	2.88%
126	Family Swim Resident	2 adults + 2 (or 1 & 3) additional child add on	Resident	£8.00	£8.25	3.13%
127	Aqua Splash 'H' Set p (includes slide) Adult		Non member / non resident	£10.40	£10.70	2.88%
128	Aqua Splash 'H' Set up (includes slide) Adult		Member / resident	£8.00	£8.25	3.13%
129	Aqua Splash 'H' Set up (includes slide) Junior		Non member / non resident	£6.50	£6.70	3.00%
130	Aqua Splash 'H' Set up (includes slide) Junior		Member / resident	£5.00	£5.15	3.00%
131	Aqua Splash 'H' Set up (includes slide) Family Pass	Additional child £5.15. U5's free	Non member / non resident	£31.20	£32.15	3.04%

132	Aqua Splash 'H' Set up (includes slide) Family Pass	Additional child £5.15. U5's free	Member / resident	£24.00	£24.70	2.92%
133	Aqua Splash 'H' Set up (includes slide) Group Pass	10 participants. Add adult/child £8.25/£5.15		£60.00	£61.80	3.00%
134	Aqua Splash 'H' Set up (excludes slide) Adult – Non member / non resident		Non member / non resident	£9.00	£9.25	2.78%
135	Aqua Splash 'H' Set up (excludes slide) Adult – Member / resident		Member / resident	£7.00	£7.20	2.86%
136	Aqua Splash 'H' Set up (excludes slide) Junior – Non member / non resident		Non member / non resident	£5.70	£5.85	2.63%
137	Aqua Splash 'H' Set up (excludes slide) Junior – Member / resident		Member / resident	£4.40	£4.55	3.41%
138	Aqua Splash 'H' Set up (excludes slide) Family Pass – Non member / non resident	Additional child £4.55. U5's free	Non member / non resident	£27.30	£28.10	2.93%
139	Aqua Splash 'H' Set up (excludes slide) Family Pass – Member / resident	Additional child £4.55. U5's free	Member / resident	£21.00	£21.65	3.10%
140	Aqua Splash 'H' Set up (excludes slide) Group Pass	10 participants. Add adult/child £7.20/£4.55		£52.50	£54.10	3.05%

141	Aqua Splash 'I' Set up (excludes slide) Adult		Non member / non resident	£5.20	£5.35	2.88%
142	Aqua Splash 'I' Set up (excludes slide) Adult		Member / resident	£4.00	£4.10	2.50%
143	Aqua Splash 'I' Set up (excludes slide) Junior		Non member / non resident	£3.25	£3.35	3.00%
144	Aqua Splash 'I' Set up (excludes slide) Junior		Member / resident	£2.50	£2.60	4.00%
145	Aqua Splash 'I' Set up (excludes slide) Family Pass	Additional child £2.60. U5's free	Non member / non resident	£15.60	£16.05	2.88%
146	Aqua Splash 'I' Set up (excludes slide) Family Pass	Additional child £2.60. U5's free	Member / resident	£12.00	£12.35	2.92%
147	Aqua Splash 'I' Set up (excludes slide) Group Pass	10 participants. Add adult/child £4.10/£2.60		£30.00	£30.90	3.00%
148	Leisure Water Adult Non-Member / Non-Resident	Andersonstown Only	Non member / non resident	£10.40	£10.70	2.88%
149	Leisure Water Adult Member / Resident	Andersonstown Only	Member / resident	£8.00	£8.25	3.13%
150	Leisure Water Child Non-Member / Non-Resident	Andersonstown Only	Non member / non resident	£7.80	£8.05	3.21%
151	Leisure Water Child Member / Resident	Andersonstown Only	Member / resident	£6.00	£6.20	3.33%

152	Leisure Water Local Programme Child	Andersonstown Only	Local programme child	£4.00	£4.10	2.50%
153	Leisure Water Family Pass Non-Resident	Andersonstown Only	Non resident	£31.20	£32.15	3.04%
154	Leisure Water Family Pass Resident	Andersonstown Only	Resident	£24.00	£24.70	2.92%
155	Leisure Water Family Pass Additional Child	Andersonstown Only	Addition child add on	£5.00	£5.15	3.00%
156	Leisure Water Part Use Non-Resident	Andersonstown Only - Excludes water slides and Surf Belfast	Non resident	£5.20	£5.35	2.88%
157	Leisure Water Part Use Resident	Andersonstown Only - Excludes water slides and Surf Belfast	Resident	£4.00	£4.10	2.50%
158	Surf Belfast Adult Non-Resident	Andersonstown Only	Non resident	£19.50	£19.50	0.00%
159	Surf Belfast Adult Resident	Andersonstown Only	Resident	£15.00	£15.00	0.00%
160	Surf Belfast Child Non-Resident	Andersonstown Only	Non resident	£13.00	£13.00	0.00%
161	Surf Belfast Child Resident	Andersonstown Only	Resident	£10.00	£10.00	0.00%
162	Surf Belfast Leisure Water Ticket Bolt On	Andersonstown Only	Bolt on to leisure water ticket	£2.00	£2.05	2.50%

