**Welcome to Portway Lifestyle Centre**

The 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
* Climbing wall
* Hydrotherapy pool
* Full size outdoor 3G football pitch
* Life trail outside exercise area
* Multi-purpose activity room
* Sensory room
* Meeting rooms
* Café
* GP surgery – Portway Family Practice

# Where to find us

The Portway Lifestyle Centre is located on Newbury Lane, Oldbury, B69 1HE. It is 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** you catch the 89

**From Tipton** you catch the 42 to Dudley Bus Station, then catch the 126

**From Oldbury town centre** catch the 89

**From West Bromwich** catch the 289

**From Rowley Regis** catch the 89 or 289

**From Wednesbury** catch the Metro to West Bromwich and then catch the 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](file:///C%3A%5CUsers%5Ccatherine.barrett%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CKW1M4VCY%5Cwww.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](file:///C%3A%5CUsers%5Ccatherine.barrett%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CKW1M4VCY%5Cwww.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**](file:///C%3A%5CUsers%5Ccatherine.barrett%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CI7MYJDD9%5Cwww.wmsnt.org)or [**www.ringandride.org**](file:///C%3A%5CUsers%5Ccatherine.barrett%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CI7MYJDD9%5Cwww.ringandride.org) or email **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. This has more space and extra features including a changing bench and hoist.

The centre has several hearing induction loop systems throughout the building.

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 will 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 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 from SLT’s website [www.slt-leisure.co.uk](file:///C%3A%5CUsers%5Ccatherine.barrett%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CI7MYJDD9%5Cwww.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 and Saturday and Sunday 7am-6pm

Portway Lifestyle Centre is closed on Bank Holidays.

**Portway Passes**

**What is the Portway Pass?**

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 climbing wall, 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 6pm

Monday and Friday (on a disability priority basis) from 12.30pm–2pm.

**Sensory room**

Weekdays (on a disability priority basis) from 12.30pm–2pm

**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

**What is the Portway Pass Plus?**

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

* 50% discount on fitness classes, gyms and weights.
* 25% discount on swimming lessons.
* 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:
	1. Eligible for Adult Social Care Services
	2. Eligible for Disability Living Allowance
	3. Be a school pupil with a statement of SEN (Special Educational Needs) or be at School Action Plus
	4. 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 using this form. Please take proof of eligibility with you. This will be an official letter from Adult Social Care Services, Disability Living Allowance or your school.

To apply for a Portway Pass Plus, you will need to make an annual payment of £5.75 which you can do online or at the centre.

**Frequently asked questions**

**How do I book activities?**

Please contact the Disability Manager - Inclusion by phone on 0121 553 0067 or email DD\_OPPS\_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 leisure pass gold member. Can I use my membership at Portway Lifestyle Centre?**

Yes. Leisure pass gold membership can be used at Portway Leisure 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. You can call the Business Support team on 0300 012 0121 or email info@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.

**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 553 0067**

Email: DD\_OPPS\_ADMINTeam@sandwell.gov.uk

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

**Portway Pass Application Form**

This information will be held and processed by Sandwell
Leisure Trust (in partnership with Sandwell Council), for the
purpose of Leisure Pass membership and may be shared
within Sandwell Leisure Trust to notify you of relevant
products and services in accordance with the data protection act 1998. We ask that you please notify us immediately of any changes to your personal information. You can request a chargeable copy of any personal information held about you by completing a ‘Subject Access Request Form’ available from Sandwell Leisure Trust.

**Your personal details**

This section must be completed in full. Please write clearly in block capitals.

Title: (please circle one) Mr / Mrs / Miss / Ms / other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Post code:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel No. (Home) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Tel No. (Work)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tel No. (Mobile) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you have a disability? (Please circle one)**

Yes No

**Which of these best describes your disability?
(Please circle one)**

Physical disabilities

Mental health problems

Learning disabilities

Deaf or hard of hearing

Visual impairment

Child with disabilities

**What is your gender? (Please circle one)**

Male Female

**The following question is optional:**

**What is your ethnic origin?**

**White (please circle one of the options below)**

British

Irish

Any other white background (please write)

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**Dual Heritage (please circle one of the options below)**

White and Black Caribbean

White and Black African

White Asian

Any other dual heritage background (please write)

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**Asian or Asian British
(please circle one of the options below)**

Indian Sikh

Indian Other

Pakistani

Bangladeshi

Any other Asian background (please write)

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**Black or Black British (please circle one of the options below)**

Caribbean

African

Any other black background (please write)

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**Chinese, Yemeni or other ethnic group (please circle one of the options below)**

Chinese

Yemeni

Other (please write) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**How did you find out about Portway Lifestyle Centre?**

**Would you like to receive information on other services and events from Sandwell Leisure Trust? (Please circle one)**

Yes No

The information you provide will be held in accordance with the Data Protection Act 1998.

**Declaration**

Please make sure that you have signed and dated your
application form to confirm that your details are correct and
complete.

I apply for a Portway Pass and certify that the information provided is correct. I understand and accept the terms and conditions of use are detailed in the application booklet and on the website. I confirm that in the event of any changes in personal circumstances affecting my eligibility under the Portway Pass scheme I will immediately notify the Business Support Team on **0300 012 0121**.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you are under 17 years of age or someone else is applying on your behalf, this application must be countersigned by a parent, guardian or carer.

Signature of parent/guardian/carer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reception use only**

Proof shown (e.g. official letter)

Receptionist’s signature

**Portway Pass and 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 to 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)