

REPORT FOR EDLC BOARD	
Report Title:	Reopening of EDLC Facilities Update
Contact officer:	Mark Grant
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1. INTRODUCTION

1.1 The purpose of this report is to update the Board on the current position regarding facilities and services provision for EDLC Leisure and Culture.

1.2 In line with Scottish Government guidance Museums and Libraries have been allowed to re-open from July 15th. The Library services remain closed to the public, however the connect and collect initiative was launched on the 27th of August and after completion of the agreed risk assessment process was rolled out to Lennoxton, Milngavie and Bishopbriggs week beginning the 7th of September.

In terms of wider access to include restricted browsing, pc access, printing and copying it was planned to commence these services week beginning the 26th of October. However after liaising with the Council regarding the reintroduction of these services they have been delayed in light of further restrictions being introduced and this has meant resources are limited to carry out essential work, including ICT upgrades to allow PC access at the larger libraries. We will continue to work with the Council through the command and control process to reintroduce these services over the coming weeks.

As detailed in previous updates this will depend on the agreed risk assessment process being carried out and it should be noted that as some Library facilities are in shared buildings it will be a more complex process.

1.3 EDLC in line with most other Trusts chose the 14th of September as the reopening date for Leisure Centres as all of the reactivation planning was aligned with that timescale. The three main Leisure Centres have been operating on a restricted basis since that date.

1.4 Heritage and Arts facilities reopened on the 10th of October to facilitate pre booked and planned exhibitions at the Auld Kirk Museum and Lillie Art Gallery. The Embroiders exhibition at the LAG was already partly hung when the facility went into lockdown and the Milton of Campsie Art Club have been waiting for over 5 years for their exhibition at AKM.

- 1.5 Due to the ongoing restrictions on external staff / partners accessing the schools within East Dunbartonshire, the Active Schools Team is not yet permitted to work within the school setting.

However there have been a number of requests from primary schools for the team to support individual pupils who are identified as vulnerable. Based on these requests Education have given permission for the Active Schools team to provide this support and they are now liaising with schools to establish the best way to support individual pupils in the vulnerable category.

The team continue to redesign old and develop some new physical activity and sport resources that schools may find helpful during these challenging times.

- 1.6 The Sports Development have been with sport Scotland and National Governing Bodies of sport to secure dates for the safe return of our sports development programmes. Centre managers are working with the team to programme the activities with a view to reintroduction in early November. As previously detailed once a timetable is confirmed priority will be given to those who had already booked classes for the March – June block.
- 1.7 In relation to regular sports clubs users of our facilities each of the centres have been contacting clubs directly to finalise dates for their return. A number of clubs including swimming, gymnastics and bowling have already returned albeit on a limited basis due to the current restrictions.

2. BACKGROUND

- 2.1 Following UK and Scottish Government Guidance, all EDLC venues closed to the public on the 18th March. Employees who were unable to work from home were stood down and an agreement was reached with staff and the joint trade unions meaning that 75% of contracted and the majority of casual employees were placed on furlough leave. This meant that these employees could not carry out any services for EDLC while on leave. However, EDLC have continued to support some key EDC services provision as summarised below:

- EDLC employees have supported the local school key worker hubs in delivering the snack and learn scheme from the start of lockdown with the support extended to cover the summer holiday and October holiday periods.
- Kirkintilloch Leisure Centre provided a base to supply PPE distribution and Food packages to the community and this stopped on Friday 4th of September.
- Delivering an Online Fitness offering including fitness classes, mind & body and physical exercise guidance and this will continue when facilities reopen until we assess the demand and levels of customer return to our class programme. If we do continue in the longer term an assessment will have to be made in terms of cost and charging for the online offer.

- Libraries offering ebooks, eaudiobooks and eNewspapers for members; virtual reading groups and Bookbug Sessions, online resources to help with family learning at home, and ongoing digital support. A briefing note was provided at the September Board showing the increased uptake of our digital offer.
- The programme with EDC to deliver books to shielding individuals stopped once the shielding guidance changed. Individuals can now take advantage of libraries connect and collect service as an alternative and this is scheduled to be expanded to provide additional appointments including some evening and weekend access. The extension of this service will coincide with the end of the Job Retention Scheme on 31st of October.
- The Home Library Service (for individuals and Care providers) was suspended during lockdown, as many of the volunteers who deliver library items were shielding. From May to July, the service worked with EDC to run a targeted Delivery Project to 60 individuals referred by the shielding call-centre. The service is in contact with EDVA and proposes to restart the Home Library Service, working with new volunteers, in each area from early November. This programme is intended to include delivery to individuals based in Care Facilities. Demand is expected to be high and the administration and book selection will be carried out by Cultural Assistants and the Learning & Access Coordinator.

