

PERFORMANCE REPORT

Irlam & Cadishead Neighbourhood Area

October - March 2019



Enhancing the lives of people in Salford

Performance Report for the Irlam & Cadishead Neighbourhood Area October – March 2019

Key highlights include:

- Irlam and Cadishead Leisure Centre accredited by the Institute of Swimming as an Approved Training Centre
- Synchronised Swimming events and gala
- Mixed Martial Arts and Local Boxing events
- Leisure Centre opening hours extended following customer requests
- Installation of a Combined Heating & Power (CHP) system at the Leisure Centre to improve energy efficiency
- Open Plus system started at Cadishead Library, extending the opening hours
- Ancestry group continues to meet at Cadishead library
- New computer course at Cadishead library

Irlam & Cadishead Leisure Centre – Approved Training Centre

Irlam & Cadishead Leisure Centre has been recognised by the Institute of Swimming as a facility suited to, and capable of, delivering aquatic courses. Since the Leisure Centre created a Learning area / Classroom at the rear of the building, the number of courses delivered have grown significantly. The classroom has been used to deliver health related courses, childcare, first aid, sports massage, NVQ Customer Service and catering (Food & Hygiene) courses.

Over the last two years, the number of requests for aquatic courses to be held at the site has grown. This prompted the Institute of Swimming to assess the facility for its suitability in delivering accredited courses. Satisfied with the standards of the site, approval has been given. There are now several courses booked in, with dates confirmed for both 2019 and 2020.

In addition to training courses, the swimming pool has been a regular venue for skills assessment events for Synchronised Swimming Clubs. The pool has hosted several assessment events for the swimmers, with positive feedback about the facility received from visitors and Clubs.

Improving Energy Efficiency at Irlam and Cadishead Leisure Centre

In November the Leisure Centre swimming pool closed for approximately three weeks whilst essential maintenance work took place. The maintenance work involved the replacement of boilers at the facility. A Combined Heat and Power (CHP) system was installed; this is an efficient method of generating heat and electricity from a single process and fuel source. This technique has lower carbon emissions than traditional generation, whilst also benefiting from lower energy costs.

Open Plus

Open Plus started at Cadishead Library in February. The new technology is used to complement the library's core staffed hours by extending opening times. From Monday 15th April Open Plus will be fully operational after an initial phased period with the library staffed for 24 hours a week and services available for 57 hours a week.

With so many customers already accustomed to using self-service, they can now access the library by simply scanning their library card and entering their usual PIN at the external access control panel. Customers can come in, use the building, do what they need to do and then leave or, if they need staff assistance, they can visit during staffed hours. The system has been well received by customers so far, with 105 joining to use the system so far. SCL's Chief Executive, Steve Hassall came along a few weeks ago to join himself.



Customer Feedback:

'My children love it and are doing very well. Their teachers are fantastic'

'Great classes, great instructors and great staff'

'All fantastic teachers. Lovely pool. Front of house staff friendly and welcoming.'

'Great venue, nice helpful staff and lovely area to relax and have my coveted coffee. Great equipment and now a sauna, not forgetting a lovely pool.'

'Friendly staff. Good environment and equipment'

Forthcoming events and activities:

- Local Primary Schools Swimming Gala
- Member 'Pod' to allow customer to join online at the Leisure Centre
- Mixed Marital Arts event
- Stacey Dooley (Strictly Come Dancing Champion) filming part of her new documentary at the Leisure Centre
- Salford Schools Big Sing event to be hosted by Irlam and Cadishead Leisure Centre
- Computer course at Cadishead library, suitable for beginners. Starting in April

For more information please see:

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