

# Annual Report



LiveWire 

**Your Town**  
**Your Wellbeing**  
**Your LiveWire**

[livewirewarrington.co.uk](http://livewirewarrington.co.uk)

# 2022 - 2023

@yourLiveWire



Working in partnership with  
**WARRINGTON**  
Borough Council

LiveWire 

[livewirewarrington.co.uk](http://livewirewarrington.co.uk)

LiveWire is a Community Interest Company (CIC) that has been managing leisure, library and lifestyle services in Warrington since May 2012. The organisation is now the largest provider of leisure and library facilities in the town, operating three neighbourhood hubs, two leisure centres, one community hub and nine standalone libraries.

From leisure facilities including state-of-the-art gyms, swimming pools, tennis courts and sports pitches, a wide range of library resources, to our lifestyles support programmes and our community outreach activities – LiveWire can help you and your families make positive changes whatever your age and interests.

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# Statement

## From LiveWire Chair of the Board Paul Taylor

In my first year as Chair of the Board of Directors, I am pleased to present the annual report on the operation of LiveWire (Warrington) CIC for the financial year to 31 March 2023.

Firstly, I would like to take the opportunity to thank the previous Chair, Alan Yates, for his dedication and chairmanship throughout the past nine years. In particular, guiding the company and directors through the challenges of the pandemic.

This report shares our remarkable achievements throughout the year, offering a flavour of how at LiveWire, we continue to deliver health and wellbeing programmes aimed at positively benefiting the residents of Warrington.

Recovery from post-pandemic financial performance and then coping with the extraordinary effects of the increased energy costs and the cost-of-living crisis continue to have a significant financial impact on both LiveWire, and on the leisure sector as a whole. The recovery of our memberships has seen a positive trajectory across the year towards pre-Covid figures, however considering additional financial pressures the income does not meet the value needed to achieve full financial recovery. The Board has been working in partnership with Warrington Borough Council through what has been an extremely challenging two years to identify and implement solutions to the ongoing financial challenges.

Despite these pressures at LiveWire, we are continually looking at ways to enhance our portfolio to create opportunities to engage and include everyone in our community in activities that improve their health and wellbeing. Our teams at Bewsey and Dallam Community Hub and Great Sankey Neighbourhood Hub achieved the accolade of becoming Water Wellbeing Accredited sites in partnership with Swim England. This accreditation highlights LiveWire's commitment to support people with long term health conditions to access our facilities so that they can maintain their fitness and manage their condition through participation in a range of aquatic

programmes and sessions. Accreditation would not have been awarded to LiveWire if not for the hard work of the teams.

With many people feeling the full impact of the cost-of-living crisis during the winter months with several having to choose between having a hot meal or heating their homes, November saw the launch of our libraries as 'Warm Spaces.' The scheme saw the introduction of designated daily slots where anyone was welcome to go into a LiveWire Library to receive a warm welcome, get warm and have a hot drink for a few hours. I am grateful to the library team for embracing the initiative and for supporting people within their community.

Our lifestyles team launched their Mind Movement Menopause programme in October 2022. A six-week programme that provides a combination of a safe environment for women to talk about the challenges of menopause and to make available useful guidance and advice with structured exercise and education sessions. Embedded in the programme is the inclusion of guest speakers from various health/medical professions including a local Warrington GP. The programme has been extremely successful and demonstrates the team's ability to innovate and adapt to deliver programmes relevant to current topics.

LiveWire's Sports Development and Outreach programmes continue to attract funding for meaningful activities that engage children and young people. Our activity programme spans the town and is supported by various organisations e.g., Police and Crime Commissioner, Sport England, and housing providers. The pragmatism of the offer means that LiveWire can pop up in areas that are experiencing Anti-Social Behaviour (ASB) and work with the community to resolve. Ultimately, increasing community engagement and enjoyment for improved social, physical, and mental wellbeing.

Throughout the year, customer satisfaction levels in our leisure services have been measured by the standard Net Promoter Score (NPS) metric. Outcome of the introduction of the NPS format has been positive, with customer satisfaction scores regarding our offer exceeding the UK average. This success is as a result of the work by our dedicated leisure team.

To conclude I would like to thank our employees, Company Members, Board of Directors and our strategic partners for their dedication and commitment over the previous twelve months, and in particular Warrington Borough Council for their ongoing support during a difficult period.