163	Air Venture Adult Non member /Non-resident		Non member / non resident	£10.40	£10.70	2.88%
164	Air Venture Adult Member/Resident		Member / resident	£8.00	£8.25	3.13%
165	Air Venture Junior Non-Member / Non-Resident		Non member / non resident	£6.50	£6.70	3.00%
166	Air Venture Junior Member / Resident		Member / resident	£5.00	£5.15	3.00%
167	Air Venture Family Pass	Additional Child £5.10. U5's free	Non member / non resident	£31.20	£32.10	2.88%
168	Air Venture Family Pass	Additional Child £5.10. U5's free	Member / resident	£24.00	£24.70	2.92%
169	Air Venture Group Pass	10 Participants. Add Adult/Child £8.25/£5.15		£80.00	£80.00	0.00%
170	Table Tennis Non Member	Per Person	Non member full price	£6.40	£6.60	3.12%
171	Table Tennis Member	Per Person	Member Full Price - for session not included in membership	£4.95	£5.10	3.00%
172	Concession: Table Tennis member	Per Person	Member Concession - for session not included in membership	£2.45	£2.50	2.04%
173	Tennis Non-Member	Per Person	Non member full price	£6.40	£6.60	3.12%

174	Tennis Member	Per Person	Member Full Price - for session not included in membership	£4.95	£5.10	3.00%
175	Concession: Tennis member	Per Person	Member Concession - for session not included in membership	£2.45	£2.50	2.04%
176	Tennis Wheelchair Block Booking Ozone	Group Booking Per Court		£21.50	£22.15	3.00%
177	Trampoline Hire (coach must be present)	10 Participants for 60 Minutes	Amendment in price to include coach	£21.20	£55.00	159.43%
178	School Swim – Per Person			£1.90	£2.00	5.26%
179	School Swimming - Banded 10 or less			£18.40	£18.95	3.00%
180	School Swimming - Banded 11 to 20			£36.75	£37.85	3.00%
181	Health Suite	Steam, suana, etc. (excludes Olympia Spa)	Full price	£3.40	£3.50	3.00%
182	Concession: Health Suite	Steam, suana, etc. (excludes Olympia Spa)	Concession	£1.70	£1.75	3.00%

	COURSES	DESCRIPTION	NOTES	2021/2022 Price	2022/2023 Price	% Variance
183	Swim School Course	Adult per course (8 lesson block)	Adult	£49.50	£51.00	3.03%
184	Swim School Course	Junior per course (8 lesson block)	Junior	£44.50	£45.85	3.03%
185	Tennis Adult 6 X 90 minutes class - 8 per group	8 per class	Full price	£98.50	£101.45	2.99%
186	Concession: Tennis Adult 6 X 90 minutes class - 8 per group	8 per class	Concession	£49.00	£50.45	2.96%
187	Tennis Adult 6 X 90 minutes class - 4 per group	4 per class	Full price	£129.00	£132.85	2.98%
188	Concession: Tennis Adult 6 X 90 minutes class - 4 per group	4 per class	Concession	£64.50	£66.45	3.02%
189	Tennis Junior 6 X 60 minutes class - 8 per group	8 per class		£33.00	£34.00	3.03%
190	Tennis Junior 6 X 60 minutes class - 8 per group	4 per class		£49.00	£50.45	2.96%
191	Tennis Junior 6 X 30 minutes class - 8 per group	8 per class		£16.50	£17.00	3.00%
192	Climbing Adult 6 X 90 minutes class - 8 per group	8 per class		£76.80	£79.10	3.00%
193	Climbing Junior 6 X 90 minutes class - 8 per group	8 per class		£46.20	£47.60	3.03%
194	Gymnastics 10 X 60 minutes	10 per class	10 X 60 minute sessions	£50.50	£52.00	2.97%

195	Gymnastics 10 X 90 minutes	10 per class	10 X 90 minute sessions	£75.50	£77.75	2.98%
-----	----------------------------------	--------------	-------------------------------	--------	--------	-------

	NEW PRODUCTS - MEMBERSHIPS	DESCRIPTION	NOTES	2021/2022 Price	2022/2023 Price	% Variance
196	Brand X Method (Lessons and Courses) - Membership	Pre Paid Monthly	One class per week and access to junior gym and swimming		£19.50	N/A
197	Brand X Method (Lessons and Courses) - Membership (Excel)	Pre Paid Monthly	Two classes per week and access to junior gym and swimming		£25.50	N/A
198	Tom Daley Diving Academy	Pre Paid Monthly - Beginner and Improver Sessions (Junior Only)	One class per week and access to swimming		£19.50	N/A

	NEW PRODUCTS - ACTIVITIES/FACILITIES	DESCRIPTION	NOTES	2021/2022 Price	2022/2023 Price	% Variance
199	Brand X Method (Lessons & Courses) - Group Booking (10)	Price Per Session	Maximum of 10 per group		£35.00	N/A
200	Brand X Method (Lessons and Courses) - Group Booking (20)	Price Per Session	Maximum of 20 per group		£65.00	N/A
201	Swim Doctor - Resident / Member	Price Per Session	45-minute lesson		£3.00	N/A
202	Swim Doctor – Non-Resident / Non-Member	Price Per Session	45-minute lesson		£10.00	N/A

