

Leisure insourcing at Southwark Council

Southwark Council takes over the management of its leisure centres from 21 June: your questions answered

What is Southwark Leisure?

Southwark Leisure is the new name of the council's leisure centre service. The leisure centres will be part of the council and run by the council, under the name Southwark Leisure.

Do I need to transfer my membership from Everyone Active to Southwark Leisure?

No. Your membership will automatically be moved over so you don't need to do anything. You can continue to enjoy the facilities and classes as usual.

I have an Everyone Active Membership based at another site outside of Southwark. Can I continue using my membership in Southwark facilities?

Members at centres outside of Southwark will not be able to use their membership in Southwark facilities after 20 June. If you wish to continue to use a Southwark Leisure centre, we would be happy to discuss the different membership options with you.

Will the cost of my membership change?

No, you can continue to enjoy your membership at the same price when the centres transfer to Council management in June. We will tell you 10 days in advance of your next direct debit collection should there be any change in price in subsequent years.

Will opening hours be affected on the day the services transfer to Southwark Leisure?

To accommodate the handover of service to Southwark Leisure, it is necessary for us to make some minor changes to the opening times the day before and on the day of transfer. The changes are as follows:

Changes on 20 June

- All gyms, fitness services, exercise studios and sports facilities across all Southwark leisure centres will close at 6pm
- All pools across Southwark leisure centres will close at 8pm

Changes on 21 June

- Camberwell Leisure Centre, The Castle Leisure Centre, Dulwich Leisure Centre, Peckham Pulse Leisure Centre and Seven Islands Leisure Centre will not open until 12 noon. Surrey Docks Fitness and Watersports Centre, Southwark Park Sports and Athletics Centre and Geraldine Mary Harmsworth Sports Centre will open as normal.

All opening hours will remain the same following transfer to Southwark Leisure.

Will programmes change?

We want to minimise any changes on handover, so that there is as little disruption for you as possible. When we have run the centres for a little while, we may review some programmes, especially if it will improve the offer.

Will I still be entitled to my free swim and gym concession membership?

Yes. We will continue the free swim and gym scheme on transfer.

When will I get my new membership card?

New membership cards will be ready from 21 June. Please go to the front desk at your leisure centre and collect it when you can. Your current Everyone Active card will continue to work until 31 August.

Will there be concessions for the over-60s?

Yes, we will continue to offer the resident 60+ free swim and gym subscription and non-resident options will stay.

Will there be concessions for those with medical / health conditions?

Yes, we will continue to work with health partners to support people with specific health programmes.

Will there be discounts for local residents?

Yes, we will continue with the local resident Axxess card.

How do I book classes from 21 June?

You will be able to book classes on our website at www.southwarkleisure.co.uk which will also display a link to download our app for class bookings. We will keep you informed, via email and in the centre, about when the Southwark Leisure booking system is available.

Will classes take place at the same time and place with the same teacher?

Yes. We will continue to operate the same class timetable following the transfer of services. We are currently working on developing the programme and will give you plenty of notice when we make any changes. In most cases you will be taught by the same teacher.

Will there be any changes to swimming lessons?

Swimming lessons will continue at the same time and day and with your usual teacher. We will be moving portals from the Aqua Passport to Swim England's Learn To Swim programme where you can continue to track your progress and achievements.

How do I book birthday parties for dates after the 21 June?

You can continue to book birthday parties with Everyone Active as normal. Party bookings made for after 21 June will automatically be transferred to Southwark Leisure.

Can I make block bookings for court hire for after 21 June?

Yes, please email us at SouthwarkLeisureInfo@southwark.gov.uk to ask about a block booking.

Can I be added to your mailing list for news and updates?

Yes! Sign up for news and updates at: southwarkleisure.co.uk/register-your-interest/