

# Portway Pass Welcome Pack



Portway Lifestyle Centre  
an inclusive leisure facility for  
every **BODY**

# WELCOME

## to Portway Lifestyle Centre

Portway Lifestyle Centre is a health, wellbeing and leisure centre bringing leisure, health and social care services together under one roof.

The centre provides a wide range of activities for people with and without disabilities, in a state-of-the-art building. Anyone can use the leisure facilities to improve their health and wellbeing.

### What is available at Portway Lifestyle Centre?

- ✓ Fully accessible state of the art gym and weights
- ✓ Dance studio with a fitness class programme
- ✓ Sports hall
- ✓ Hydrotherapy pool
- ✓ Full size outdoor third generation football pitch - as near to a grass surface experience as you can get, with true bounce
- ✓ Life trail outside exercise area
- ✓ Multi-purpose activity room
- ✓ Sensory room
- ✓ Meeting rooms
- ✓ Café
- ✓ GP surgery – Portway Family Practice

### Where to find us

Portway Lifestyle Centre is located on Newbury Lane, Oldbury, B69 1HE just off the Wolverhampton Road.

The centre is close to local bus routes, with a bus stop directly outside the building. A pedestrian crossing is also in place to enable centre users to cross the road at Newbury Lane safely.

## Planning your journey

### If you are travelling by car

Portway Lifestyle Centre is easy to find.

#### From Junction 2, M5

Follow the Wolverhampton Road (A4123) towards Dudley. At the crossroads with Newbury Lane and Portway Road, turn left onto Newbury Lane. Then turn right into Portway Lifestyle Centre's car park.

#### From Tividale

Follow the Wolverhampton Road (A4123) towards Birmingham. At the crossroads with Newbury Lane and Portway Road, turn right onto Newbury Lane. Then turn right into Portway Lifestyle Centre's car park.

### If you are travelling by bus

We have produced a range of short films showing the different local bus routes to Portway Lifestyle Centre. Visit [www.slt-leisure.co.uk](http://www.slt-leisure.co.uk) and view

the Portway Lifestyle Centre page for links to these films. You can also find general information about local bus routes at [www.centro.org.uk](http://www.centro.org.uk).

#### From Smethwick

Catch the 87 from Blue Gates Hotel.

#### From Tipton

Catch the 42 to the Dudley Bus Station, then catch the 126

#### From Oldbury town centre

Catch the 120A / 289

#### From West Bromwich

Catch the 289 or the No. 4 to Oldbury

#### From Rowley Regis

Catch the 289 / 120A from Birmingham Road

#### From Wednesbury

Catch the Metro to West Bromwich and then catch the 289 bus route 79, change at West Bromwich then 289

#### From Dudley

Catch the 126



You can also access travel information and plan cycling, public transport, walking and car sharing journeys to the centre by using the [www.travelwisewestmids.org](http://www.travelwisewestmids.org) website. You can also call Centro on 0121 200 2787 for details of public transport routes and times.

The Network West Midlands website [www.networkwestmidlands.com](http://www.networkwestmidlands.com) has information on tickets, travel cards and concessionary travel. You can also plan your journey by calling 0871 200 22 33.

### What if I can't use public transport?

If you find it difficult or impossible to use public transport due to a disability or medical condition, you may be able to book an alternative transport service to get to the centre.

If you require a Ring and Ride service you can find out more information by visiting [www.wmsnt.org](http://www.wmsnt.org) or [www.ringandride.org](http://www.ringandride.org) or email [enquiries@wmsnt.org](mailto:enquiries@wmsnt.org). To make a booking please call 0121 327 8128.

### When you arrive

Portway Lifestyle Centre uses different signs, colours, surface texture and technology to support you to get around the centre as independently as possible.

Our staff are there to support all users of this facility, please let us know if you need help. The centre has been specifically designed to help and support users with disabilities and includes the following features and facilities;

- Disabled parking and drop off points are located near to the main entrance.
- Easy access ramp and walkways with tactile paving and handrails.
- Colour contrast and braille signs for all

key areas of the building.

