

North Lanarkshire Council Report

Policy & Strategy Committee

Does this report require to be approved? Yes No

Ref LR/HL Date 19/03/26

Corporate Booking System – Update of Implementation

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Executive Summary

In February 2024, the council approved the award of a contract for a Corporate Booking System to Gladstone MRM, with the 60 month initial award period commencing in March 2024. The procurement was split into 3 sections:

- Leisure Management and Membership System
- Community Facilities and School Lets
- Community Hub bookings

This report provides an update on implementation and an overview of next steps.

Recommendations

It is recommended that the Policy and Strategy Committee:

- (1) Notes progress on implementation of the new Corporate Booking System and actions taken to work with stakeholders to ensure a smooth transition to improved customer management arrangements.
- (2) Otherwise, notes the contents of this report.

The Plan for North Lanarkshire

Priority All priorities
Ambition statement All ambition statements
Programme of Work One Service

1. Background

- 1.1 The award of a contract for a corporate booking system arose from a number of operational requirements which were considered could be addressed through the development and implementation of a single solution which offered simplified management and governance, improved security and compliance, reduced costs and a better user experience.

- 1.2 The initial driver was the need to for a replacement of the existing leisure management system with a new system providing end to end membership and booking for all NLC leisure venues. With the current Community Facility system coming to the end of its life, there was an opportunity to address a wider concern which had arisen following insourcing of services where booking procedures for customers was considered confusing and required alignment. A further opportunity to align booking processes for customers and staff using our community hubs was added to the scope of the new contract.

2. Report

- 2.1 With the broad scope of this project, implementation led by Active & Creative Communities in collaboration with Community Facilities and the Community Hub team has allowed for increased innovation and creativity, responding to real-time issues and challenges to ensure the developing solution to continues to meet customer and community needs. The programme is monitored under the One Service Programme of Work.
- 2.2 The contract was awarded to Gladstone MRM who were the previous contract holder and had worked with North Lanarkshire Council (and previously North Lanarkshire Leisure) for a number of years. This allowed for an improved transition process from the previous leisure management system to the upgraded Gladstone 360 platform. The benefits of the new system include:
- Unified, fast and intuitive front of house workspace – brings booking, memberships, payments, access control and customer details into one connected interface.
 - Mobile ready and tablet-enabled – the system is browser based and staff can use it to support customers anywhere in the facility and not just reception.
 - Strong customer service integration.
 - Fully customisable and configurable – the new leisure management system is tailored to meet North Lanarkshire Council's needs.
 - Improved customer experience – staff get real time insights into bookings, attendance and access control events – helping them to resolve issues quickly and deliver a better interaction.
- 2.3 Overall implementation of the programme has included the following steps:
- IT network configuration and whitelisting.
 - Business process review and revision/implementation
 - Power BI reporting design and implementation.
 - Configure and implement new online booking and joining software/
- 2.4 Implementation of the new leisure management system commenced in September 2024, with the system now live in four of our venues in December 2025 and the rest coming online in mid March. The key focus within Active NL has been the deployment of software and installation of point of sale systems to ensure compliance with all necessary banking regulations. Staff training has been key to ensure a smooth transition to the new system.
- 2.5 To encourage the continued use and community benefit derived from our Hubs and community facility spaces, much work has been done to consider business processes and how best to improve the customer experience. We continue to use our experience of working with the community to identify users and ensure the system is configured to

consider all booking options, available spaces, staff roles and automated communications. We continue to work on the development of the app to allow easy online access and ensure all staff are trained and able to assist customers at all stages of their journey.

2.6 Stakeholder Engagement

- 2.6.1 The council was very clear that the new booking arrangements represent a significant change in approach for some operational areas. While less of an adjustment in the leisure world, we have ensured ongoing communication and training for staff to ensure familiarity with the new system. The trade unions had originally expressed some concerns around the impact that online bookings will have on Facilities staff working in the hubs, particularly relating to potential impact of a significant increase in volume of bookings, the change to processes and the impact on school-based tasks. There have now been several positive discussions with local trade unions on this to outline what is involved and these will continue to take place. We have also worked with facilities staff on the development of the personas to identify areas in the new processes that may need to be further explored to ensure successful implementation.
- 2.6.2 Education staff including Head Teachers and school clerical staff have also inputted to the development of the personas to identify the user experience before and after system implementation with the benefits being recognised such as streamlined processes that will reduce the current administrative burden, and a new solution being welcomed to benefit the overall booking experience and visibility of in hub bookings.

2.7 Next Steps

- 2.7.1 As outlined, the launch of Gladstone 360 is now well underway within Active NL, with customers benefiting from improved access arrangements and smarter working processes for staff. The next stage of the process is a planned pilot project covering the Buchanan Centre and St. Andrews Hub. This pilot will run for 12 weeks from June 2026 and will allow both customers and staff to understand how they can access online bookings for spaces within our community hubs and wider community estate. The results from the pilot will inform the roll-out across the estate.

3. Measures of success

- 3.1 A comprehensive and aligned approach to customer facing communications which supports access to services in support of participation, wellbeing and community support.

4. Supporting documentation

No supporting documentation.



Lyall Rennie
Chief Officer (Community Operations)

5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? All costs associated with the contract were covered prior to award and continue to be monitored.
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact? Where appropriate, People Resources have been involved in discussions with trade unions.
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>
5.6 Technology / Digital impact

Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?

Yes No

If Yes, please provide a brief summary of the impact?

Business and Digital colleagues have been involved in contract implementation considerations throughout.

Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?

Yes No

5.7 Environmental / Carbon impact

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes No

If Yes, please provide a brief summary of the impact?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes No

If Yes, please provide a brief summary of the impact?

Contract implementation has been linked to staff communication throughout. When appropriate external marketing will take place.

5.9 Risk impact

Is there a risk impact?

Yes No

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

All risks managed in line with ACC overall risk management plan.

5.10 Armed Forces Covenant Duty

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes No

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes

No