**Chair, Paul Taylor**



# Statement

from LiveWire's  
Managing Director,  
Emma Hutchinson



This annual report highlights another very successful year for LiveWire in delivering a range of leisure, libraries, and lifestyle services on behalf of WBC, many continuing core activities being enhanced and developed, together with a number of new and innovative initiatives and events and in some cases nationally recognised 'award winning' programmes.

Our desire is to introduce products that excite and engage our customers and communities; from fitness to library and sports development activities, our teams focus on developing and delivering services that make people want to enjoy our services more often.

This approach has seen the launch of the exciting new fitness concept called FITBOX; a dynamic boutique style boxing and functional fitness workout experience, exclusively available at LiveWire. FITBOX sessions are open to all, as well as the team delivering dedicated sessions for under-16s, families, and women only sessions. The new workout experience has attracted new customers to LiveWire as well as helping existing members to invigorate their training routines.

May 2022 marked the 10-year anniversary of LiveWire delivering health and wellbeing services to Warrington residents. This key milestone was an opportunity to shout about all the fantastic and meaningful work LiveWire's achieved during these years and was marked with the release of a special anniversary video produced by Warrington-based creatives, Ludovico, which tells the story of a LiveWire user. In addition to the video, there were infographics produced that depicted our key achievements over the last 10 years and celebrated how hard the team at LiveWire works to inspire and

encourage users to achieve their aims whether through literature or one of our weight loss, or stop smoking programmes or simply taking part in a class or swim session at one of our leisure centres.

At LiveWire we believe that by improving our customers' experience we can increase community engagement with LiveWire activities, and by making it fun we can be accessible to everyone, regardless of age and ability. This was the ethos behind the town's first LitFest delivered by the library team at LiveWire. The week-long programme offered something for everyone with the team hosting 14 author sessions, four workshops, two drama productions and three storytelling sessions as well as crafts, story times and reading group sessions, engaging with over 1,000 people. A fantastic achievement for a small team!

Building a first-class customer experience that makes it easier, and more enjoyable, to be a part of our community saw the introduction of a 'Chatbot', which is a new feature on LiveWire's website and via the LiveWire App that provides a 24-7 accessible resource for all customer enquiries and questions. Chatbot supports customers with operational advice and information related to all LiveWire services. A great addition to improving the customer journey at LiveWire.



“ By improving our customers' experience we can increase community engagement with LiveWire activities.

During 2022/23 we continued to celebrate our exemplar operating model with the team at Bewsey and Dallam Community Hub being shortlisted as a finalist in New Concept, Build or Design of the Year category in the 2022 UK Active awards. Although we were not winners, the judge's feedback that the model demonstrates a genuine connection to the local area is a great example of being able to create a project which serves local need whilst also firmly based on financial sustainability.

We could not have achieved all the great things set out within this annual report without the dedication and hard work of all our employees, volunteers, the support of our partners, customers, members, and the Board of Directors who provide expert guidance on a completely voluntary basis. Their advice and direction during this year has been invaluable to our business and is truly appreciated by all the staff.

**Managing Director  
Emma Hutchinson**



# What We Do

LiveWire is a Community Interest Company (CIC) with over 400 employees who have been delivering leisure, library, and lifestyle services in Warrington since May 2012. LiveWire remains the largest provider of leisure and library facilities in the town, operating three neighbourhood hubs, one community hub, two leisure centres and nine standalone libraries.

LiveWire delivers and supports a wide variety of initiatives, activities, and campaigns. The leisure offer encompasses sports development - including swimming lessons, sports coaching and a PE and School Sports Programme. Library and literacy initiatives range from

Reading Ahead, the annual Summer Reading Challenge, National Bookstart Week, author talks and Read to Relax. Our lifestyles offer includes smoking cessation, weight management and get back into exercise programmes.

As a Community Interest Company, LiveWire's social objective is to deliver a range of health and wellbeing services across the Borough for the benefit of Warrington residents.

# Our Mission and Vision



### Mission

To be the number one provider of affordable, innovative wellbeing, libraries, sports and leisure opportunities for all residents, visitors and people working in Warrington.

### Vision

To be a thriving, financially strong company with fantastic facilities in every neighbourhood area of Warrington, inspiring and supporting residents to be the healthiest, most active, and happiest in the UK.