203	Adult In Centre Coached Activity Non-Member / Non Resident	Price Per Session	Examples such as Indoor Bowls, Badminton, Pickle ball		£4.50	N/A
204	Adult In Centre Coached Activity Member / Resident	Price Per Session	Examples such as Indoor Bowls, Badminton, Pickle ball		£3.00	N/A
205	Junior In Centre Coached Activity Non Member / Non Resident	Price Per Session	Examples such as Irish Dancing, Martial Arts, Football etc.		£3.00	N/A
206	Junior In Centre Coached Activity Member / Resident	Price Per Session	Examples such as Irish Dancing, Martial Arts, Football etc.		£1.80	N/A
207	Bouncy Castle Hire	60 minutes	Includes sports hall/studio hire		£70.00	N/A
208	Ballysillan Inflatables Adult - Non member / non resident		Non member / non resident		£5.75	N/A
209	Ballysillan Inflatables Adult - Member / resident		Member / resident		£4.60	N/A
210	Ballysillan Inflatables Junior - Non member / non resident	Over 5s only	Non member / non resident		£3.60	N/A
211	Ballysillan Inflatables Junior - Member / resident	Over 5s only	Member / resident		£2.80	N/A
212	Ballysillan Family Pass - Non member / non resident	2 Adults, 2 Children - Additional child £2.80.	Non member / non resident		£17.75	N/A

213	Ballysillan Family Pass - Member / resident	2 Adults, 2 Children - Additional child £2.80.	Member / resident		£14.00	N/A
214	Ballysillan Inflatables Group Pass	10 participants. Add adult/child £4.60/£2.80			£34.00	N/A
215	Ballysillan Inflatables Private Hire	Maximum of 25 participants			£70.00	N/A
216	Ballysillan Toddler Inflatable - Non member / Non resident	Under 5's	Non member / non resident		£3.60	N/A
217	Ballysillan Toddler Inflatable - Member / Resident	Under 5's	Member / resident		£2.80	N/A
218	Ballysillan Toddler Inflatable Private Hire	Under 5's - Maximum of 10 participants			£34.00	N/A
219	Outdoor Inflatables	60 minutes + Small Sided Pitch	Avoniel Only		£60.00	N/A
220	Outdoor Inflatables	2 Inflatables for 60 minutes + Small Sided Pitch	Avoniel Only		£80.00	N/A
221	Archery Non-Member/Non Resident	Per person	Full price non resident		£6.40	N/A
222	Archery Member/Resident	Per person	Full price resident		£4.95	N/A
223	Archery Concession	Per person	Concession resident		£2.45	N/A
224	Archery Group Pass	10 Participants. Add Adult/Child £4.95/£2.45			£45.00	N/A
225	Zorbing Group Activity	10 Participants. Add Adult/Child £8.25/£5.15	Avoniel Only		£60.00	N/A

226	Tri Golf Group Activity	10 Participants. Add Adult/Child £4.95/£2.45			£45.00	N/A
227	Video Analysis Package	Price per Match	Avoniel Only		£30.00	N/A
228	Performance Sports Testing Package	Price per session - does not include pitch hire	Avoniel Only		£35.00	N/A
229	Leisure Water Group Pass (10)	10 Participants. Add Adult/Child £8.25/£6.20	Andersonstown Only		£80.00	N/A
130	Leisure Water Group Pass (20)	20 Participants. Add Adult/Child £8.25/£6.20	Andersonstown Only		£160.00	N/A
231	Car Parking - Up to 2 hours	Andersonstown Only	Up to 2 hours		£0.00	N/A
232	Car Parking - Up to 3 hours	Andersonstown Only	Up to 3 hours		£1.50	N/A
233	Car Parking - Up to 4 Hours	Andersonstown Only	Up to 4 hours		£3.00	N/A
234	Car Parking - Conference Delegate Rate	Andersonstown Only	More than 4 hours		£7.00	N/A
235	Car Parking - Overnight or Lost Ticket	Andersonstown Only	Overnight or Lost Ticket		£7.00	N/A

After discussion, the Board noted the report and approved the new product prices, as highlighted within the foregoing appendix.

Six-Monthly Update on Community Engagement

Mr. Michael drew the Board's attention to the following report:

1.0 Purpose of Report

1.1 To present the Board with a six-monthly community engagement update report for the period April – September 2021

2.0 Recommendation

2.1 The Board is requested to note the report.

3.0 Main Report

3.1 GLL is a leading social enterprise. One of the core priorities of GLL is to ensure full access for all members of the

community and to encourage more people to be more active, more often.

- 3.2 GLL has employed a Regional Business Manager, whose key focus is to drive participation and usage, ensuring more people from every background are regularly and meaningfully engaged and taking part in sport and physical activity. To continue on progress made, GLL have a team of three that focus on participation and another staff member with a focus on group exercise.
- 3.3 The Covid-19 pandemic has placed restrictions on a range of activities which has resulted in a decrease in programme opportunities in the period between April and September 2021. GLL has delivered on what has been possible at this time and will seek to further develop programmes from October onwards as we move from restrictions to a more normal operating environment.
- 3.4 GLL is committed to support community access offering varied opportunities delivered in centres that are accessible, affordable and not inhibiting.
- 3.5 GLL re-invests through the GLL Foundations (Sport and Communities) that provide and sustain support for community cohesion and talented individuals.
- 3.6 53% of Belfast GLL members benefit from concessionary charges thereby helping to remove affordability as a barrier to participation.
- 3.7 **Sports Programmes**
 - 3.7.1 Between April and September, GLL has supported a number of NGBs in the delivery of their holiday programmes, grassroots events and performance programmes. Holiday camps were delivered by Irish FA, Ulster Boxing and NI Netball. Badminton, tennis, swimming, water polo and martial arts are all provided with facility space to engage with a wide range of participants within the community.
 - 3.7.2 Brook Leisure Centre delivered a Community Football tournament in partnership with Total Football during the summer months. 24 junior teams from across Northern Ireland competed in the tournament running for 8 weeks in July and August with over 800 people attending finals night to watch Glentoran Juniors lift the cup.
 - 3.7.3 GLL support the delivery of Jog Belfast at Girdwood. The 10-week programme supports 25 attendees with the aim of participants completing a 5km at the end of the programme.
 - 3.7.4 GLL supports over 200 domestic clubs and performance squads weekly across leisure facilities in Belfast. Leisure

centres in Belfast are utilised for club and performance training and service a variety of local and regional competitions.

