



## **Glasgow City Council's £100m financial guarantee for Glasgow Life and reopening our venues**

### **STAFF Q&A**

#### **1. What does the council's announcement of a £100m financial guarantee for Glasgow Life mean?**

The announcement means that Glasgow Life will benefit from some of the Covid-19 recovery funding which Glasgow City Council has been allocated by the Scottish Government. This allows us to take some immediate steps while at the same time continue planning for the future.

We will open the majority of the 61 venues which were reopened in 2020 on 26 April or as near to that date as possible, dependent on Scottish Government guidance and Glasgow being in, or below, tier three of the Government's strategic framework.

In addition, the majority of the 12 libraries which we identified at the end of last year for opening in 2021 will open to the public on 26 April or as near to that date as possible in line with Government guidance. Libraries not opened at that time will follow as soon as is feasible.

Another 17 Glasgow Life venues will also be scheduled to reopen to the public as soon as possible. These will include more libraries and Glasgow Club facilities as well as the People's Palace.

In total, over 90 Glasgow Life venues, including some operated in partnership with local communities, will be open; providing the people of Glasgow with spaces to visit and access to the services they rely on and love.

This important and welcome decision is positive news for Glasgow Life. It will help to stabilise our current financial position and it gives us the confidence to be able to continue with our future planning, in terms of reshaping the organisation and re-growing our income streams over the medium to longer term.

#### **2. How much income does Glasgow Life expect to lose as a result of closures due to Covid-19?**

Glasgow Life had budgeted for earned income of £38 million in the 2020/21 financial year, which the pandemic has all but wiped out. The significance of this loss of earned income cannot be understated, as it supports, and in many cases pays for, the full range of Glasgow Life's services, from our sports venues, museums and libraries to our concert halls and community facilities.

While use of the UK furlough scheme, one-off grants, and prudent management of our expenditure has helped to mitigate these losses, we are still forecasting a shortfall of just over £20m at year-end.

And with physical distancing restrictions and other public health measures set to continue even after lockdown is relaxed, we expect that the pandemic and its legacy will continue to have an adverse impact on our ability to earn income in the coming years.

### **3. Why have some venues remained open for service delivery but not to the public?**

Some of our venues play an integral role in local communities, such as community centres which host childcare services or local tenants providing emergency food distribution. It's important that these venues can continue to deliver essential services in order to best support local communities during the pandemic.

### **4. How will the reopening of Glasgow Life venues be managed?**

Venues which have not already reopened for childcare purposes have been closed for several weeks and we have to plan their reopening in line with current Scottish Government guidance.

Adapting venues to meet social distancing requirements takes time and we have a responsibility to get it right from the outset. We need to consider the individual requirements of each venue and either review our previous reopening practice or create a new set of operating practices which prioritise the safety of our staff and customers.

This means we cannot just reopen our doors: we must conduct risk assessments, test key building systems, install hand sanitizer stations and screens where appropriate, deliver revised staff training, implement new booking systems where needed, and engage with staff and trade unions.

However, as many of our venues have already been through the re-opening process before, the majority of those identified for reopening will do so on or around 26 April. Venues which have been added as part of this announcement will have reopening dates confirmed in due course.

### **5. How did we decide which venues would reopen?**

Our planning for which buildings should reopen is based on a number of criteria, including venues that we know we can reopen safely, such as those reopened since June 2020, and which can or will be able to accommodate physical distancing guidelines and are covered by the Scottish Government's strategic framework.

We have also looked to prioritise health and wellbeing as well as the city's economic recovery, through access to our libraries and physical activity opportunities. Additionally, some venues are essential through continuing to provide childcare and emergency food distribution in order to best support local communities.

### **6. How many venues are reopening in total?**

From Monday 26 April onwards we will open more than 90 Glasgow Life venues, including some operated in partnership with local communities, across the city, either to the public or for essential services, including childcare and emergency food distribution. In each of the venues which reopen, additional staff will be needed to support new operating arrangements.

### **7. Why aren't we reopening all venues?**

Glasgow Life's income will not return to pre-pandemic levels in the near future. This means we are not able to reopen every venue we previously operated. Physical distancing also means a proportion of our venues are unable to reopen safely, and we will need more staff than before to be working at the venues we reopen to ensure current guidelines are followed.

Additionally, some venues are still not allowed to operate under the Scottish Government's strategic framework for managing Covid-19. As it has been from the outset of the pandemic, the safety of the public and our staff will remain a priority in all decision-making.