### Aims

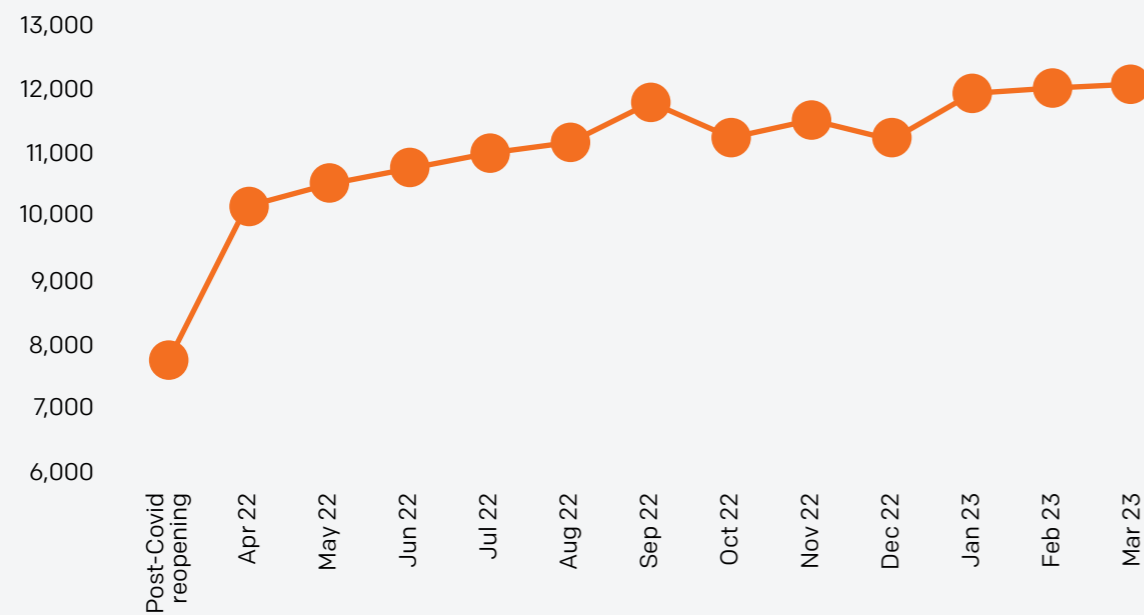
As the term of LiveWire's business plan came to a natural end, together our Board of Directors and Warrington Borough Council senior officers agreed a one-year business plan for 2022/23 with three aims linked to the Company's B

1. Deliver excellent customer service
2. Know LiveWire
3. Generate additional income

# Membership Recovery

Membership at LiveWire’s leisure facilities returned to 95% of pre-Covid levels, exceeding expectation and driving recovery. This recovery is thanks to a strong annual programme of membership campaigns, clear membership targets and staff determination.

The chart below plots our membership growth from post-Covid reopening through to 31 March 2023 (covering the financial year 2022/23). The chart demonstrates the positive, growth trajectory in our membership numbers from full re-opening.



# LiveWire in Numbers

## Leisure



**1,401,376**

Visits to LiveWire leisure facilities

41,732 Bewsey and Dallam Community Hub

90,694 Birchwood Leisure and Tennis Complex

190,429 Broomfields Leisure Centre

404,688 Great Sankey Neighbourhood Hub

485,535 Orford Jubilee Neighbourhood Hub

188,298 Woolston Neighbourhood Hub



**11,980**

Leisure members as at 31/03/23



NPS<sup>1</sup> score of **53** against a national benchmark of **36**

3,136 NPS surveys completed

2,726 scored LiveWire at 7 or above out of a possible 10 (87%)

1,393 positive comments about our staff



**1,222**

Teachers and school support staff received training



**2,833**

Children in **62** schools participated in PE & School Sports experience days

**7,040**

People participated in activities and events organised by the PE and School Sports Team



**2,497**

Children on LiveWire's Learn to Swim programme

**61**

Schools on the school swim programme



**190**

Children on weekly Tennis programmes at Birchwood and Sankey



**8**

Schools received curriculum tennis and 1-2-1 teacher mentoring



**70**

Children attended school tennis roadshows across **5** schools with a follow-on open day at Birchwood, with **20** signing up on the day

## Community



**£2,629,106**

Value of trade with Warrington based suppliers



**356**

Staff employed by LiveWire As at 31/03/2023

**32**

Training courses delivered online (Equivalent to **478** days training by staff)