3. PROPOSED TIMELINES

- 3.1 Based on current Scottish Government guidance the table below at 3.8 identifies the indicative reopening dates for EDLC facilities and services. The resumption of these services will have to take account of a number of factors including the provision of Library services in shared accommodation with East Dunbartonshire Council at William Patrick, Bearsden, Bishopbriggs and Lennoxton Hubs.
- 3.2 Due to the continuing requirements for social distancing and the risk of transmission, in particular through books, library services across Scotland, and the UK, are adopting a “Connect and Collect” service as a first phase in the re-introduction of services. “Connect and Collect” has allowed library members to pre-order books for safe collection from a local library at pre-arranged times initially operating for two days per week. The initial plan involved opening the 4 large Libraries for Connect and Collect two days per week and Lennoxton 1 day per week.

All libraries, with the exception of Lennoxton, have been operating at full capacity with all available slots fully booked. Lennoxton is at 50%. An increase in capacity is being planned for the next phase, which as previously stated will coincide with end of furlough scheme.

Most notably this phase would include collection up until 8pm at each site for one weekday evening a week and the addition of Saturday collections from between 9am and 5pm at William Patrick, Bearsden, Bishopbriggs and Milngavie libraries.

Due to demand, it is proposed to increase the times returns drop-boxes are available outside our buildings to; Monday – Thursday 10am until 6pm and Friday and Saturday 10am until 1pm.

- 3.3 Computer access printing and copying has been requested by a number of users. In response to demand and to reflect service provision across other Scottish local authority libraries, the next phase of recovery will include limited access to PCs, laptops, photocopying and network-printing. This will be done in line with Scottish government advice, and in consultation with other local authorities. The following procedures would be applied.
- Users accessing ICT equipment by appointment only, with only five time-slots per hour (offered at different times from Connect and Collect)
 - Bookings made in advance online, using our iCam computer management software.
 - Access managed in the same way as Connect and Collect. Library Staff would guide users to their booked workstation.
 - The five workstations (a mixture of laptops and desktop PCs) to be physically distanced, but zoned in such a way that users are distanced from each other and from other staff working in the building.
 - Timeslots would be for up to 50 minutes, with 10 minutes for ICT cleaning.
 - Any interactions (including print release and cash handling) would take place behind a Sneeze Screen where possible.
 - Library staff to carry out photocopying for users.
 - Customer toilets would have to be made available for all opening times and additional cleaning is likely to be required.
 - A software upgrade for our iCam computer management software is required prior to implementation.

- 3.4 Indoor Leisure facilities including swimming pools have a confirmed date for reopening detailed in the Scottish Government route map and EDLC Leisure Centres reopened on the 14th of September.

All activities within the Leisure Centres continue to require to be pre-booked and pre-paid. To enable EDLC customers to do so they are provided with guidance on login details to our new online booking system 'LeisureHub'. This booking system allows for the customer to click on their chosen activity, make their payment and confirm their booking online. An automated confirmation e-mail will then be sent to the customer giving them details on when to arrive at the Centre and what to expect. Staff have been made available to assist anyone having difficulty logging on to the system.

Members of the public who are not members are able to register via LeisureHub and make a casual booking. This will ensure that anyone using the Centre will have provided the required information to satisfy the Test and Protect requirements. Customers that are unable to login or do not have access to the internet will be able to follow a similar process over the phone. This went live on the 9th of September for members and the following day for non-members.

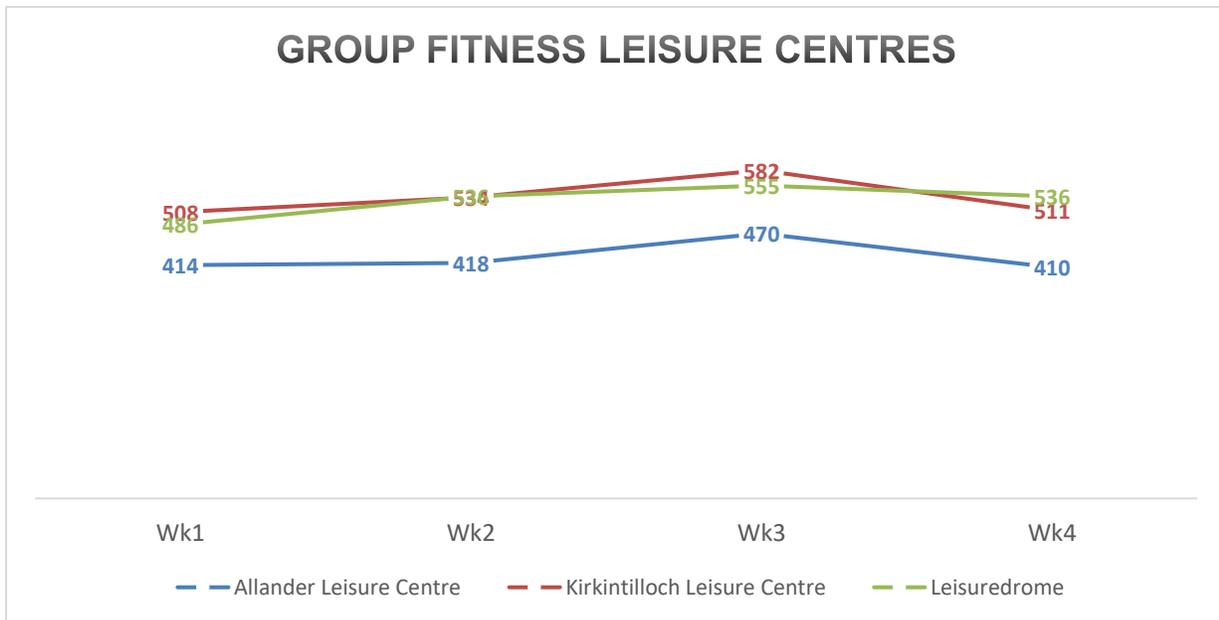
- 3.5 An announcement from the Scottish Government on the 7th of October confirmed that Adult (18+) indoor group exercise activities are not allowed. (Adult group activity for the purposes of this guidance is activity, involving adults, from more than 2 households / 6 members of those households who take part in an activity on any one day.) The

