

AGENDA SUPPLEMENT (1)

Meeting: Environment Select Committee

Place: Council Chamber - County Hall, Bythesea Road, Trowbridge, BA14 8JN

Date: Tuesday 9 November 2021

Time: 10.30 am

The Agenda for the above meeting was published on 1 November 2021. Additional documents are now available and are attached to this Agenda Supplement.

Please direct any enquiries on this Agenda to Stuart Figini, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718221 or email stuart.figini@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225)713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

6 **Leisure In-Sourcing** *(Pages 3 - 16)*

Presentation slides.

7 **Library Services** *(Pages 17 - 22)*

Presentation slides.

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Environment Select Committee

09 November 2021

Places Leisure Insourcing

Cllr. Ian Blair-Pilling

Louise Cary, Head of Community Development

Wiltshire Council

Introduction

Background

- Transition Board, established and chaired by the Corporate Director Place to oversee the insourcing of the leisure centres and contract extension
- Budget allocation of £0.819m funded from the use of capital receipts under the flexible use directive
- The 10 Leisure facilities managed by Places Leisure were successfully brought in-house on 01 October 2021

Key Principles

- Ensure business critical systems and processes are in place for day 1
- Minimise impact to staff and customers
- Alignment of services across full estate where feasible
- Maintain activity programme

Programme Delivery

HR Update

- Collective Consultations and group/individual 1-2-1s June - Sept
- Welcome and exit letters provided to all staff in September
- TUPE transfer of 420 staff, 761 posts
- Payroll data received, test runs completed
- SAP structure build complete, payroll numbers generated
- GROW, ESS and MSS set up
- Payroll process for paying PL casual staff agreed (16-30 Sept)
- Personnel files, sickness and maternity leave reports transferred
- Unions kept abreast of transfer

Programme Delivery Cont.

HR Priorities Post 1st October

- Payroll spreadsheets created and circulated to insourced sites
- Training delivered on completion of timesheets
- Recruitment process confirmed with PL staff and training provided
 - Talent Link log-ins provided
 - Business cases, advertising, shortlisting, interviewing
 - WC Ts and Cs
- DBS log-ins provided, training given, relevant staff DBSs to be completed by 30 Nov 21
- GROW, ESS and MSS – training guides in place
- Long Service Awards payment process confirmed

Programme Delivery Cont.

Leisure Update

- **Logistics:** stock and supplies delivered to all sites prior to 1st October (uniforms, name badges, ID/access cards, posters/leaflets/forms, resaleable goods)
- **Operations:** policies, procedures and business continuity plans reviewed, hard copies provided for each site
- **Training and induction:** programme for all staff
 - Induction booklet and welcome video circulated
 - How to guides and videos produced
 - Day 1, week 1 on-site support, 3 week on-line, buddy system
- **Fees and Charges/Memberships:** Pricing alignment commenced, customer communications made
- **Finance:**
 - Core 6 month budget finalised and uploaded to SAP
 - 2022/23 budget drafted
 - Chip and pin devices installed
 - Bulk change forms submitted

Programme Delivery Cont.

Leisure Priorities Post 1st October

- Roll out of Health and Safety, Corporate Induction, Safer Recruitment, Safeguarding and Recruitment training; training records received
- Mop up of name badges, uniforms and sports goods
- Zoggs swimming resaleable goods displays proposed, fitness resaleable goods ordered
- Pool chemicals delivered, cleaning chemicals ordered and delivered
- Chip and pin devices reconfigured with site cost centres
- DDs adjusted for pro-rata payments and first DD run completed
- Membership data cleanse and pricing anomalies amended
- Final open book accounting approved

Programme Delivery

ICT Update

- In-house Leisure Management Bookings System (LMS) upgraded
- Upgrade to all cabling infrastructure and wifi connectivity at PL sites
- LMS system for Places Leisure sites built and installed
- Leisure hub roll out completed across all sites and live for PL customers
- All personal, reception and back-office equipment and software deployed
- XN connectivity to all reception sets ups (screens, cash drawers, ticket printers, chip and pin devices, web cams, on course)
- Daisy contract signed and all phone lines/security fire alarm lines migrated
- AV solution for gyms and virtual studio connectivity transferred
- Data migration completed (circa 12,000 memberships)

Programme Delivery Cont.

ICT Priorities Post 1st October

- WiFi upgrade at Trowbridge Sports Centre completed
- SAP accounts/permissions set up (ESS/MSS/GROW)
- Printers secured for remaining sites (including in-house)
- GB Move and Insights installed and functioning
- Moving Communities platform functioning with log-ins
- On Course upgrade completed
- Amendments to build, mapping and pricing made
- Mop up completed for all ICT equipment, systems and distribution lists
- Any outstanding items deployed to sites

Programme Delivery Cont.