- Power assisted doors are located throughout the building.
- Accessible toilets and changing areas, the centre is also a Changing Places facility. These have extra features and more space including a changing bench and hoist.
- The centre has several hearing induction loop systems throughout the building.
- British Sign Language Interpreting service available.
- A Wayfinding audible navigation tool is in place to support visually impaired users.
- Hoist facilities are available in changing areas and for access to the hydrotherapy pool.
- Assistance Dogs are also welcome.



### Support to get around the centre

Our leisure staff have general disability awareness and will do their best to help and support you.

Volunteers from the community may be able to show you around the building and demonstrate how to find your way around. They can also help you with any questions that you may have.

### Visiting by yourself, with family, or as a group

If you are visiting by yourself and need any help or support please make yourself known to a member of staff who will do their best to help you.

If you are attending as a carer for someone you will not be charged to access facilities.

We can also support group bookings please speak to a member of the team at the centre, email your requirements to [info@slt-leisure.co.uk](mailto:info@slt-leisure.co.uk) or call the centre on 0300 012 0121.

### How much does it cost?

Activities at Portway Lifestyle Centre cost the same as those available at other SLT leisure centres in Sandwell. Activity prices are available on SLT's website [www.slt-leisure.co.uk](http://www.slt-leisure.co.uk) or directly from the centre.

If you are eligible, you can apply for a Portway Pass which gives you free access to specified activities at certain times. You may also want to upgrade to the Portway Pass Plus which also gives you discounts off activities at other times and at other SLT centres in Sandwell. More details are available in this booklet.

### When is it open?

Monday to Friday 7am-10pm  
Saturday and Sunday 7am-6pm  
Portway Lifestyle Centre is closed on Bank Holidays.

## Portway Lifestyle Centre



SLT's first disabled gym instructor delivering an Inclusive class. Our gym equipment and building accessibility allows the whole community to use the centre, and provides a unique meeting place for disabled and non-disabled members to exercise together, help each other improve and even forge lasting friendships.

I thought I was stuck in a rut with my exercise, I used to think this was it for me. I'm doing things now i'd only dreamed of.

**Martin Floyd**



Promoting independence and positive lifestyle choices; SMBC Adult Services provide fun and friendship through health and wellbeing programmes facilitating activities such as football, hula hooping, archery and relaxing sessions in the hydro pool.

Portway brings so much variety and things to do,

**Christine Swallow**

## Making a difference



Portway Lifestyle Centre, the community volunteers and the highly successful Gym Buddy Scheme, provide first class support to individuals with additional needs, and makes everyone feel part of the centre.

It's fantastic to see visually impaired people fully accessing the gym and the equipment and really enjoying and benefitting from each visit.

**Chair Sandwell Visually Impaired**



The group fitness programme caters for all areas of fitness in a fun, engaging and inclusive environment. The instructors understand the unique ethos of Portway Lifestyle Centre and deliver classes to suit all needs and abilities.

Using the Centre I have reduced my dependence on insulin and lost 4 stones in weight

**Jenny Barclay**

# Portway Passes

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The Portway Pass is for Sandwell Residents with a disability and /or special educational need. It provides free access at selected times to leisure facilities at Portway Lifestyle Centre.

The following activities are available free of charge during weekdays from 9.30am until 12.30pm and 2pm until 4.30pm.

- Gym and weights
- Fitness classes
- Life Trail

You can also use the sports hall, synthetic pitch, sensory room, hydrotherapy pool, multi-purpose hall and take part in some other activities during this time. Activities in these areas will need to be booked in advance. Please speak to the centre for more information.