**219,036**

Twitter impressions With engagement of **1.5%**



**1,001,809**

Facebook reach With engagement of **1.4%**

## Libraries



**405,683**

Visits to LiveWire Libraries

**16,232**

Library members as at 31/03/2023



**25%**

library members are concessionary as at 31/03/2023

**286,223**

Books, talking books, CDs and DVDs issued in 2022 - 23



**15,497**

eBook titles were downloaded

**117,331**

visits were made to our library online catalogue

**2,729**

Physical activities were delivered in LiveWire libraries by Library staff<sup>2</sup>



**24,953**

Residents participated in our library-based activity programme<sup>2</sup>



**34**

Home library service clients continued to use the service

**818.5**

Volunteer hours supported by LiveWire libraries during 2022/23



**724**

Followers on the YourLiveWire Libraries Facebook page

## Lifestyle



**132**

Stone lost by Fit 2 Tackle participants

Lifestyle consultations

**4,862**



**436**

People completed LiveWire's Stay on Your Feet programme

**803**

Clients referred onto the Weight Management programme

**122**

Health walks delivered attracting **460** participants



**606**

Clients achieved  $\geq 5\%$  weight loss at 6 months

**460**

Residents participated in the health walks



**994**

Residents quit smoking with help from the Lifestyles' Smokefree Warrington Team



**1,190**

People referred into the Stop Smoking service set a quit date

<sup>1</sup>NPS is a metric used to measure customer experience and loyalty of customers to a company

<sup>2</sup>Does not include participation in activities delivered by community or FOL groups



# Review of the year



2022/23 was LiveWire's 10th year of contract performance and we still have much to celebrate. The following section highlights the progress we made in achieving health and wellbeing outcomes, through our services for Warrington residents, during 2022/23.

## Leisure



- May saw the launch of a dynamic, boutique-style boxing and functional fitness workout experience at Orford Jubilee Neighbourhood Hub, exclusive to LiveWire entitled 'FITBOX.' Sessions incorporate 12 rounds of exercises, alternating between functional moves and bag work over a 45-minute period.
- In February LiveWire's tennis development team hosted an open weekend for mini tennis fans, ages 2-8, to get a taster of the tennis life at Birchwood Leisure and Tennis Complex attracting over 70 children.
- As part of being awarded the Water Wellbeing Accreditation at Bewsey and Dallam Community Hub in 2022/23, LiveWire piloted an aquatic exercise therapy programme at the site which uses artificial intelligence technology via tablets on poolside, to create personalised exercise programmes in the water. It is aimed at supporting anyone with joint and mobility issues (Muscular Skeletal conditions).
- We introduced a brand-new, and holistic corporate wellbeing package entitled Fit For Business.
- January saw the launch of the new unique group exercise class Hyrox.
- We launched This Girl Can Classes in January 2023.
- New parent and baby group cycle sessions were piloted at Orford Jubilee Neighbourhood Hub in March, and based on the success of these were quickly introduced at Great Sankey Hub also.
- 'The Trip' – a Les Mills virtual group cycle experience launched at Great Sankey Hub and Orford Jubilee Neighbourhood Hub in July.
- We ran a series of free to access personal training workshops in January helping to educate and guide members with their health and wellbeing goals.
- Bewsey and Dallam Community Hub, Birchwood Leisure and Tennis Complex, Broomfields Leisure Centre and Great Sankey Neighbourhood Hub all achieved 'High Compliance' in external Health and Safety audits undertaken by Citation.
- Bewsey and Dallam Community Hub was shortlisted as a finalist in New Concept, Build or Design of the Year category in the 2022 UK Active awards.
- Broomfields Leisure Centre staff continued to be highly commended in our NPS surveys from members highlighting the team's friendly customer service and the community environment they provide.
- Great Sankey Neighbourhood Hub ran a programme of community events throughout the year including Platinum Jubilee celebration, Coronation Day celebration, Christmas and Easter celebrations attracting new customers to the site.
- Orford Jubilee Neighbourhood Hub hosted a Group Fitness Experience offering residents a taste of LiveWire's Group Fitness classes.
- We introduced new fitness membership prices on 1 September 2022.
- LiveWire's PE and School Sports programme saw 62 schools subscribe to the programme.
- We introduced a new Chatbot feature on LiveWire's website and via the LiveWire App to provide a 24-7 accessible resource for customer queries.

