

## **Frequently Asked Questions (FAQs)**

### **Q1) How much are the refurbishments going to cost? How much is being spent on each centre?**

Refurbishing an existing building coupled with inflation, changeable construction costs, funding conditions, materials, and the impact of Brexit and COVID make predicting the cost of refurbishment across our Leisure estate challenging. The Council are currently carrying out a range of surveys across all sites to help give some cost certainty.

### **Q2) When is it going to happen (Altrincham, Sale, Stretford, Partington)?**

To refurb all centres at once would be very challenging and would leave the borough and its residents without important leisure facilities and programmes such as our swimming programme. Trafford Council are therefore proposing to phase the refurbishments of our leisure centres to support a smooth refurbishment programme and ensure residents have a consistent leisure offer in the borough. We aim to start construction on the programme early 2023 and finish work by 2027.

### **Q3) How long will the works take?**

To refurbish a leisure centre takes anywhere between 60 to 85 weeks from the start of construction to reopening of the centre. This timeframe can also be impacted on, depending on the amount of works, layout of the building and if facilities on site remain open to the public. For example, keeping the sports hall open while the pool is refurbished or vice versa would extend the length of overall construction on the site. The work for Stretford is expected to start before the end of 2024 and complete by the summer of 2026.

### **Q4) Why are you not building brand new leisure centres?**

Trafford Council and in turn Trafford Leisure continue to work within a challenging financial environment as we come out of the pandemic. The money required for new buildings for just Altrincham and Stretford leisure centre's (circa £46m in Oct 2018) posed a significant financial risk for the council as repayment was based on increased profit and income of the centres. A refurbishment reduces the investment and what we can all see now from the successful move Urmston is what can be achieved with a refurbishment. A refurbishment also provides a significantly more sustainable option and will reduce the carbon omissions compared to a new build.

### **Q5) Will the leisure centres close during the works?**

Keeping buildings open while refurbishment works take place in other areas of the building is challenging and has an impact on the length of time construction takes. Altrincham Leisure Centre has recently had to fully close for the refurbishment work to take place. A decision on whether each leisure centre will need to close during the works will be taken on a case-by-case basis and made nearer the start of the work. Trafford Council and Trafford Leisure are committed to our residents and want to ensure a leisure offer and access to Leisure facilities within the borough whilst the refurbishment programme takes place.

### **Q6) What will happen to my membership?**

No changes to membership will be made without talking to members first, with the relevant options provided. Trafford Leisure maintained options for all our customers during the refurbishment of move Urmston, with existing customers benefitting with the best options in membership pricing and value. Trafford Leisure want to reward loyalty and will take a similar approach going forward.

### **Q7) Will my membership increase when the refurbished centres reopen?**

Trafford Leisure's core prices for membership haven't increased overall in the last 11 years at Sale, Altrincham, Stretford and Partington. That reflects the facilities (not the staff and activities), which aren't as comparable with other providers in the borough. Trafford Leisure's approach to pricing will remain the same post investment, providing value for money. You can see this in practice at move Urmston where membership prices overall did increase in line with the facility upgrade and customers are very happy with the value for money. Those customers who need the financial support to take part in physical activity are still supported where appropriate by Trafford Leisure and Trafford Council – for example residents with a disability or those over the age of 65 are provided with discounted membership and pay and play pricing. Play and pay pricing is a firm part of Trafford Leisure Pricing Strategy.

**Q8) What will happen to my child's swimming lessons during the works?**

Refurbishing a leisure centre will have a short-term impact on programmes delivered from the centre such as Swimming. It can't be avoided. However, we will be looking at what other venues locally and across Trafford that programmes such as swimming can be relocated to in the short term. Once the refurbishment is finished programmes will be housed at the most appropriate leisure centre.

**Q9) What will happen to Trafford Leisure's staff during the works?**

It is important our residents stay active, healthy, and happy during and post refurbishment. Trafford Leisure staff will play a key role in this, supporting customers on site, remotely and working at other locations across Trafford. They will also play a vital role in bringing the new move centres to life post refurbishment. Our refurbishment plans will be developed jointly with staff representatives and will replicate the successful way this was done at move Urmston.

**Q10) Will the works create disruption in the local area /roads etc?**

The refurbishments may cause some limited disruptions on occasion; however, it's not anticipated that the works will cause any prolonged disruptions to the local area. We will be able to update further on this as plans are developed.

**Q11) What about Old Trafford Sports Barn?**

With approval from the Council Executive, officers are currently reviewing the process needed when considering a community asset transfer for the Old Trafford Sports Barn. In the short term this doesn't change anything, and Trafford Leisure will keep customers and staff fully updated as this progresses.

**Q12) What about Partington Leisure Centre?**

The council have successfully secured £18.3m from the Governments Levelling Up Fund for the redevelopment of Partington Sports Village. A separate consultation processes will take place in 2023/24.

**Q13) Why is Stretford leisure Centre being refurbished before Sale first?**

Stretford Leisure Centre is planned to be refurbished first due to the declining condition of the building, need of the locality and strength of its business case.

**Q14) When and how will the consultation for Stretford be shared?**

The consultation for Stretford LC will be shared as part of an updated Executive report before the end of 2023.

**Q15) Will there only be five lanes in the main pool at the refurbished Stretford Leisure Centre?**

No, the reference to five lanes in the February 2023 Executive report was a typo. There will be six lanes.