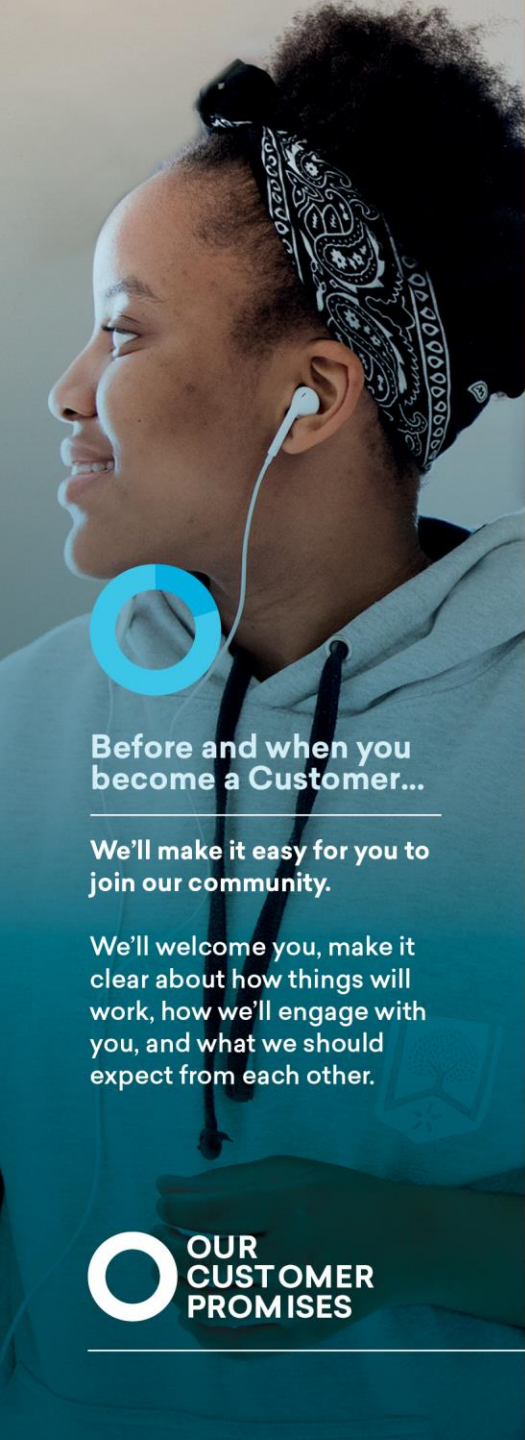


A group of people, mostly women, are in a dance studio. They are wearing casual exercise clothes and appear to be participating in a class. In the background, there is a large portrait of a man with a mustache, wearing a grey t-shirt with an orange graphic. The studio has a wooden floor and a large mirror wall. The text "Because Community Matters" is overlaid in large white letters. The hashtag "#WeAreCommunity" is at the bottom.

Because Community Matters

#WeAreCommunity



Before and when you become a Customer...

We'll make it easy for you to join our community.

We'll welcome you, make it clear about how things will work, how we'll engage with you, and what we should expect from each other.

