

LEISURE SERVICES STAFF USE OF LEISURE FACILITIES

1. This is a report has been prepared jointly between the Human Resources Department and Leisure Services.

Purpose

2. The purpose of this report is to recommend that the Staffing Policy Committee agree to the proposal to introduce a single harmonised scheme for all Leisure Services staff employed at or involved in the management of council owned Leisure Centres to use the Wiltshire Council in-house operated leisure centre facilities. This scheme will replace the varied schemes that the Council inherited from the previous District Council and County Council.
3. The purpose of a Leisure staff use scheme is to:
 - Maintain staff expected levels of fitness.
 - Encourage staff presence and awareness of the building and activities.
 - Enable staff to experience the leisure product from the customer perspective.
 - Enable and encourage managers responsible for the service to experience firsthand the service provided and clearly understand the service from a customer perspective.
 - Create and maintain knowledge of the leisure products to support sales and advocacy by all staff directly involved in the management or running of the service.
 - Support recruitment and retention of staff.
4. The proposed scheme includes a recording system which will record usage and generate reports to monitor and control use.

Background

5. Prior to the formation of One Council in April 2009 the County Council and the District Councils that operated leisure centres had a variety of different approaches to leisure services staff use of leisure centre facilities.
6. Following the formation of One Council there is a requirement to introduce a consistent approach to leisure services staff use of facilities. This needs to be introduced as part of the current Leisure Services restructuring.
7. The proposed scheme includes a recording system which will record usage and generate reports to monitor and control use.

Current arrangements

8. Staff working for the old Kennet District Council Leisure Services, including those office based are eligible for the current scheme. This includes leisure development, arts and administration staff as long as they work at least 10 hours per week. Staff working less

than 10 hours are only eligible on the days they work unless attendance is required for swimming training purposes. Instructors are able to take part in other classes to maintain fitness levels and develop skills. Otherwise the scheme applies to non-bookable activities, use of the gym and swimming only. These arrangements do not form part of the employment contract.

9. Leisure Services staff based in the ex-Salisbury council district have three types of leisure passes that can be used at any of the old Salisbury District Council sites for the range of activities available and where there are vacant spaces. These passes cost £30, £35 or £40 per year depending on whether the membership is staff only, staff and partner or staff and immediate family. The membership also includes free children spaces for term time swimming lessons or Kidz Kamp. Further concessions apply for ASA Swim Teacher and Lifeguard courses. These arrangements do not form part of the employment contract.
10. Staff at Pewsey Sports Centre are able to swim and use the fitness room at no cost.
11. Amesbury staff now use the SDC system of operation

The Proposal

12. This proposal has been developed jointly and with the agreement of Leisure Services.
13. A harmonised and consistent scheme is required for Leisure services staff directly involved in the management or operation of Wiltshire Council managed Leisure Centres.
14. The proposed scheme is consistent with the schemes that are offered in local leisure centres operated by alternative providers and will apply to around 400 Wiltshire Council Leisure staff.
15. The purpose of the scheme is to maintain expected levels of fitness, encourages staff presence and awareness of the building and activities, enable staff to experience the leisure product from the customer perspective and create and maintain knowledge of the leisure products to support sales. It will also enable and encourage managers responsible for the service to experience firsthand the service provided and clearly understand the service from a customer perspective and to be able to confidently present and respond to enquiries and complaints.
16. Implementation of the proposed scheme will ensure that there is a tight control of staff usage and will eliminate misuse.
17. The proposal is not part of the employment contract. It covers all staff in leisure services working on temporary or permanent contracts who are directly responsible for the management or involved in the operation of one of the council owned and managed leisure facilities. The scheme will be eligible to staff that hold a current Leisure Membership card.
18. The scheme is not available for casual workers except where there is a requirement for them to maintain their national pool lifeguard qualification.
19. The activities available include general swimming and use of the fitness studio as long as staff have attended an induction. Operation of the scheme is on the understanding that staff would leave the activity should it become busy by the arrival of paying customers and before capacity is reached.

20. Generally bookable classes are not included however eligible staff will be encouraged to attend one session of any new lifestyle class to gain product knowledge and assist in the selling of classes to customers.
21. Coaches teaching Exercise to Music classes will be able to take part in other classes to develop their own skills and enhance the programmes they are able to offer.
22. The current cost of the required Leisure Membership card is £11 per year. Staff will present their valid card for each activity they take part in and be issued with a ticket.
23. On leaving employment with Wiltshire Council Leisure Services staff will be removed from the staff membership card system and be expected to pay the full rate for attending activities.
24. Where a member of staff or groups of staff are found not to have behaved in a professional manner throughout their activity the facility can be withdrawn.
25. The recording system will record usage and reports will be generated regularly to monitor and control use.
26. As the scheme is not contractual it can be changed or withdrawn at any time.

Financial considerations

27. There will be a change for current members of Leisure Services staff in terms of their access to the new scheme in comparison to their existing schemes. Staff on the Salisbury District Council scheme will pay less for the membership but will have to pay for partners and family members when they use the leisure facilities. Staff on the Kennet District Council scheme will have to pay for membership which previously was free.
28. Overall it is anticipated that the impact will be cost neutral – the reduced income in the Salisbury area will be offset by the increased income in the rest of Leisure Services. There is likely to be an increase in income from partners and family members that will be required to pay for leisure activities.

Recommendations

29. The Staffing Policy Committee is recommended to accept this proposal and agree to the introduction of this single harmonised scheme for Leisure Services staff directly responsible for the management or operation of one of the council owned and managed leisure facilities. This should be introduced immediately as part of the Leisure Services restructure.

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