## Libraries



- Display Safe Space inclusive welcome signs at all LiveWire libraries to signal that our buildings are welcoming, supportive, and safe for all identities. These indicate our commitment to creating LGBTQ-inclusive environments.
- Developed a partnership with the Prison Service to support an Activity Hub in Warrington to help ex-offenders in the community. LiveWire provided a collection of books around mental health and are developing plans to offer a Reading Friends group, as well as introducing an interim library membership to make joining our libraries easier.
- May saw volunteers help transport the last 100 books from the pop-up library in Golden Square to the Museum and Library on Museum Street as part of the reopening celebration following a £360,000 investment in roof repairs.
- To celebrate the Queen's Platinum Jubilee, in partnership with Culture Warrington, the library team commissioned a collective of artists to take over Warrington Museum and Art Gallery and Central Library. All LiveWire libraries participated in the 'Big Jubilee Read,' a national reading for pleasure campaign celebrating great reads from across the Commonwealth to coincide with Her Majesty's Jubilee.
- June 2022 saw more than 1,000 residents participate in Warrington's first LitFest. The Litfest programme celebrated all things literary in the borough and beyond, including storytelling, performances, creative writing, author visits and more. A range of different events were programmed, aimed at inspiring and encouraging the whole community to take part.
- In partnership with Libraries Connected and as part of the Rugby League World Cup 2021 (RLWC21) Cultural Festival, LiveWire libraries hosted four striking, double-sided light poems inspired by the RLWC strapline 'The Power of Together' in October. The large scale, impressive mobile artworks explored themes of inclusivity, the sound of the stadium, the joy of reconnecting through sports post-lockdowns and the dynamic nature of rugby league.
- Throughout October LiveWire libraries hosted a programme of RLWC events for all ages which included Rugby Writing Competition, Design and 3D print a rugby team logo, Make Digital Music using mangos, storytelling and craft, Q&A with Women's Rugby Players, Meet and Greet with Wolves player, Joe Philbin, and a family quiz.
- LiveWire libraries celebrated National Libraries Week with a week of activities that included author event, rhymetime, coding sessions for adults, a 'Life Matters' session about long Covid, author David Nolan and a murder mystery event.
- We further developed LiveWire's online offer through the introduction of GoCitizen and Pressreader – offering library members free access to a wealth of magazines and newspapers both in the library and from home.
- In partnership with Warrington Borough Council's Virtual School, LiveWire's library team produced Children in Care book packs, providing 6 packs a year for all the primary age Children in Care in Warrington.
- The national 2022 Summer Reading Challenge titled "Gadgeteers" saw 1,516 children participate, with 743 completing the challenge.
- In partnership with Warrington Borough Council TAGS team and River Reeves Foundation, the library team provided advice and support for the establishment of reading groups for young people based in the town centre.
- Our Lead LiveWire Advisor at Burtonwood Library was selected to be part of The Reading Agency's pool of panellists for the winter 2022 season.
- Lymm Library celebrated its 100th birthday which included a Murder Mystery event and Qand A with Manc Noir author, David Nolan.
- Padgate Library celebrated its 40th birthday on the 8th June 2022 with a week-long programme of events.



## Lifestyles

- Lifestyles Team, alongside partners, Warrington Speak Up, Warrington Wolves Foundation Trust, Directions for Men, and the Armed Forces Community Support Charity, delivered the annual 'Darkness into the Light Walk' helping to bring over 300 members of the community together to mark World Suicide Prevention Day in the early hours of Saturday morning on 10 September 2022.
- LiveWire's social prescribing team worked with 1,250 residents. The outcomes from their work reported that residents are experiencing lower levels of anxiety and higher levels of wellbeing after accessing this service.
- Launched 'Mind, Movement, Menopause' programme. The sessions consist of a structured exercise class followed by specific educational sessions linked to menopause and talks from various health and medical professionals including a Clinical Consultant Psychologist, and a Warrington GP discussing HRT.
- Cancer Rehabilitation Programme rebranded to 'Cancer Exercise and Wellbeing Programme' to include Prehab, Rehab, and post cancer treatment support.
- Continued to support the Countess of Chester Hospital with its Tier 3 Weight Management Bariatric Service with Lifestyles support in terms of admin/patient supervision.
- We introduced additional Fit 2 Tackle sessions to our lifestyles programmes to address the challenges the Borough faces with 66% of adult residents being reported as overweight or obese.
- Launched new FRAT Service which saw participants benefit from a tailored programme of activity which helps improve balance, flexibility, and strength. The programme works to reduce the number of residents falling and injuring themselves, as Warrington is above the national average for falls.
- National 'No Smoking Day' campaign saw LiveWire's smokefree team continue to support residents wanting to kick-start their quitting journey. Referrals created by the campaign contributed to the team exceeding their annual targets for the reduction of smoking prevalence across the borough.