- 3.7.5** Brook Leisure Centre has a swimming pool specifically designed to cater for those with sensory needs and those with wide range of disabilities. In September GLL re-engaged with Swimming Buddies, an organisation that specialises in Autism friendly swimming lessons. Currently sessions are being offered throughout the week and the organisation is looking to expand into other areas of the city.
- 3.7.6** In partnership with Irish FA, GLL provides female only football sessions at four centre sites across the city through the Shooting Stars Programme.
- 3.7.7** Girdwood Community Hub worked in partnership with TAMHI and St Patricks FC to support a summer intervention programme which was funded by Belfast City Council. Approximately 240 junior players took part in 9-a-side small sided games on Monday to Friday evenings in July and August. A number of football clubs from across Northern Ireland participated in the programme.
- 3.8** Family Programming
- 3.8.1** GLL has created a balanced programme of activities across all centres allowing families to participate. Junior group exercise class were reintroduced to the programme in August 2021 and GLL will launch the Brand X Method (fitness and conditioning) programme in November 2021 to engage children aged between 4 and 17 to focus on their fitness and athletic performance.
- 3.8.2** Youth and family products such as water slides, Surf Belfast and the Aqua Play at Andersonstown, Air Venture at Brook and Aqua Splash at Lisnasharragh were extremely popular with young people and families over the summer holiday period. GLL have also utilised these products to engage over 30 youth and community groups to access the centres as part of their own summer intervention programmes.
- 3.8.3** Pool parties returned to Brook Leisure Centre in September and have been fully booked every Friday.
- 3.8.4** Since September, birthday parties have returned and, as restrictions ease at the end of October, GLL would hope to see a return to pre pandemic booking levels. GLL offers a wide range of provision for birthday parties including bouncy castles, climbing wall, sports (indoor and outdoor) along with the new products mentioned in this report. GLL offers a menu of prices to ensure that barriers to access are limited and that all communities can be accommodated.

- 3.9 School and Youth Programmes**
- 3.9.1** Centres facilitated a number of primary and secondary school end of term celebrations in June. Schools were able to access a variety of junior products and swimming pools across the city to celebrate the conclusion of what had been a challenging year for many in education.
- 3.9.2** School swimming recommenced in September with schools from across the city returning to the water. Over 230 sessions have been made available to schools and more are set to return after the Halloween break.
- 3.9.3** Although the normal annual Summer Schemes were not delivered directly by the centres throughout July and August, a number of centres supported local community youth organisations in hosting summer initiatives. For example, 15 different junior groups attended summer scheme staycation days at Brook LC. Participants enjoyed Air venture, Pool Parties and outdoor multi sports activities. Another example is a digital arts academy funded by Peace IV and Good Relations with 200 kids in attendance at Girdwood. Over 3,000 children participated in programmes facilitated in GLL managed leisure facilities.
- 3.10 Community Outreach**
- 3.10.1** Girdwood Community Hub currently facilitates a Community Food Bank which is in operation Mondays, Wednesdays and Fridays from 10:00 to 13:00
- 3.10.2** GLL continues to partner with ‘Menshed’ by offering Girdwood Community Hub, Brook and Whiterock where the focus is on improving mental health for men.
- 3.10.3** GLL has supported a number of mental health charities and initiatives in the form of awareness and fund raising.
- 3.10.4** GLL facilitates the Colin Autism Support Group for parents of children with autism and other learning disabilities.
- 3.11 Older Participant Programmes**
- 3.11.1** 16.2% of all current Belfast members are aged 60+
- 3.11.2** Free access for over 60’s before 11am Monday to Friday.
- 3.11.3** GLL has a daily programme of activity targeted at and suitable for older people and continue to open up further opportunities as restrictions ease.
- 3.11.4** GLL delivers chronic disease (Cancer & Cardiac) rehabilitation programmes, whilst also supporting and hosting Diabetes and Strength & Balance programmes.

Many of the referrals for these interventions are older people.

- 3.11.5 GLL has launched a ‘basic’ physical activity programming designed to target referrals coming off the rehabilitation programmes and is also suitable for members looking for a lower level/low impact workout. In addition to this, walking groups have become part of the mainstream group exercise offering so can be accessed by the wider membership and not just those on PARS.
- 3.12 Officers from GLL will be in attendance to answer any queries raised.

After discussion, during which Mr. Michael outlined, at the request of a Director, the work being undertaken to expand the programmes being delivered in the Belvoir Activity Centre and to identify new programmes in advance of the opening of the Avoniel Leisure Centre, the Board noted the report.

Annual Review of GLL Membership Architecture

Mr. Walker submitted for the Board’s consideration the following report:

“1.0 Purpose of Report

- 1.1 To present the Board with the scheduled annual review of the GLL membership architecture.