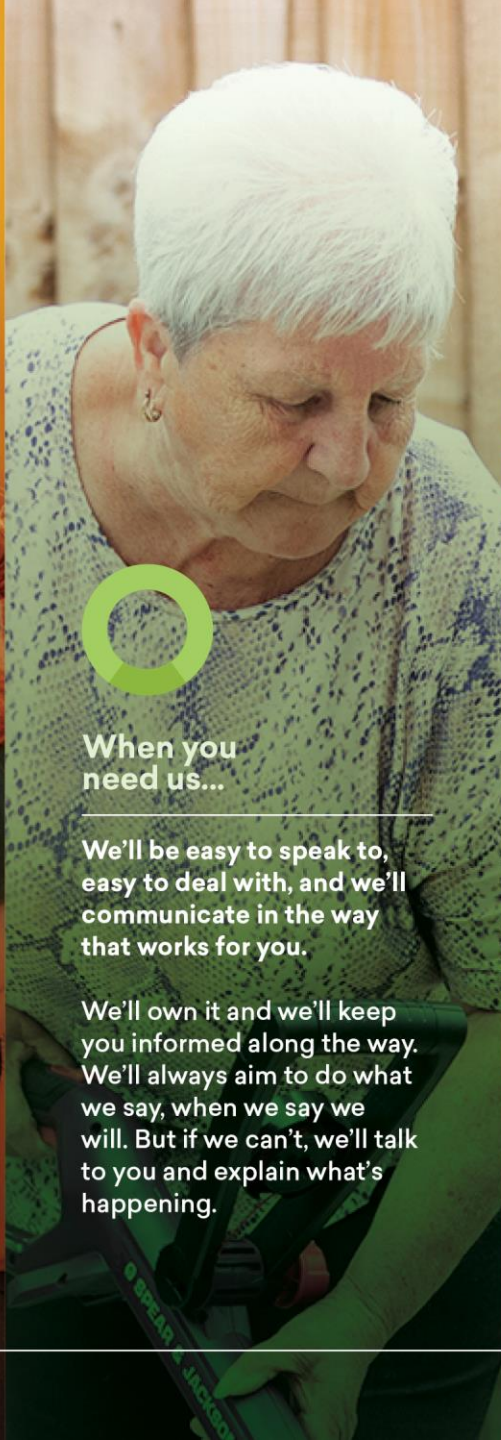
OUR CUSTOMER PROMISES



While you're with us...

We'll be considerate and compassionate, fair and honest.

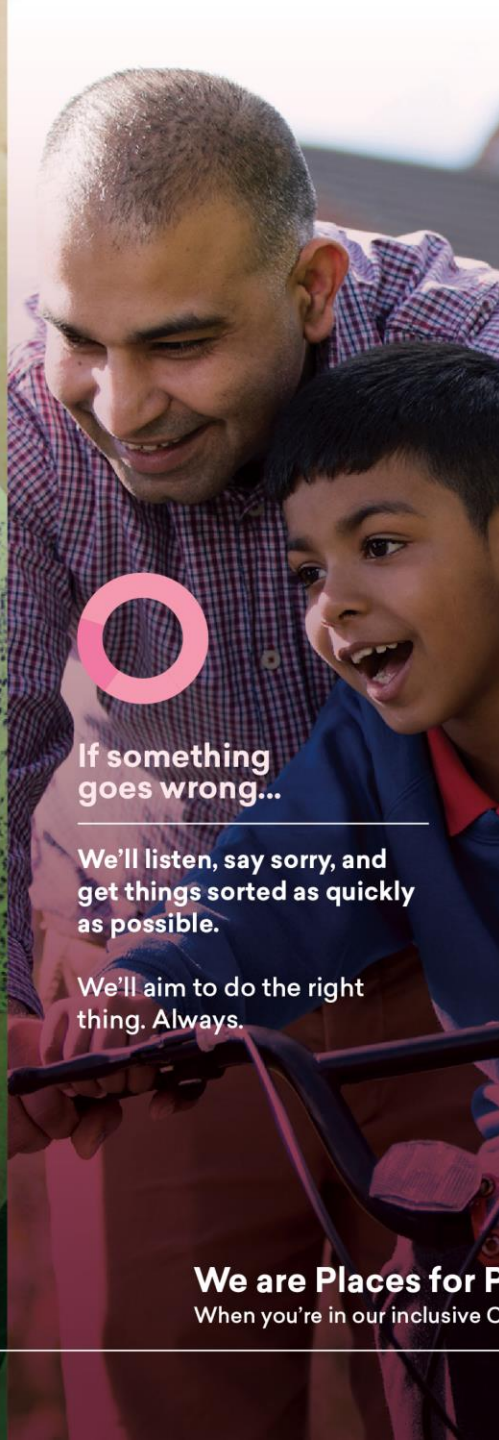
We'll trust you and want you to trust us. We'll respect you and your individuality, we'll listen, understand your needs, and support you. We'll always think of ourselves as a Customer.



When you need us...

We'll be easy to speak to, easy to deal with, and we'll communicate in the way that works for you.