## Sports Development and Outreach

- Launched monthly GO TRI local events aimed at novice participants aged 15 and above who want to take part in their first ever GO TRI activity.
- Introduced weekly walking football sessions for people over 50 years of age who are looking to exercise in a relaxed, friendly, and inclusive environment.
- Launched Box Clever programme aimed at young people aged between 8 and 17 years of age. This offers an introduction to boxing, covers important topics including health and wellbeing; creating a sense of community; inclusion; personal development and community safety
- Continued to be key deliverer in the town's Holiday Activity and Food (HAF) programme, coordinated by Warrington Borough Council (WBC), through the delivery of community-based projects for children and young people, including boxing, multi-sports, first-aid, arts from smart art, cookery workshops from adventurous kitchen, and more.
- Delivered a series of fun, sporting activities and challenges from boxing, dodgeball, and netball, to squash, athletics, bike rides and boxing for young people aged 10 to 17 years, to celebrate the 2022 Commonwealth Games.
- Delivered in conjunction with Barclays, a programme of girls football skills session at the Orford Jubilee Neighbourhood Hub for four to six year olds.
- Introduced Sports and Social sessions for over 50s at Orford Jubilee Neighbourhood Hub. This involves walking sports / badminton / soft tennis / modified curling / table tennis and much more. The project aims to reduce isolation and get more people aged 50+ into activities and signpost to other provisions.



## LiveWire Workforce

At LiveWire, our people are our most valuable asset, helping us build a welcoming, fun, and friendly environment to maximise our customer's enjoyment of our facilities and activities.