#### **8. What role will the People Make Glasgow Communities Programme play in the future of venues and services?**

A key element of our future planning, aligned with the aims of the People Make Glasgow Communities Programme, will be creating opportunities for local organisations and community groups to become more involved in the management and operation of their local venues and services. There will be a variety of exciting and innovative operational models available to groups and organisations as part of the project and this may, in turn, create a variety of opportunities for staff. We will keep staff and our trade unions informed as this planning takes shape.

#### **9. How many staff will return to work when venues reopen?**

In order to support physical distancing measures in venues when they reopen, as well as to deal with the higher volume of customer care anticipated, additional staff will be needed in each venue that is reopening to the public.

#### **10. Will I return to my substantive role in the venue I normally work in?**

As part of the return to work process, we may discuss working within a different venue or service area, or different start and finish times, so we can ensure we're adhering to all current Government guidelines. Your line manager will be in touch with you soon to discuss any new arrangements.

#### **11. Will Glasgow Life continue to make use of the furlough scheme?**

Glasgow Life may continue to use the UK Government's extended Job Retention Scheme where it is appropriate to do so. If you are currently furloughed, your line manager will be in touch with you soon to discuss your individual arrangements and what this may mean for you.

#### **12. How much notice will I be given when I'm required to return to work?**

We will aim to provide as much notice as possible (and a minimum of 48 hours) of the date you should return to work, to help you make arrangements, and we will work with you to address any concerns you may have. It's important that your line manager has up-to-date contact details for you and that you remain contactable so that we can keep you informed about the reopening of our services in line with Government guidance.

#### **13. What should I do if I have questions or concerns?**

Glasgow Life is committed to delivering organisational and workforce change in a transparent way; through open communication and engagement with all staff and our trade unions about the impact this will have as well as the opportunities it might bring. We will continue to share information about Glasgow Life's future with all staff as fully and as regularly as possible.

Should you have any questions or concerns, please raise them with your line manager or Head of Service. We will gather all additional questions and circulate an updated version of this Q&A in due course.

**ENDS**

## Initial 61 Glasgow Life properties approved for reopening

Barlanark Community Centre	Knightswood Bowls
Bellcraig Community Centre	Knightswood Golf
Bellahouston Leisure Centre	Knightswood Tennis
Bridgeton Library	Linn Park Adventure Playground
Castlemilk Community Centre	Lethamhill Golf
Castlemilk Sports Centre	Maryhill Community Centre
City Halls	Maryhill Leisure Centre
Darnley Community Centre	Milton Community Campus
Donald Dewar Leisure Centre	Mitchell Library Campus
Drumchapel Library	Old Fruitmarket
Drumchapel Tennis	Partick Burgh Hall
Drumoyne	Partick Library
Easterhouse Cultural Campus Library	Penilee Community Centre
Emirates Arena	Pollokshaws Library
Gallery of Modern Art	Possilpark Library
Glasgow Green Football Centre	Possilpoint Community Centre
Glasgow Royal Concert Hall	Queens Park Bowls
Glasgow School of Sport (GSOS)	Queens Park P&P
Gorbals Leisure Centre	Queens Park Tennis
Gorbals Library	Riverside Museum
Govanhill Community Centre	Royston Library
Haghill	Ruchazie Community Centre
Holyrood Sports Centre	Scotstoun Leisure Centre and National Badminton Centre
Ibrox Library	Scotstoun Stadium
John Paul Academy	Shettleston Library
Kelvin Hall	Springburn Leisure Centre
Kelvingrove Art Gallery & Museum	Springburn Synthetic Pitch & Pavilion
Kelvingrove Bandstand	Tollcross Aquatics Centre and Wellshot Halls
Kelvingrove Bowls	Toryglen Regional Football Centre
KG Radnor Bowls	Tramway
KG Radnor Tennis	

## Community Activation Pilots

Nethercraigs Sports Centre	
Springburn Synthetic Pitch and Pavilion	
Stepford Road Football Centre	

## Additional 12 libraries approved for reopening

Anniesland Library	Knightswood Library
Cardonald Library	Langside Library
Castlemilk Library	Pollok Library
Dennistoun Library	Pollokshields Library
Govanhill Library	Riddrie Library
Hillhead Library	Springburn Library

## Additional 17 venues approved for reopening

Baillieston Library	Glasgow Museums Resource Centre
Burrell Collection	Milton Library and Glasgow Club Milton
Castlemilk Pool	North Woodside Leisure Centre
Crownpoint Pitch & Track	Palace of Art

Drumchapel Pool	Parkhead Library
Easterhouse Cultural Campus (Pool)	Peoples Palace
Elder Park Library	Pollok Leisure Centre
Glasgow BMX Centre	Whitehill Pool
	Woodside Library