The hydrotherapy pool, sensory room and break out area can also be used at the following times (you will need to book in advance):

Hydrotherapy pool  
Monday, Wednesday and Friday up to 4.30pm

Sensory room  
Weekdays (on a disability priority basis) from 9am - 5pm

Break out areas, activity room and quiet room  
Weekdays up until 5pm

For further details on how to pre-book any of the above activities, please visit [www.slt-leisure.co.uk](http://www.slt-leisure.co.uk) email [info@slt-leisure.co.uk](mailto:info@slt-leisure.co.uk)

## What is the Portway Pass Plus?

The Portway Pass Plus also gives you the extra benefits of our Concessionary Leisure Pass scheme.

- Upto 50% discount on fitness classes, gyms and weights.
- Discounts on swimming lessons, if you sign up to direct debit
- Sports pre-booking by phone up to 7 days in advance.
- Golf discounts at Brandhall Golf Course.
- Reduced junior fitness for 14-17 year olds which includes fitness classes and instructed gyms.
- Other discounts are available with Concessionary membership. Please see our website or ask at Portway Lifestyle Centre for details.

The free sessions are only available at Portway Lifestyle Centre at the times listed above. The Concessionary discounts are available at Portway Lifestyle Centre and other SLT centres in Sandwell during all opening hours.

## Who can apply for a Portway Pass or Portway Pass Plus?

1. You must be a Sandwell resident and have a Sandwell postcode
2. You must be one or more of the following:
  - a. Eligible for Adult Social Care Services
  - b. Eligible for Disability Living Allowance / PIP (Personal Independent payment)
  - c. Be a school pupil with a statement of SEN (Special Educational Needs) or be at School Action Plus
  - d. Be FACS eligible (Fair Access to Care Services).

## How do I apply for a Portway Pass or Portway Pass Plus?

You can apply online or at the centre. Please take proof of eligibility with you. You will need to show that you receive specific benefits or a service from adults social care.

To apply for a Portway Pass Plus, you will need to make a one off annual payment which you can do online or at the centre.

## How to join online

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1. Visit Sandwell Leisure Trust's website at [www.slt-leisure.co.uk](http://www.slt-leisure.co.uk)
2. Click on 'Our Centres' on the menu bar at the top
3. Click on Portway Lifestyle Centre
4. Click on the Portway Pass box
5. Select whether you want the Portway Pass or Portway Pass Plus
6. Click on 'Join now'
7. Click on 'Apply for membership'
8. Select Portway Lifestyle Centre from the drop-down menu and press 'Submit'
9. Select the type of Portway Pass you wish to apply for and then click the 'Next' button
10. Type your details into the fields
11. When it asks for your type of eligibility, select the drop-down list and choose either 'Adult social care services', 'Sch pupil with SEN/sch Action+'.
12. Press 'Next' once you have completed all of your details
13. The next screen will confirm the details of the membership you are joining. Check they are ok and then click 'proceed to checkout'
14. You will then see a confirmation of your membership which includes your temporary membership number. Make a note of this member number or print the confirmation page.
15. Take the member number to Portway Lifestyle Centre and proof of eligibility with you and reception will issue you with a Portway Pass card.

## Frequently Asked Questions

### How do I book activities?

Please contact the Disability Manager - Inclusion, by phone on 0121 543 4809 or email [DD\\_OPS\\_ADMINTEAM@sandwell.gov.uk](mailto:DD_OPS_ADMINTEAM@sandwell.gov.uk)

### I already have a concessionary leisure pass. Will I need to apply for a Portway Pass Plus?

As long as you are eligible for the Portway Pass, we can change your concessionary leisure pass membership so it becomes a Portway Pass Plus. You will need to take your leisure pass to reception along with proof that you are eligible for the Portway Pass. We will then transfer your membership.

### I am an SLT ONE CARD member. Can I use my membership at Portway Lifestyle Centre?

Yes. ONE CARD membership can be used at Portway Lifestyle Centre.

### If I apply for membership online, how do I get my card?

When you apply online, we will email you with a temporary membership number. Take this number to reception and they will give you your card. You can then start using your Portway Pass membership straight away.

