

Report to Portfolio Holder for Housing, Health and Wellbeing

Subject: Christmas and New Year Opening Hours for Leisure Centres 2018/19

Date: 24TH October 2018

Author: Kate Morris Business Strategy Manager

Wards Affected

Borough Wide

Purpose

To seek approval for opening hours for the Council's leisure facilities over the Christmas and New Year holiday period 2018/19.

Key Decision

This is not a key decision

Background

- 1.1 Previously reports have shown relatively poor income and attendances over the Christmas and New Year Period as most regular and block booking customers do not attend. Generally usage is low which is why leisure centres reduce their normal opening hours around the bank holidays.
- 1.2 By operating a reduced service over this period it allows staff to take annual leave where required, without providing full replacement cover. It therefore seems sensible in both operational and business terms to reduce the opening hours.
- 1.3 The opening times at Arnold, Calverton, Carlton Forum and Redhill have been reviewed holistically in order to offer customers access to the full range of leisure activities on a reduced opening basis.
- 1.4 Richard Herrod's (RHC) opening arrangements sit outside the agreed Christmas opening matrix due to the nature of the centre's business and every effort will be made by staff to promote the extended opening hours to our valued customers. Due to the minimal attendance and income generated historically when opening on New Year's Day and Boxing Day it is recommended that the site is closed on these days.
- 1.5 There is no planned maintenance at any leisure centres during December but any further closures for the purposes of repair or maintenance can be approved by the Service Manager with agreement from the Portfolio Holder wherever this is practicable.

Proposal

2.1 It is proposed that:-

- a) The proposed Christmas and New Year opening hours of the leisure centres as shown in appendix 1 are authorised

Alternative Options

- 3.1 The council could do nothing and continue to open the leisure centres with the normal operating hours. This option would mean a waste of resource in terms of heating, lighting and staffing of the facilities for extremely low levels of customer use.
- 3.2 Alternative opening hours to those contained in the proposal could be considered. However the proposal takes into account previous year's usage levels and customer feedback of wanting to access facilities from 7am until the evening.

Financial Implications

- 4.1 The proposed closure days are in accordance with a schedule previously agreed with the unions. However, for the reduced hours staff will be expected to take this time as annual leave or lieu time.
- 4.2 Following consultation with employees at the centres, all sites can be adequately staffed on the days and at the times proposed for opening. Where appropriate, employees agreeing to work on Bank Holidays will have normal rates of pay and alternative holiday arrangements applied to them
- 4.3 The closures are consistent with the approved base budget.

Appendices

- 5 The Christmas and New Year Opening and Closure Schedule 2018/19 is attached at Appendix 1.

Background Papers

- 6 None

Recommendation(s)

7 That:

- a) Approval is given to the opening hours for the Council's leisure facilities over the Christmas and New Year holiday period 2018/19 as set out in appendix 1 to this report.

Reasons for Recommendations

- 7.1 To allow for a reduced provision in customer service at the Council's leisure centres over the Christmas and New Year period, compared to previous years.
- 7.2 To allow staff to take annual leave without the need to provide cover.

Appendix 1

	Arnold	Bonington	Calverton	Carlton Forum	Redhill	Richard Herrod
Mon - Christmas Eve	Closed	1pm – 6pm	Closed	7am – 3pm	Closed	12pm -12.30am
Tues - Christmas Day	Closed	Closed	Closed	Closed	Closed	Closed
Weds - Boxing Day	Closed	Closed	Closed	Closed	Closed	12pm - 8pm
Thurs 27th Dec	7.30am – 4pm	10am – 10pm	7.30am – 3.30pm	7am – 10.45pm (normal opening)	7am - 5pm	12pm - 11.30pm
Friday 28th Dec	7.30am – 4pm	10am – 10pm	7.30am – 3.30pm	7am – 10.45pm (normal opening)	7am - 5pm	12pm - 11.30pm
Sat 29th Dec	8am – 4pm	10am – 10pm	10.30am – 3.30pm	7am – 6pm (normal opening)	8.30am – 4pm	12pm – 12am
Sun 30th Dec	8am – 4pm	10am – 10pm	10.30am – 3.30pm	7am – 8.45pm (normal opening)	8.30am – 4pm	12pm – 9.30pm
Mon 31st Dec	Closed	1pm – 6pm	Closed	7am – 3pm	Closed	12pm to 1.30am
Tues 1st Jan	Closed	Closed	Closed	Closed	Closed	Closed
Weds 2nd Jan	Normal opening	Normal opening	Normal opening	Normal opening	Normal opening	Normal opening

Further information on the subject of this report is available from
Kate Morris – Leisure Business Manager on (0115) 9013716