

Performance Report for the Eccles Neighbourhood Area October 2018 - March 2019

Key highlights include:

- Eccles Leisure Centre 'Makeover'
- Salford Schools Cross Country Events at Cleavelly Athletics Track
- New Year Fitness Promotion and classes
- Earlier opening times introduced at the Leisure Centre to meet customer demand
- Eccles Library helps vulnerable and digitally excluded residents get online via Digital You project
- The StartSmart programme at Eccles Library continues to support residents who want to be self-employed or have recently started their own business

Facility Upgrades and Developments

During this period several facility developments have taken place not only to improve the service to customers, but also to improve – aesthetically – the building. The entrance to the building has seen the most significant change. There is now a new sign and, with a new light box behind it, above the main entrance of the building, providing a more updated and 'fresher' look. A new electric door has recently been installed to ease the flow of customer traffic into the facility and the sleeker style of entrance door compliments the 'new look' external aspects of the building.

Internally there have been improvements made to the male dry side changing area. This has included full decoration of the inside of the changing areas as well as aqua panelling in the shower area. This area has been completely transformed and has been well received by all customers.

Events, Activities and Customer Focus

Cleavelly Athletics Track once again hosted the Salford Schools Cross Country events. The event was organised by the resident Athletics Club, 'Salford Met's'. This year additional efforts were made to improve the events including additional support provided by SCL. In particular this included traffic control as well as course set up. The joint efforts made by both the Club and SCL proved successful.

At the Leisure Centre a specific focus was placed on Personal Training for all customers. The centre has a number of highly qualified staff – in varying disciplines – available to provide personal training advice and training options for all personal needs. These staff have created personal biographies detailing their qualifications and experience in different fitness based disciplines including swimming, running, and gym based activities. This has allowed customers to seek advice on training from the best placed staff member. This has seen an increase in one to one / personal training, as well as increased customer satisfaction as a result.

The programmes and sessions offered at the facility have, in turn, started to change slightly to reflect the need of customer. This is apparent in the Classes offered in the fitness suite and sports hall, as well as in the swimming pool. There are now more lane swimming sessions, particularly in an evening in the pool, which are proving very popular.

Supporting Digital Inclusion

Mary, aged 81 has been receiving help at Eccles Library thanks to the Digital You project. Salford is aiming to become a Digital City and are strongly committed to digital inclusion - making sure that residents have the capability to use the internet to do things that benefit them day to day. Digital You is an ambitious plan to get almost 8,000 of the most vulnerable and digitally excluded residents online by 2020.

Eccles Library are working with The Good Things Foundation to help the most disadvantaged residents gain the confidence and capability to become independent users of computers and the internet

Mary has been gaining computer knowledge on a one to one basis at Eccles Library. Mary says,

“All my questions have been answered, and my understanding of the computer is much better and my confidence to use this technology has much improved.”

“This has helped me to get much more out of everyday things, making my life much easier. This has dragged me into the digital age.”

“The staff have been excellent, their knowledge and understanding of my problems have been wonderful. I have attended the drop in sessions and visited the library many times and nothing has been too much trouble for them, especially Chris. I have always felt welcome and not a nuisance!”

Customer Feedback:

“Really friendly staff, good atmosphere it makes going to the gym a pleasure thanks guys “

“The personal trainer James was extremely helpful and I would feel confident in asking for his help again”

“Great classes with great teachers. Lots of fun!”

“Sarah is amazing. My children have gained a lot of confidence from these lessons”

“Pool fantastic, classes fantastic”

Forthcoming events and activities:

- Salford Schools Swimming Gala Event
- Cleavelly Track Development
- Salford Schools Athletics Events and Sports Days at Cleavelly Track

For more information please see:

<http://www.salfordcommunityleisure.co.uk>