

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 – reimage - 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



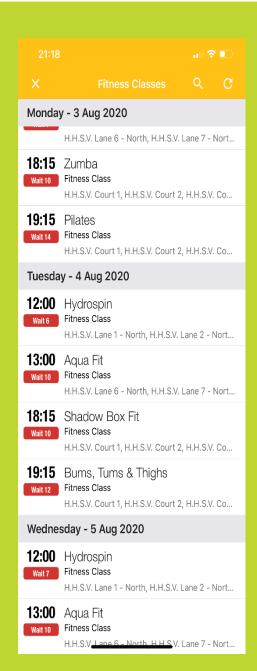




Opening

- 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 10th August
- Concierge system in place
- Live stream offer (again suprising)
- Sessions all time limited with time for cleaning
- Signage and sanitiser



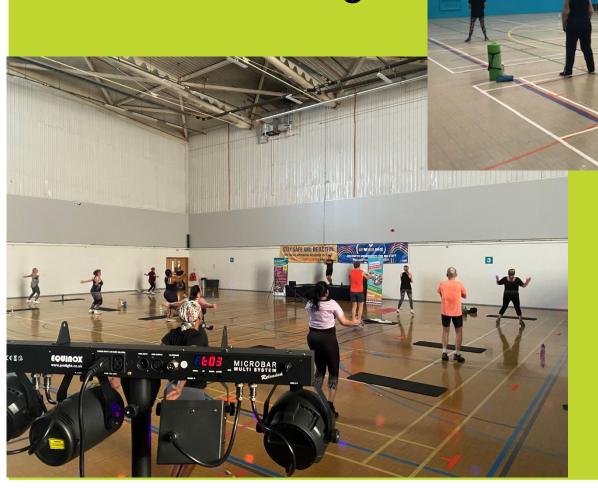


What happened before we opened the bookings system.

- 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
Variance 20/21	<u>4.586</u>	<u>-0.100</u>	<u>-0.540</u>

- 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



In-house you cant hand the keys back

A point to ponder