2.0 Recommendation

- 2.1 The Board is requested to note this report.

3.0 Main Report

- 3.1 GLL offers a range of memberships that cater for children through to senior citizens.
- 3.2 Memberships are provided for single centre sites (non LTP centres only) and citywide access.
- 3.3 Memberships are subject to resident and non resident pricing and concession options are also available (in the majority of cases).
- 3.4 Memberships can be paid by monthly by direct debit or annually.
- 3.5 Health and fitness memberships entitle users to inclusive access to the gym, fitness classes, swimming, racquets and climbing. Members can book up to 7 days in advance via the Better UK app. Members also receive up to 30% off non-member prices for other activities.

- 3.6 Certain memberships provide customers additional benefits such as Olympia Spa access of access to the bike store at BGB and prices are tailored accordingly.
- 3.7 Pay and Play memberships provide users with up to a 30% off non-member prices for activities.
- 3.8 Memberships have been created to provide weekly coaching in activities such as Swimming and Gymnastics.
- 3.9 GLL continuously reviews membership pricing against local competitors in both the private and public sector.
- 3.10 GLL requests and listen to feedback to ensure the membership packages meet the needs of the customer.
- 3.11 GLL has reintroduced the Family Membership and will review the performance of this membership option over the next six months.
- 3.12 GLL introduced a free junior Pay and Play card in June 2021 and will continue to review the performance of this initiative monthly.
- 3.13 GLL has requested to add two additional memberships to the offering at this time. These memberships are related to youth coaching products. Namely the 'Brand X Method' and 'Tom Daley Diving Academy'. These memberships have been subject to a price review of competitor offerings and benchmarked against similar products both within the current membership architecture and that provided by other GLL sites in the UK.
- 3.14 GLL is currently satisfied with the current membership architecture and require no further amendments at this time. The membership architecture will be subject to ongoing analysis and review."

The Board noted the report.

(The GLL representatives left the meeting at this point.)

Six monthly Update on the Council's Sports Development Unit

The Partnership Manager submitted for the Board's consideration the following report:

"1.0 Purpose of Report

- 1.1 To update the Board on sports development activities delivered through the Council's Leisure Development Unit.

2.0 Recommendation

2.1 The Board is requested to note the information provided, with a view to understanding the wider sports development priorities for the Council.

3.0 Main Report

3.1 The Leisure Development Unit leads the delivery of an extensive programme of sports development initiatives in support of the Belfast Agenda. This report provides a summary of outputs from the main initiatives for April to September during the 2021 – 2022 financial year.

3.2 Understandably, the delivery of activities was restricted by Executive Office legislation and sporting governing body guidance. Access to facilities to deliver programmes and access to school and community groups was severely restricted. Council staff have not been directly delivering sports activities. Leisure Development staff have been working from home since March 2020 with Council priorities requiring staff, to work flexibly and undertake alternative roles based on Council priorities. Currently the Leisure Development Manager role is being recruited and three substantive sports development roles are vacant.

3.3 Belfast Boxing Strategy.

A 2021 – 2022 work plan has been approved and targets agreed for 34 key actions. As an indoor contact sport, most regular activities were not permitted until recently. The Development Officer and Community Coach have been working from home and delivering activities using online platforms. School programming recommenced in September and a second Community Coach has been recruited to support additional demand. Main thematic work areas are:

- a) to have an effective efficient Pathway to engage and nurture talent;**
- b) to recruit, train and sustain active coaches within Belfast;**
- c) to grow and sustain club membership within Belfast;**
- d) to promote and sustain good governance standards within Belfast clubs; and**
- e) to support competitive local and international events in Belfast.**

3.4 Primary Schools Cross Country.

This programme was cancelled as schools are not currently permitted to mix.

3.5 Stadium Community Benefits Initiative.

GAA, IFA, DfC and the Council agreed a joint 2021 – 2022 work plan and targets. Specific actions were agreed for IFA and GAA with an additional collaborative work plan in place. Q1 and Q2 actions have been focussed on online delivery of generic coach and leadership education. Actions are grouped under four thematic work areas, which support all organisations' strategic plans.

- a) Collaborative working
- b) Wellbeing
- c) Engaged communities
- d) Club governance and management

3.6 Pitches Partner Agreements

Seven sites are being managed through this programme which is based on delivery of a sports development plan. Significant levels of activity were delivered in Q1 and Q2 as club activity resumes to normal levels.

3.7 GAA Joint Management Board

Resumption of adult and youth programming led to extensive delivery at Woodlands, Cliftonville, Sally Gardens and Cherryvale through club programming.

3.8 Support for Sport

Council funding was diverted to recovery with grants up to £1,500 and £5,000 available for registered sports clubs.

3.9 Bike to Work Day. This event did not take place.

3.10 Sports Development Strategy.

This project was deprioritised over the last 12 months. Engagement with key stakeholders and community will happen over the next six months to inform the draft strategy direction prior to formal consultation and adoption. The strategy will focus on the following themes:

- Primary Theme 1.1 Sports Development
- Primary Theme 1.2 Physical Activity
- Associated Theme 2.1 Facility/Asset access and utilisation
- Associated Theme 2.2 Facility/Asset planning
- Supporting Theme 3.1 Health Promotion
- Supporting Theme 3.2 Community Engagement and Neighbourhood Development"

The Board noted the report.

