

Frequently Asked Questions

Free Swim & Gym

Annual renewal starts 13 November 2017

How do I renew my membership?

Southwark residents and Southwark Council staff who are existing members will automatically receive an email 13 days prior to the expiry date of your existing membership:

- Click on the online link in your unique email.
- By visiting your local library to register online.
- Visiting your local leisure centre to complete your renewal if you do not have access to the internet.
- You will only be required to provide ID and proof of residency bi-annually. Therefore no proof required this year. Remember that the easiest and quickest way to renew is online.
- If you have forgotten your unique membership password to renew online, you can request another by following the online instructions on the renewal website.
- If you do not renew your Free Swim and Gym membership normal activity prices will apply.
- Why do I need to complete the online questions - we are measuring the health benefits and the impact of the scheme for Southwark residents. The questionnaire have been designed to be as short as possible for ease of renewing.

1) Do I need a new swim and gym membership card?

Once you have validated your membership by completing your online registration, your existing card will be automatically updated and there is no need to get a new one.

Table 1: Southwark Resident for new applications only

Please provide one of the following eligibility documents from both section 1 and 2.

	U15 (Parents must register on behalf of the child)	16+
1) Proof of individual	<ul style="list-style-type: none"> • Passport • Medical Card/Certificate • Birth Certificate • Bank statement/ building society statement or passbook in child's name • Credit union account in child's name 	<ul style="list-style-type: none"> • Passport • Photo driving license • National Identity card • Other official forms of photo ID e.g. bus pass, civil servant/ government ID, emergency services ID. • National Insurance Card/letter
2) Proof of Southwark residency	<ul style="list-style-type: none"> • Any of the documents adjacent in the name of their parent/guardian. 	<ul style="list-style-type: none"> • Council tax bill (within current year) • Valid in last 3 months: Utility bill, Bank statement, rent book/ statement • For customers living in halls of residence, residential hostels and similar communal accommodation, then a letter on official letterhead confirming residential status of the customer and signed by the residency manager is acceptable

Table 2: Disabled Southwark Residents

If you are disabled and live in Southwark you can access free swim and gym facilities at all Southwark leisure centres 7 days a week.

Southwark residents are only eligible for this scheme if they can show proof of one of the documents in table 2 below and documents outlined in table 1. Therefore we advise you to look through these carefully.

If you:	You will need to provide:
Receive Disability Living Allowance (Inc. for Children) at either: <ul style="list-style-type: none"> • the higher rate or lower rate for getting around (mobility); or • the higher or middle rate for help with personal care 	A copy of you or your child's award letter showing receipt of Disability Living Allowance in the past 12 months
Receive Personal Independence Payments (PIP) at any rate	A copy of your award letter
Receive Attendance Allowance	A copy of your award letter
Are registered as deaf or use a hearing aid	A copy of the front page of your NHS battery book or a copy of your dispensing prescription from a private hearing aid supplier
Are registered as having a visual impairment	A copy of your Certificate of Visual Impairment (CVI) or BD8 Certificate for being registered blind or partially-sighted
Blue Badge parking permit holder	A copy of your award letter or Blue Badge parking permit
Young people with Special Educational Needs and Disabilities	A copy of your Statement of Educational Needs or Education, Health and Care (EHC) plan

Table 3: Southwark Council for new applications only

If you are a Southwark Council member of staff or Southwark Community School staff please provide both of the documents below.

Staff ID required
Staff ID with current name
Southwark Council/Southwark Community School Payslip (dated within the last month).Printed online versions or a screen shot is acceptable.

2) What times will Southwark residents and Southwark Council Staff be able to use either swim or gym facilities for free?

Disabled Southwark residents - Seven days a week at all Southwark leisure centres.

Southwark residents & Southwark council staff - All day on Fridays and from 2pm till close on Saturday and Sundays.

Southwark residents Over 60 - The Silver programme during the week and all day on Fridays and from 2pm till close on Saturday and Sundays.

3) If i'm not an existing member can I still apply?

www.everyoneactive.com/southwarkfreeswimandgym

Carers go free if accompanying a disabled person during swim and gym sessions.

4) Which leisure centres can I use?

Free access to swim and gym facilities will be available, as advertised, at the following Southwark council leisure centres:

- The Castle Centre
- Camberwell Leisure Centre
- Dulwich Leisure Centre
- Peckham Pulse Leisure Centre
- Seven Islands Leisure Centre
- Surrey Docks Fitness and Watersports Centre (Gym only)

5) What activities are covered within the scheme?

- Swimming - general/lane and age specific swim sessions. Please see the swimming pool timetable at www.everyoneactive.com for when sessions are available.
- Gym - general gym (16 years old and above) and junior gym sessions for 14-15 year olds.

Please note: A Health Commitment Statement will need to be completed if your circumstances have changed or you are applying for the first time. Under some circumstances a medical letter from your GP may be requested.

- Silver programme sessions for over 60s

6) What are Junior Gym sessions?

If you are 14 or 15 years old you can take part in Junior Gym sessions, especially for you. To take part:

- Contact your local leisure centre to get a Health Commitment Statement form and then ask your parent/guardian to complete it
- When you have returned the form, book in for your induction to be shown how to use the gym and get a tailored workout programme that you can use each time you visit
- Each time that you want to use the junior gym you will need to book in advance at your local centre.

Please contact your local Southwark leisure centre for when junior gym is available.

7) How do I start using my free swim and gym card?

- Each time that you want to use the centre within the free swim and gym times, go to the reception desk with your free swim and gym card
- The receptionist will then swipe your card on the computer system and find out from you whether you would like to go to the gym or swimming
- If it is the first time that you have used any of our leisure centres please let the receptionist know and they will let you know some helpful information to get the most out of your visit. Remember to bring a £1 for the locker which you will get back at the end of your visit!
- For parent/guardians with children aged under 8 please contact the leisure centre so they can advise you on adult to child ratios when you go swimming.

8) What times will residents aged 60 and over be able to use either the Silver programme for the pool, gym or attend a group workout class for free?

The Silver programme is free for all residents over 60. Please visit your local centre or go to www.everyoneactive.com for programme details.

9) Do I need to book in advance for any activities in the free swim and gym scheme?

The only activity that will need to be booked in advance will be the junior gym sessions for 14 or 15 year olds.

10) How do I start using the gym if I have never used it before but have been a member last year but only attended swimming sessions?

- Once you have renewed your free swim and gym (see above) your local centre can book you in for a gym induction to be shown how to use the gym and get a tailored workout programme that you can use each time you visit.
- You can then use the gym at anytime within the free swim and gym times.

11) Can I swim at all the sessions within the free swim times?

Swimming is available at general/lane and age specific swim sessions.

You can only attend the age specific sessions if you fall within the required age range. For example, at Camberwell Leisure Centre on a Saturday from 3:30pm to 4:30pm there is a rafts and rascals session which is for parents with children aged under 8. Anyone over this age will not be able to attend.

Please contact your local Southwark leisure centre or visit www.everyoneactive.com for more details of the pool programme and the age specific sessions.

12) I currently swim with my child at an age related fun session. What will I have to pay?

If both you and your child are registered for free swim and gym you can access these for free.

13) What happens if I lose my card?

There will be a £2 charge for replacing lost cards.

14) Where can I find more information about this scheme and further support on how to apply?

- Visit your local Southwark leisure centre
- Phone your local centre
- Visit www.everyoneactive.com/southwarkfreeswimandgym