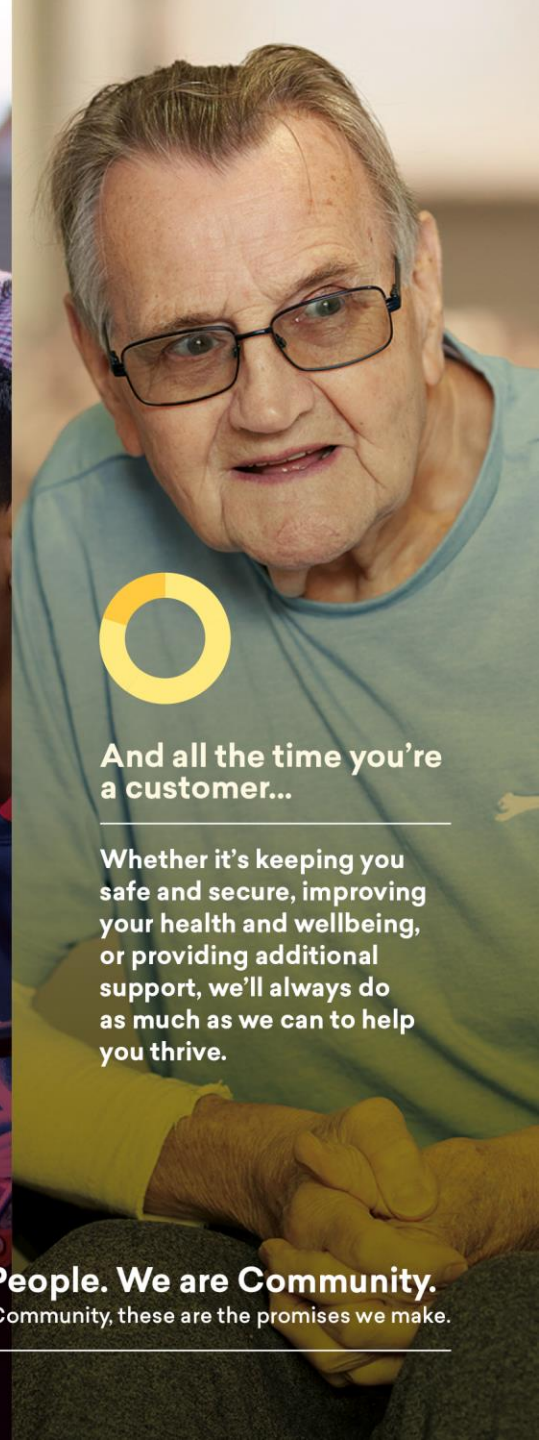
We'll own it and we'll keep you informed along the way. We'll always aim to do what we say, when we say we will. But if we can't, we'll talk to you and explain what's happening.



If something goes wrong...

We'll listen, say sorry, and get things sorted as quickly as possible.

We'll aim to do the right thing. Always.



And all the time you're a customer...

Whether it's keeping you safe and secure, improving your health and wellbeing, or providing additional support, we'll always do as much as we can to help you thrive.

We are Places for People. We are Community.
When you're in our inclusive Community, these are the promises we make.



#WeAreCommunity



Health based sessions

Chair Based Exercise/ Diabetes and Cardiac Rehab



We run weekly Diabetes, Chair Based Exercise and two Cardiac Rehab sessions at Malden Centre.

Age Friendly sessions

Care home, Pottery, Swim and Art sessions



We go out to one care home so far to run a chair-based Exercise class. We plan to expand this in the coming months with other partners.



We also run several popular over 60's classes at Malden Centre.



Dementia Sessions

Swim and Art Sessions



We are working with a Local Care home to provide Pottery/Art and Swim sessions for their residents.

We plan to expand this in the coming months to other Care homes and users.

Falls Prevention

Falls prevention sessions



Malden Centre runs three Falls Prevention sessions weekly and plan to increase or focus on this important help for those that need it.

Disability Sessions

Wheels for All, Frame Running, New Era Café, Dance Fever and Spartan Swim



The Weir Archer Centre host the Wheels for all sessions twice a week and Frame Running sessions once a week.

On Mondays during the W4A session we also host New Era café, a Pop-up café with free food and drink)



Tolworth run Dance Fever a Disability exercise class and Malden Host the Spartan Swim club for those with Disabilities

Community Help

Food Bank, Pantry, Kid Rock and Grow Baby sessions



Tolworth Rec Centre host City Changer Project (Doxo Deo) to provide a food bank and Pantry. Doxo Deo also run a Toddlers Play group (Kidz Rock) and Grow baby (Service to provide Baby food and Formula).



Inclusive Football Sessions

CFC Walking Football, CFC and FFC Pan-Disability Football, MIND Football



The Weir Archer Centre host a weekly CFC Walking football session and partner with MIND, FFC and CFC to run Pan Disability and Mental Health football sessions on our Artificial pitches.

Women's Health

Move through Menopause, Big Sister



In April Places Leisure launched a new Menopause course 'Move through Menopause' in partnership with Menopause movement aimed at getting those going through or having been through the Menopause back into exercise.

Next Course to start in September 2024.

We are in the process of launching the 'Big Sister' Programme at both Malden and Tolworth Centres later this year.



Places
Leisure

Part of Places for People

Supported Internships

Orchard Hill



For several years Places Leisure have supported Orchard Hill by hosting several students on internships. Some of these continued on as staff members at our sites.

Places Leisure also won a UK Active for this project

Young Carers

Free Inflatable and Basketball sessions



Every School Holidays Malden and Tolworth Centres provide free Inflatable and Basketball sessions for Young Carers in the Borough helping them wind down and have fun away from their stresses of what they do day to day.

Soon to come

Parkinson's, Big Sister and Drug Addiction



In the coming months Places Leisure Kingston plan to launch the Big Sister Programme and Tolworth and Malden sites.

Malden will be running a new session to help those with Parkinson's disease (PD Warrior).

Places Leisure are planning to work with the NHS on running sessions for those recovering from Drug and Alcohol addiction.

Our Places

Community Rooms and Spaces





Any questions?