BCC Review of Leisure Operating Model

The Board considered the following report:

“1.0 Purpose of Report

1.1 To update the Board on the review of the leisure operating model, as communicated on 7th June and 9th August 2021.

2.0 Recommendation

2.1 The Board is requested to note the report.

3.0 Main Report

3.1 At the meeting on 9th August, the Board noted the terms of reference for the review. The terms of reference including the proposed review timeline (below at 3.2) was subsequently approved by the SP and R Committee on 20th August and ratified by Council at the start of September.

3.2 Proposed timeline

Agree Terms of Reference	CMT Active Belfast Ltd. SP and R	June 2021 9th August 2021 20th August 2021
Appointment of independent contractor	CNS	October 2021
Commence review		October/November 2021
Draft report and findings	CMT SP and R Active Belfast Ltd.	January/February 2022

3.3 As the anticipated cost of the review was set at £5,000, procurement of a suitably qualified consultant requires the Council to seek quotations. Five independent consultants were invited to submit quotations.

3.4 The specification issued with the invitation to quote is as set out in the Council approved terms of reference.

3.5 Quotation evaluation criteria has been built around a points award split of 70% quality and 30% cost. The quality element scoring is further split with a focus on proposed methodology as follows:

Criteria	Question	Question Weighting
Proposal/methodology	Level of service proposed -	30%

	understanding of brief, methodology, and ability to meet timescales	
Similar projects	Relevant experience of undertaking similar projects involving evaluation of strategic plans and governance, stakeholder consultation/workshops (including elected representatives) and preparation of outcome reports with recommendations within the last 5 years	20%
Knowledge and experience of project team	Calibre and experience of project team members	20%
Cost	Lowest cost	30%
	Total	100%

- 3.6** Invitations to quote were issued on 6th October with the deadline for return set for 19th October.
- 3.7** It is anticipated that a quotation evaluation panel will be convened for week commencing 25th October, with the expectation that the successful consultant will be appointed before the end of October. Subject to appointment the project remains on schedule as set out in the above timeline.
- 3.8** The contract specification is focused on the requirement to consult widely with all key stakeholders, including current and past ABL Board members.
- 3.9** Subject to contract award, the Partnership Manager will communicate directly with Board members to outline the consultation process and co-ordinate meetings/individual engagements as agreed with the successful consultant. It is anticipated that a comprehensive series of stakeholder engagements will commence in early November.
- 3.10** As the planned review will include membership of the board, the ongoing delay continues to impact on the ABL director recruitment programme previously scheduled for 2020/21. Subject to the outcome of the review process, it is anticipated that the recruitment campaign could commence early in 2022”

The Board noted the report.

Six Monthly Update on Facility Management and Centre Inspections

The Partnership Manager drew the Board’s attention to the following report:

“1.0 Purpose of Report

1.1 To update the Board on the condition of the leisure facilities and the ongoing contract governance inspection programme.

2.0 Recommendation

2.1 The Board is requested to note the report.

3.0 Main Report

3.1 Since early 2016, the Council’s leisure centres have been subject to a programme of routine inspections. Each centre is inspected twice in every quarter. Inspections visits are always carried out by the Partnership Manager. Visits are unannounced and the Partnership Manager is accompanied by a member of the centre management team. Usually the General Manager or the Duty Manager on shift.

3.2 The visits are designed to focus on building maintenance, cleaning and Health and Safety.

Observations are scored against a check sheet of 355 items with a clear definition of the expected standard for each. Each measure is scored out of 5 with a score of 4 demonstrating full compliance with the criteria set. Score definitions are as follows:

SCORING LEVELS			Red Rating Category 4	20% - 59.99% (average score of 2.99 or below per measure)
All measures scored from 1 - 5			Amber Rating Category 3	60% - 74.99% (average score between 3.00 - 3.74 per measure)
1 = Substantially below target standard. Significant and urgent improvement required.			Green Rating Category 2	75% - 84.99% (average score between 3.75 - 4.24 per measure)
2 = Below target standard. Improvements required.			Gold Rating Category 1	85%+ (average score of 4.25 or above per measure)
3 = Slightly below target standard. Minor improvements required.				
4 = Meeting target standard. Some improvements required to achieve 5* facility				
5 = Exceeding target standards. 5* facility				

3.3 The GLL Regional Management Team (RLT) and each centre General Manager receives a detailed report of all scores, with

an explanation for any scores of 3 or below, along with a summary report including an overall centre score. The RLT also receives a centre comparison table which includes an overall service score.

3.4 In the first six months of the current financial year, four inspections were carried out at each centre. The following overall service scores were recorded demonstrating the very high standards maintained across the estate:

a) Q1 V1	79.03
b) Q1 V2	80.77
c) Q2 V1	80.79
d) Q2 V2	80.76

3.5 The positive direction of travel is undoubtedly due in part to the opening of three new centres. This naturally lifts the overall service average. This should not detract from the general improvements observed at each individual centre.

3.6 In the four inspection visits completed in Q1 and Q2, all centres scored 'green' (75.00 - 84.99% compliance) in their overall centre assessment. The lowest scoring centres are now consistently achieving scores in excess of 78%. This should be regarded as an excellent result as full compliance with all listed criteria would result in a score of 80%. The top four scoring centres consistently score above 83%.