Procurement/Legal Update

- Procurement of, or variations to circa 20 contracts/agreements
 - Places Leisure 6 month contract
 - Leisure management system and hardware; ICT consultants
 - Servicing of: sports equipment; resistance/CV equipment; ATP/tennis courts; water coolers
 - Resaleable swimming and fitness goods
 - Uniforms
 - Vending
 - Chemicals; cleaning and pool, bacteriological testing
 - Name badges; membership cards and till/credit card rolls
 - Dual Use Agreements x 4
 - Collections: Waste, sanitary bins, cash

Programme Delivery Cont.

Procurement/Legal Post 1st October

- Finalise dual use agreements received – wet signature
- Intro meetings taken place with Lyreco (cleaning products) and Revive (vending)
- MHG contract returned signed and counter signed (Cards/Till Roll)
- Revive contract returned signed and counter signed (Vending)
- Lyreco contract to be returned and counter signed (cleaning chemicals)
- Contract operations manuals completed
- Training provided for requisitioning and approval of goods

Programme Delivery Cont.

Comms Priorities

- Communications with internal and external stakeholders
 - Email and hard copy letters sent to all members (mapping and pro rata payments)
 - Regular press releases issued
 - FAQs updated on council website
 - Welcome video, briefings for PL and WC staff
- Branding and marketing:
 - External signage installed
 - Customer notices and initial leaflets/ posters rebranded and installed
 - Covid Posters/Pull ups installed
 - Website live
 - Day 1 senior staff arrangements and photo op completed
 - Facebook and twitter in place

Programme Delivery Cont.

Comms Priorities Post 1st October

- Internal signage install completed
- Management of leisure admin in box (general queries, increases/decreases, cancellations)
- Remaining posters and leaflets signed off and printed
- Posters/leaflets mop up completed
- Internal/external signage mop up completed

Transition Phase

- Integration and alignment of teams and services
- Continued support and training to insourced managers and teams
- Management of recruitment
- Access policy (Xn, website, social media, contracts)
- Normal and Emergency Operating procedures
- Procurement pipeline reviewed
- Imminent procurement requirements commenced
- Final draft accounts received from Places Leisure
- Apportionments and reconciliations made
- Insourcing budget expenditure finalised

Any questions?

Thank you for your time

Wiltshire Libraries and the Covid-19 pandemic

The Library Service response to the pandemic

- The library service closed its buildings on 20 March 2020 in response to the Covid-19 pandemic
- Provision moved online with daily rhymetimes, author talks, reading groups, along with other events and activities to support people's mental health and help overcome loneliness
- Additional stock was supplied to boost the existing eBook, eAudio and eMagazine service
- New customers were also able to join online
- Library staff were seconded to other departments and worked on the Wellbeing helpline, whilst others provided the Home Library Service direct to those most vulnerable customers

Reopening the library service

- The prison library reopened in May 2020 operating an Order & Collect service and the remaining libraries followed in a phased approach from August 2020 onwards
- Bookable sessions on the public computer were also offered to those without IT provision at home and are now available to all on a drop-in basis
- A web browsing service with social distancing in place was reintroduced when government regulations allowed in July 2021 and this continues to the present
- 30 of 31 branches and all 3 mobile libraries are now operating
- Opening hours are now at 75% of pre-pandemic levels
- Recruitment to vacancies continues and will allow the service to expand the opening hours further as posts are filled

Market Lavington

- Market Lavington library remains the only library still closed due to building issues which worsened during the pandemic
- Following an innovative partnership with the Parish Council, Market Lavington library will move next month to a new location
- Sharing space in the Parish Council owned community hall the library will be able to expand it's activities, with the volunteers who operate this library keen to introduce activities such as rhymetimes and a reading group

Department for Culture, Media & Sport

- In September the DCMS contacted all library services in England asking to be notified of their plans to get back to normal provision
- Wiltshire Libraries replied to say the aim is to achieve a normal service by April 2022.
- Regular cleaning of high touch surfaces means some libraries with fewer staff currently close at lunchtimes to facilitate this
- The service is also experiencing a high number of staff vacancies and not all volunteers who operate the smallest libraries have returned to their roles yet
- We are currently recruiting and supporting volunteers to return. However with the social distancing and additional cleaning policies likely to continue until spring 2022 it is expected our full opening hours may not be offered at all our libraries until 1 April 2022

Performance trends

	Apr – Sep 2021	Apr – Sep 2019	% change	Comments
Issues	535,939	926,286	-42%	Includes 17,505 eBook issues (+7.7%) & 18,319 eMagazine issues (+340%) on previous year
Visits	202,940	833,309	-75%	1m social distancing is limiting the number of partner activities and library operated events being held, this is impacting on visitor numbers. A large number of more vulnerable customers haven't returned yet as they continue to isolate
Members	145,098	178,138	-23%	Library cards require renewing every 3 years so people will automatically be deleted if they've not renewed. As people return their cards are renewed
	Apr 2021	Sept 2021	% change	Notes
No. of computer sessions per month	1,014	2,863	182%	A drop-in system is in operation