

### **Staff briefing sessions – January/February 2014**

Four staff briefing sessions were held in January/February which were open to all staff employed within the facilities that are encompassed as part of the review of sport, leisure and recreation provision. At the start of the sessions information was provided from a member of the steering group and project team outlining the rationale behind the review and the process being undertaken. This was then followed by a question and answer session. The Moray Council's Community Support Unit then facilitated table discussions to allow for open dialogue amongst participants. Staff members in attendance were encouraged to share their views and opinions around the review with particular reference to stakeholder engagement.

The contributions from staff on suggestions to improve facilities was extensive and a summary of these key suggestions are noted below;

1. Review of pricing structures to potentially increase income.
2. Increased training of staff to enable a wider range of activities to be organised by the centres.
3. Increased advertising and marketing.
4. Greater flexibility required within facilities for timetable programming etc involving staff input/knowledge

The contributions from staff on engagement methods was also extensive and a summary of these key suggestions are noted below;

1. Personal contact with user groups – handing out letters at reception, visiting clubs/groups
2. Information circulated through multiple avenues to ensure as wide a number of people are made aware of updates/sessions – radio, newspaper, letters, email, facebook, info on display boards, website, posters in supermarkets/takeaways, info sent out with invoices, info available at reception desks
3. Sessions during day and evening
4. To ensure young people are engaged go into schools to provide info/updates etc
5. Greater facility staff awareness of review to pass info onto public or deal with questions etc

Overall the staff highly rated the briefing sessions and the ability to put forward their ideas and listen to others in an open and relaxed environment.