3.7 The following outcomes are particularly encouraging:

- a) The high standards established and being maintained by the management and teams at the new LTP centres;
- b) The significant improvements evidenced over the last six months at Grove and Falls where standards had previously been challenging;
- c) The general uplift in care/cleaning of wet areas (changing, showers and toilets);
- d) Facility maintenance reaction times; and
- e) Improvements at the older centres and their contribution to the overall service average scores.

3.8 Areas requiring ongoing attention and focus:

- a) Synthetic pitch surface maintenance and litter picking (BCC/GLL);
- b) Lighting. Bulb replacement (GLL); and
- c) General grounds maintenance (planted areas) (BCC).

- 3.9 While there is still work to be done in certain areas at specific centres, general facility management is robust and working relationships between the responsible departments and GLL remain strong.
- 3.10 Monitoring is designed to ensure that contract standards are maintained and specifically that customer service, in relation to the centre environments, is in line with expectations for a premier leisure service.
- 3.11 Scores primarily reflect the quality of GLL management systems/normal operating procedures alongside the day to day performance of the management and staff at each centre.
- 3.12 Maintaining the centres to the required standards is a joint responsibility shared by the Council and GLL. Many elements of the centre maintenance programme and all of the maintenance of our car parks, paths and planted areas, including the synthetic pitches, sits with BCC facility maintenance and BCC Parks sections respectively. Scoring reflects observations in these areas even though responsibility for delivery does not sit with GLL.
- 3.13 Overall GLL's management systems, the Council's routine maintenance regimes and the contract governance/monitoring programme combine to provide a robust partnership that consistently provides early identification of issues and timely resolutions.
- 3.14 All centres are measured against the same standards. However, it should be noted that the estate includes centres of very different ages with expected variations in the fabric of the buildings. Naturally the most recently opened LTP centres are in the very best condition and are expected to score higher. Buildings fall into the following age categories:
- | | | |
|----|--------------------------|--|
| a) | New (opening since 2016) | Girdwood CH
Olympia LC
Better Gym Belfast
City Council (GLL)
Better Gym Connswater (GLL)
Lisnasgarragh LC
Brook LC
Andersonstown LC |
|----|--------------------------|--|

Note – BGB and BGC are owned and manages directly by GLL within/alongside the contract

- | | | |
|----|--------------------------------|----------------------|
| b) | Mid range (opened 2000 – 2010) | Grove LC
Falls LC |
| c) | Older (opened pre 1990) | Ballysillan LC |

Belvoir RC
Loughside RC
Shankill LC
Ozone/Indoor Tennis
Centre
Whiterock LC

Note - Ozone was extended in the mid 90's to include indoor tennis and climbing

- 3.15 The inspection programme serves to identify common themes evidenced at multiple sites. Themes such as light bulb replacement (indoor and out), contractor sign in protocols, grounds maintenance and wet area cleaning have been identified and resolved as a direct result of the monitoring programme.
- 3.16 Inspection reports feature prominently in ongoing fortnightly BCC/GLL operational meetings. These meetings are scheduled every second Friday and provide a valuable opportunity to explore any issues highlighted through the inspections and to discuss actions/options for continuous improvement.”

After discussion, during which the Partnership Manager undertook to include within future reports a breakdown on a centre-by-centre basis of the overall service scores provided in paragraph 3.4, the Board noted the information which had been provided.

**Policy and Procedure Alignment – Human Resources/
Emergency Support and PSNI/BCC Public Safety)**

The Partnership Manager submitted for the Board's consideration the following report:

“1.0 Purpose of Report

- 1.1 To provide the Board with an annual confirmation statement in relation to policy and procedure alignment for (a) Human Resources and (b) Emergency support and PSNI/BCC public safety.

2.0 Recommendations

- 2.1 The Board is requested to record receipt of this report and notes the statements of policy alignment as presented at paragraphs 3.8 and 3.16 below.

3.0 Main Report

- 3.1 At its meeting on 16th January 2017, the Board approved a programme to evaluate key policy alignments to demonstrate that GLL policies and operating procedures reflect those of the Council. This requirement is set out in the partnership specification and tri-partite contract documentation.

3.2 Within the current annual board report schedule, the relevant report on both HR and emergency support and PSNI/BCC public safety is due in Quarter 3 (October 2021).

3.3 **Human Resources**

3.4 Human resource policy and operational practices are, to a significant extent, dictated by employment legislation. Ongoing contract management processes supported by the findings and recommendations of the 2017 Independent Review of Leisure have established that GLL HR policies and practices are in line with (a) employment legislation and (b) contractual obligation in relation to TUPE.

3.5 In reviewing alignment between GLL and BCC policy and practices, comparative investigations have focused on:

a) **TUPE compliance**

GLL continue to honour terms and conditions of staff transferred in under TUPE.

b) **Use of Casual Staff and Training and Development**

Use of casual staff is normal and indeed an essential element of resource management throughout the leisure sector. GLL use of casual staff varies in response to the demands of the business and the percentage of overall hours allocated to casuals/permanent staff is consistent with industry norms.

Training and development is ongoing with an encouraging track record of internal promotions.

c) **Payroll**

GLL payroll transferred from BCC to GLL in 2018 following an initial period during which BCC, under contract agreement, had processed GLL staff payroll during the contract mobilisation period

d) **Voluntary Redundancy**

GLL delivered one VR process in the year to 30th September 2021 (February 2021). Nineteen staff were granted VR. The process was conducted in alignment with BCC HR principles.

e) **Covid-19 Measures**

GLL has worked closely with BCC throughout the pandemic to ensure that HR policies and procedures

remained aligned in areas including, home working, social distancing, self-isolation, furlough payments, etc. GLL and BCC HR teams continue to meet regularly to ensure a consistent approach.

