



## Remobilisation and beyond

- Initial findings and challenges as we re-open facilities
- Phased opening and future options for in-house leisure
- Where might/should we be in 5 years



# restart – rebirth – reimagine - return

- Council start up procedure
- Staff on furlough getting them back to work and trained (weekly comms and ensure training was done).
- Setting the capacity of each area interpreting the guidelines (air flow measurement).
- Move the kit or tape the kit (what looks better, tape, screens or more space)
- App and booking system fit for purpose and tested with the payment gateway (do some dummy payments).

- Freeze or unfreeze (how long allowed on refreeze?).
- Sort out T+C's especially around Track and Trace (GDPR).
- Social media – walk round video of what to expect had more hits than anything else.
- NPS – are you going to use it when open and with what questions.
- Are you sales driven or retention driven (surprises in store).
- Are you ready? (tour it and test it first)
- Wet side - showers on or off, lockers in use or not (consistent approach)

# Clean Tidy Fresh Spacious

- **SAFE**



Nottingham  
City Council

# Opening

- Open 4 sites for fitness and GFI only – start slow
- Gyms at half capacity with kit removed
- Spin in the GFI studios
- GFI in sports halls (back to the 80's)
- Virtual spin in room with 3 or 4 bikes.
- 50m pool opened a week later – Aqua, club and some public.
- More pools this week
- All sites open on 10<sup>th</sup> August
- Concierge system in place
- Live stream offer (again suprising)
- Sessions all time limited with time for cleaning
- Signage and sanitiser



21:18

X Fitness Classes

**Monday - 3 Aug 2020**

H.H.S.V. Lane 6 - North, H.H.S.V. Lane 7 - Nort...

**18:15** Zumba  
Fitness Class  
Wait 10  
H.H.S.V. Court 1, H.H.S.V. Court 2, H.H.S.V. Co...

**19:15** Pilates  
Fitness Class  
Wait 14  
H.H.S.V. Court 1, H.H.S.V. Court 2, H.H.S.V. Co...

**Tuesday - 4 Aug 2020**

**12:00** Hydrospin  
Fitness Class  
Wait 6  
H.H.S.V. Lane 1 - North, H.H.S.V. Lane 2 - Nort...

**13:00** Aqua Fit  
Fitness Class  
Wait 10  
H.H.S.V. Lane 6 - North, H.H.S.V. Lane 7 - Nort...

**18:15** Shadow Box Fit  
Fitness Class  
Wait 10  
H.H.S.V. Court 1, H.H.S.V. Court 2, H.H.S.V. Co...

**19:15** Bums, Tums & Thighs  
Fitness Class  
Wait 12  
H.H.S.V. Court 1, H.H.S.V. Court 2, H.H.S.V. Co...

**Wednesday - 5 Aug 2020**

**12:00** Hydrospin  
Fitness Class  
Wait 7  
H.H.S.V. Lane 1 - North, H.H.S.V. Lane 2 - Nort...

**13:00** Aqua Fit  
Fitness Class  
Wait 10  
H.H.S.V. Lane 6 - North, H.H.S.V. Lane 7 - Nort...

## What happened before we opened the bookings system.

- Bookings flooded in.
- GFI filled quickly.
- Pool spaces sold out immediately
- Gym still had capacity
- Waiting lists formed – good and bad thing
- Phone lines hots up – have you staff to cope
- Social media questions came in – who responds.



# Social distancing





# Normally these would be boring pictures – Opening Day





# What we learnt

- Water
- Bags
- Towels
- No shows
- Make sure your IT system works

# 50% rule?

SERVICE	Income £m	Utilities	Employees £m
Sport and Leisure	-7.396		5.790
S&L Forecast 20/21	-2.810		5.250
<b><u>Variance 20/21</u></b>	<b><u>4.586</u></b>	<b><u>-0.100</u></b>	<b><u>-0.540</u></b>

- Half a years income
- Half capacity activity
- Half a month to payback from last years DD
- Half a month free
- Half a £million in furlough payments
  
- Surprise was cancellations or lack of them
- Refreeze – to stop the immediate cancellations 1000.



# Short term future

- Local lockdown – how to manage.
- Track and trace – GDPR.
- Second wave – what would this do to the business.
- Government income support scheme still not sure what that means or how it will be accounted for within the council.
- In year savings for the council. We did have the keep closed discussion.
- Next years savings for the council.



# Where do we go in the next 5 years

- Can local authority fill the gaps?





# Is it too early to say what will happen

**Hang on,  
because  
it's going to  
be a bumpy  
ride. ;)**

**In-house you cant hand the keys back**

## **A point to ponder**