

Date: 01.04.21

Our Ref: LEIS001

Your Ref: LEIS001

Please ask for: Paul Shannon or Danny Delvard

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Hello – it's great to finally meet you!

Leisure centre update

You'll have heard that South Ribble Borough Council have taken over management of the borough's leisure centres.

We've made the decision to take over management of the centres to ensure they are able to continue operating as we come out of the pandemic and to give us more local control so we can improve the offer and encourage more people to lead an active lifestyle.

The centres will be reopening on 12 April. So not long to go before we can get back to our beloved fitness routines!

As a welcome back gesture and because we want your journey back to our centres to be as easy as possible, if you pay by Direct Debit, **we've made April free of charge, so you won't have to pay anything until May.**

What will open on 12 April?

All four centres across South Ribble will reopen in accordance with coronavirus regulations, with limited capacity and reduced hours. This is so we can make sure all the centres can remain covid safe.

We recommend that members book in advance for gym, swim and class sessions. Information about opening hours and how to book see www.southribble.gov.uk/leisurecentres.

Please be aware that as per the guidance, the facilities are only for use by people on their own or in household groups. More information can be found at www.gov.uk/coronavirus.

Will it be safe?

We're following all safety precautions to make sure you can be safe on your return to the facilities and we'd ask that you follow all guidance when you're at the centre.

Cleaning will take place at all centres daily and the self-cleaning regime will also continue.

Wearing of face coverings will be required when walking around the centres.

Will my membership or pricing change?

No, nothing will change.

If you pay by Direct Debit, this will go out as normal in May on the date you have specified.

What can I expect on my return?

We've been hard at work getting the centres ready for your arrival. We've made sure to:

- Give each facility a thorough deep clean
- Fit each centre with new signage
- Redecorate inside the centres
- Undertake essential maintenance work
- Give the outside of the facilities – the landscaping and car parks – a good tidy up
- All this is phase one of a wider refurbishment plan for the centres over the next 12-18 months

All the current centre staff have now moved over to the Council and we've been working with them closely to make sure the customer experience will be as seamless as possible.

Changing management from SERCO has meant that we will temporarily lose website and app functionality. We have solutions in place in the interim, and behind the scenes we are working on a brand-new website and app – so watch this space.

The staff at your local centre will be able to help you with anything you need in person, via email or over the phone.

Please visit www.southribble.gov.uk/leisurecentres for details how to contact your local centre and for more information.

If you do not have online access, please call 01772 625 625.

We look forward to seeing you again!

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mick Titherington', with a stylized flourish at the end.

Councillor Mick Titherington

Cabinet Member for Health, Wellbeing and Leisure