

# PERFORMANCE REPORT

Worsley, Boothstown,  
Little Hulton & Walkden

October - March 2019



*Enhancing the lives of people in Salford*

## **Performance Report Worsley/Boothstown, Little Hulton & Walkden October – April 2019.**

### **Key highlights include:**

- The development works at Worsley Leisure Centre were completed in December and the centre fully opened on 2<sup>nd</sup> January 2019. Membership sales have been very positive since the re-opening and the centre recorded its highest ever active membership base at the start of the year
- The vanity area at Worsley Leisure Centre has re-opened after re-development, this included aqua panelling of all the walls, new lighting, new ceiling grid, new vanity counter, new mirrors and new hair dryers, feedback on the area has been very positive
- The sauna and steam areas at Worsley Leisure Centre are currently under development, a new sauna is being fitted and remedial works to the steam room are being undertaken. The area is scheduled to open on 8<sup>th</sup> April 2019
- The additional studio space at Worsley has led to an increase in fitness classes, health related classes and dance and gymnastics sessions
- The learn to swim programme at Worsley Leisure Centre continues to teach over 1,300 swimmers each week, lessons are delivered 7 days a week across the 3 swimming pools
- The school swimming programme at Worsley continues to see upwards of 25 schools swimming each week
- Positive negotiations have resulted in the car park at the NHS clinic next to Worsley Leisure Centre being opened to centre users in the evenings and weekends, alleviating car park pressures. This has been well received by the centre users and also the local residents

### **Parr Fold Park Café**

The park café has been closed during the winter months but will re-open for summer in April 2019 for another successful season.

### **Walkden High School**

- 36 local adult and junior football teams training at the school each week
- 2 netball sessions
- Salford Harriers train each Wednesday for 2 hours.
- Tae KwonDo recently started on a Thursday night
- Saturday mornings include Karate, Little Kickers (pre school) football sessions and Move with Peppa (pre school)
- Amy Hallsworth from the Active Communities team recently ran parkour sessions at Walkden in a project aimed at tackling knife crime. See link for full article <https://www.citywesthousingtrust.org.uk/news/high-flying-sport-turning-young-people-away-from-knife-crime-in-salford>

### Case Study

A partially sighted member attends the centre 2–3 times a week making use of the fitness suite and the fitness classes. The member is accompanied by her friend and her guide dog Tanzy who patiently waits behind the reception area for her and then accompanies her into the coffee shop. The lady has commented that without an area for her guide dog to wait that she would not be able to attend the centre and take part in the physical activities that she thoroughly enjoys. She has also commented that the staff make her and her guide dog feel very welcome and she is fully appreciative of this.

### Case Study

A long standing member of Worsley Leisure Centre who has attended the centre for a number of years with his wife can no longer swim due to poor health, however he still attends the centre and sits in the coffee shop engaging with other users and the café team. He has commented that the time at Worsley is invaluable and without it he would feel isolated at home.

### Customer Feedback:

*“The new gym and class studio’s are fantastic, Worsley is certainly offering value for money and is far better than other providers in the area.”*

*“The staff at Worsley are a real credit to Salford Community Leisure, the reception staff are always very welcoming and friendly, and everybody seems to be smiling all the time.”*

*“The increase in the class sizes has made it so much easier to book into classes which wasn’t easy to do previously.”*

*“The additional car parking at the NHS clinic is welcomed as the car park can be very busy in the evenings making it difficult to find a space.”*

*“The swimming teachers are great with my children, and make them feel so much at ease and they have responded positively to what they say.”*

*“The new dry side changing area’s look great and are real improvement on the previous area.”*

### Forthcoming events and activities:

- Sauna and Steam area to re-open in April 2019
- Parr Fold Park Café to re-open in April 2019
- Worsley schools swimming gala
- Easter Holiday Camp at Walkden High School

### For more information please see:

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