### What happens if I lose my temporary membership number?

If you lose your temporary membership number or need any help with your membership please speak to reception or contact the Business Support team on 0300 012 0121 or email [memberships@slt-leisure.co.uk](mailto:memberships@slt-leisure.co.uk).

### I am having a problem joining online. How can I get support?

There is a video on Sandwell Leisure Trust's website that will show you how to join online. If you need any more support please contact reception or Business Support on 0300 012 0121 or by emailing [info@slt-leisure.co.uk](mailto:info@slt-leisure.co.uk).

## Portway Pass & Portway Pass Plus

### Terms and Conditions

- The Portway Pass is applicable for sole use at Portway Lifestyle Centre only.
- Some activity sessions may be excluded and subject to change.
- All participants must live within Sandwell and complete a postcode verification check.
- All members of the Portway Pass must meet the specific eligibility criteria.
- Original documentation is required as evidence of eligibility on a first visit to the centre.
- All members are required to report to reception before using the facilities, to show a membership card.
- Passes must be renewed every 12 months.
- Passes are non transferable and are only for use by the cardholder. Concessions cannot be used in conjunction with any other offers or discounts.
- Concessionary rates only apply on production of your pass or full charge must be paid where applicable.
- Failure to produce a valid card will result in full price being charged.
- Only one discount or concession is permitted per booking/activity where applicable.
- Certain activities will require pre booking.
- Pass numbers must be given when pre booking activities over the telephone, the card will also be required for verification at reception.
- 24 hours notice must be given to cancel all pre-booked activities whether paid or unpaid. Failure to do this will result in you being charged for that activity.
- Opening times of the centre and facilities may vary and can be subject to change.
- Changes to the scheme are subject to change or regular review
- Lost or damaged passes are reported immediately at your local leisure centre. An administration fee will be charged for replacement cards.
- Any change in personal details or circumstances making your membership ineligible, must be notified to the centre.
- The giving of incorrect information with the intent of defrauding Sandwell Leisure Trust will result in appropriate action being taken.
- This information will be held and processed by Sandwell Leisure Trust in accordance with the Data Protection Act 1998.
- Sandwell Leisure Trust reserves the right to refuse the use of a pass, to withdraw the pass if it is misused and to refuse admission.
- All members will be required to have a photograph taken which will be used to support the identification of members.
- Online bookings, where applicable, are non refundable. To cancel an online booking a minimum of 24 hours notice must be given to receive a credit of the equivalent booking value. Failure to do this will result in you being charged for that activity.
- Please note defaults on bookings will result in advanced booking privileges being revoked with a reinstatement cost being incurred.
- SLT will allow no longer than 10 minutes before re-letting pre-booked activities.
- SLT reserves the right to amend terms and conditions at any time.
- Applications can only be made at Portway Lifestyle Centre or online at [www.slt-leisure.co.uk](http://www.slt-leisure.co.uk)



# Portway Lifestyle Centre an inclusive leisure facility for every **BODY**



## Useful contacts

### Sandwell Leisure Trust

Contact Sandwell Leisure Trust staff at Portway Lifestyle Centre for:

• **Activity times** • **Bookings** • **Membership enquiries** • **General enquiries**

Telephone: 0300 012 0121 (select option 1, then option 5, then option 1)

Website: [www.slt-leisure.co.uk](http://www.slt-leisure.co.uk)

### Adult Social Care Services

For information on activities and services provided by Sandwell Council's Adult Social Care Services, contact the Disability Manager - Inclusion:

Telephone: 0121 569 4467

Email: [DD\\_OPS\\_ADMINTEAM@sandwell.gov.uk](mailto:DD_OPS_ADMINTEAM@sandwell.gov.uk)

Website: [www.sandwell.gov.uk](http://www.sandwell.gov.uk)

**Portway Lifestyle Centre, Newbury Lane, Oldbury, B69 1HE**