3.6 GLL Normal Operating Procedures for broader areas of service delivery, were not assessed in this policy alignment review as, from commencement of the contract in 2015, it was expected that many operational practices and procedures would be reviewed and changed.

3.7 Assessment of the relevant policy and procedure alignments, comparing BCC and GLL, has been very positive. Information gathered through a number of approaches clearly indicates that existing policies, written 'normal operating procedures (NOPs)' and observed operational practices are substantially aligned and an alignment assurance statement was agreed.

3.8 The HR areas reviewed as detailed in paragraph 3.5 above demonstrates that GLL and BCC Human Resource positions are substantially aligned. Consequently, we are satisfied that the current position supports the following statement:

'At 25th October 2021, BCC and GLL policies and operational procedures in relation to Human Resources are closely aligned with no significant variances or areas of concern to address.'

3.9 **Emergency Support and PSNI/BCC Public Safety**

3.10 Emergency support and PSNI/BCC public safety policy and operational practices are to a significant extent, dictated by Council policy and in particular, the activities carried out within the remit of the BCC Emergency Plan Working Group.

3.11 The Council's Partnership Manager sits on the Emergency Plan Working Group primarily to ensure that effective communication is maintained between the group and GLL.

3.12 The key areas reviewed include:

- a) Safeguarding – Accepting a duty of care to look out for people who cannot reasonably, or legally, be expected to look out for themselves;
- b) Visitor capacity controls and management – Ensuring that attendance numbers at activities, programmes and events do not present a risk to public safety;
- c) Anti-social behaviour controls and reporting to PSNI and the Council – That adequate measures and appropriate staff are in place to monitor and react to any incidents of anti-social behaviour and that all such

incidents are correctly recorded on the PSNI reported crime register and the BCC incident reports;

- d) Emergency response plan support and in particular emergency rest centre provision – That, where designated, leisure centres are made available as emergency rest centres and that emergency supplies containers, including road salt and sandbags, are accommodated at leisure centre sites;
- e) Covid 19 responses – GLL has worked closely with the BCC Covid response and recovery teams to provide support through the leisure centres including HSCT community staff changing/showers, vaccination centres, test centres, lateral flow test kit distribution points, blood transfusion centres and GP surgery assistance.

3.13 Safeguarding and visitor capacity management, as it relates to public safety, are covered within previously reported health and safety policy and procedure alignment reviews.

3.14 Anti-social behaviour (ASB) controls and PSNI/BCC incident reporting measures are well managed along with a well-established incident reporting protocol. All incidents of ASB and criminal activity are reported in the following three stages.

- a) Recorded internally by GLL on their 'PRIME' incident reporting system;
- b) Reported to the PSNI through the relevant area control room to generate a crime/incident reference number;
- c) Reported to BCC for inclusion in the Council's FLARE system designed to record and report on all incidents; and
- d) Incident reports are discussed at regular BCC/GLL update meetings and where necessary, escalated to specific site/issue response forums.

3.5 Emergency response plan support requires that designated leisure centres are immediately available as emergency rest centres. Emergencies requiring the provision of rest centres include for example, civil unrest, bomb scares, floods, fires, etc. resulting in the evacuation of residents from their homes. Since March 2020, centres have also assisted with numerous ad hoc Covid 19 support initiatives.

There are designated rest centres throughout the city with convenient locations listed for every residential area. Incident management plans include epidemic controls and major event and cruise ship evacuations.

Rest centres are activated on a regular basis. In addition to leisure centres, the emergency response plan utilises schools, community centres, civic building, etc.

In the year to 30th September 2021, leisure centres were used as emergency rest centres or for Covid support initiatives.

Each of the above was assessed as having been successfully managed.

GLL is also involved and play a key role in emergency scenario training exercises. Training exercise often involve multi agency working and all blue light services.

- 3.16 The areas reviewed as detailed above in 3.5 demonstrate that GLL and BCC are working effectively in close partnership and that their respective policies and operating procedures a substantially aligned. Consequently, we are satisfied that the current position supports the following statement:

'At 25th October 2021, BCC and GLL policies and operational procedures in relation to emergency support and PSNI/BCC public safety are closely aligned with a successful track record in dealing with emergency planning scenarios when activated. There are no significant variances or areas of concern to address.'

After discussion, during which the Partnership Manager undertook to raise with Corporate HR issues which had been raised by a Director around holiday pay adjustment for 2019, payroll, leave entitlement and Covid-19 measures, the Board recorded the receipt of the report and noted the statements of policy alignment for (i) Human Resources and (ii) Emergency Support and PSNI/BCC Public Safety.

Other Business

Schedule of Meetings 2022

The Board approved the following schedule of meetings for 2022 and agreed that they should continue to commence at 4.30 p.m.:

- Monday, 17th January
- Monday, 7th March
- Monday, 11th April
- Monday, 6th June
- Monday, 8th August
- Monday, 12th September
- Monday, 10th October and
- Monday, 5th December.

The Board noted that meetings would, until further notice, continue to be held remotely and agreed that, once in-person meetings resumed, they would be rotated around leisure centres.

Chairperson