suspension of our group fitness classes was disappointing as these had proved very popular since reopening and the 16 day suspension has impacted heavily on our usage and income at the three centres. (See graphs page 5/6) A further announcement on the 21st of October confirmed that these restrictions would be extended until the 2nd of November when a new five tier system comes into effect. This will impact further on income and usage in our facilities.

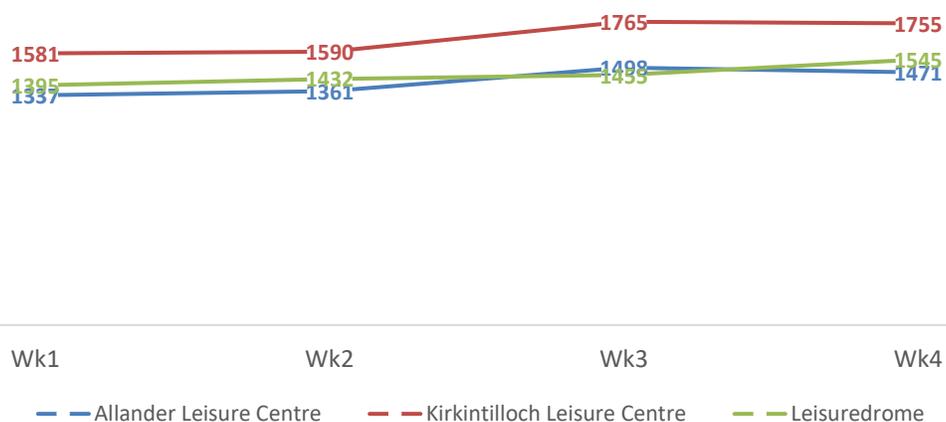
- 3.6 Outdoor facilities including Huntershill and Merkland were opened in advance of the Leisure Centres allowing (subject to guidance) football, athletics and tennis activity to take place. Increased restrictions for the Greater Glasgow and Clyde Health Board area have also meant that outdoor contact sports including football for adults (18+) were suspended from 10th October until Sunday 25th October inclusive. Similar to group exercise restrictions this has impacted on usage and income for outdoor facilities.
- 3.7 Direct Debit Membership has continued to fall significantly since the briefing note issued on October 1st.

Memberships

Facility	March 2020	30 th September 2020	14 th October 2020
Allander	1925	996	872
Kirkintilloch	2709	1494	1251
Leisuredrome	1996	1056	865
Total Memberships	6630	3546	2988



OVERALL PARTICIPATION LEISURE CENTRES



3.8 Reopening Timelines

Action	Who	When	Notification	Completion Date
Re-open date for KLC	Iain Campbell	14 th September	Website/Social threads/TRP	14 th September
Re-open date for ALC	David Kelly	14 th September	Website/Social threads/TRP	14 th September
Re-open date for LD	Fraser Makeham	14 th September	Website/Social threads/TRP	14 th September
Re-open date for Huntershill / Merkland	Fraser Makeham / Iain Campbell	10 th August	Website/Social threads/TRP	10 th and 24 th August
Library Services – Connect and Collect extension	Craig Elliott	2 nd November	Website/Social threads/TRP	
Swimming Lessons	Karin Jackson	2nd of November	Follow SGB guidance/Link with Ops	
Gymnastic Lessons	Karin Jackson	2nd of November	Follow SGB guidance/Link with Ops	
Other Sports Development Programmes	Karin Jackson	End of November	Follow SGB guidance/Link with Ops	

4. IMPLICATIONS

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

- Communications with Stakeholders
- Employee contact and Training (Including return to work guidance)
- Trade Union Engagement (including facility walk through)
- Risk assessment process
- Revised operating procedures (including enhanced cleaning schedules)
- PPE and signage provision
- Unfurlough and flexi unfurlough employees (Phased approach)
- Dimension testing for bookings and transactions

4.2 A detailed action plan is in place to achieve all of the above and regular updates will be provided for EDLC Board and the Council as we progress towards the reopening of our facilities.

4.3 Employees will continue to be given at least seven days' notice to advise them that their furlough period will be ending.

4.4 We will continue to review the service delivery on a regular basis to take account of any changes in restrictions and to ensure a safe operating environment for our customers and staff.

5. RECOMMENDATIONS

5.1 It is recommended that the Board:-

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