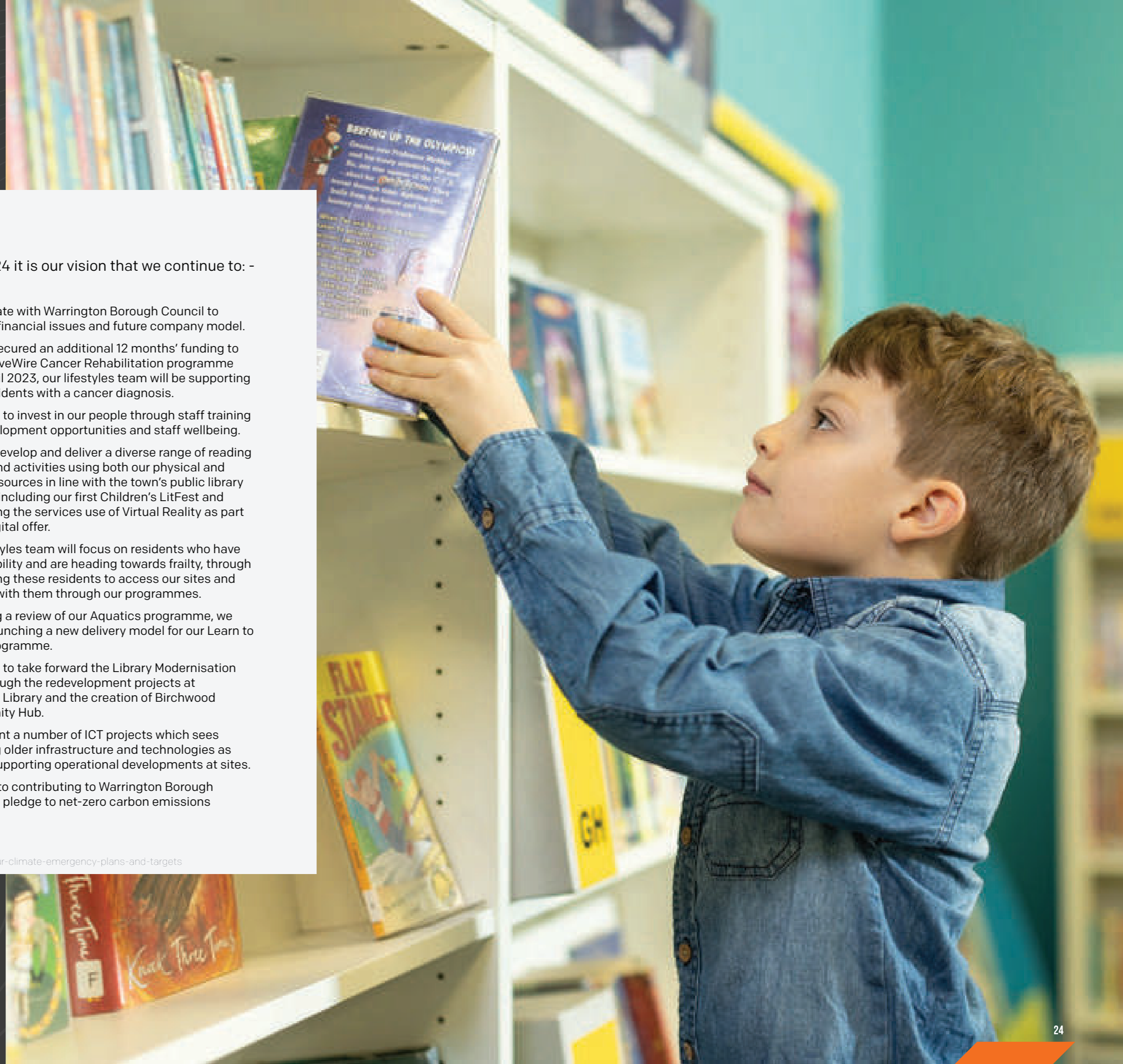
- We conducted a workforce survey establishing an action plan in response to key issues raised within the survey.
- Throughout 2022/23 LiveWire's frontline staff in our libraries were completing our bespoke training programme which included understanding our online resources, digital workshops, LBQT+, supporting users with additional needs.
- April 2022 LiveWire launched Deputy, an employee scheduling app, to make it easier for our leisure teams to coordinate staffing rotas.
- We continued to roll out online mandatory Health and Safety training modules across the workforce via the online platform "Atlas."
- Our apprenticeship programme was relaunched to provide two new apprentices with an exciting career pathway into leisure.
- In partnership with The Futures Training Group, we collaborated on a certified leisure assistant training course offering students the opportunity to volunteer in one of our leisure sites as part of their studies.
- To support LiveWire's commitment to workplace wellbeing in 2022/23 we expanded our team of employee Mental Health First Aiders from 3 to 10.
- December 2022 saw the launch of Warrington Rewards, a new employee rewards scheme.
- To demonstrate respect and inclusion throughout LiveWire, staff were encouraged to add their pronouns to their email signature.
- 2022/23 saw three LiveWire Leisure Assistants internally promoted to positions of Lead LiveWire Advisors.
- LiveWire's longest serving sports development volunteer celebrated 12 years, which is the equivalent of 5,000 hours of mentoring and assisting coaches across the six leisure sites in Warrington.
- Throughout 2022/23 the library team continued to deliver their monthly 'Life Matters' workshops for LiveWire volunteers. The sessions included a Dementia workshop by Melissa Critchley, Director at Home Instead Warrington and Lymm, a talk and Q&A by Tony Redmond about his book 'Frontline' based on Tony's life as an Emergency Medicine Specialist.
- Building on our partnership with Fit UK, the provider delivered commercial Level 2 Fitness Instructor and Level 3 Personal Trainer courses from our venues and LiveWire's offer guaranteed interviews to those Personal Trainer's post course completion.
- We delivered a bespoke training programme Effective Line Management for all employees in the Company who have line management responsibility, supporting them to develop their skills to enable them to continue to support their teams confidently.

# Our future plans and priorities

In 2023/24 it is our vision that we continue to: -

- Collaborate with Warrington Borough Council to address financial issues and future company model.
- Having secured an additional 12 months' funding to deliver LiveWire Cancer Rehabilitation programme from April 2023, our lifestyles team will be supporting more residents with a cancer diagnosis.
- Continue to invest in our people through staff training and development opportunities and staff wellbeing.
- Further develop and deliver a diverse range of reading events and activities using both our physical and digital resources in line with the town's public library strategy including our first Children's LitFest and developing the services use of Virtual Reality as part of the digital offer.
- Our lifestyles team will focus on residents who have poor mobility and are heading towards frailty, through supporting these residents to access our sites and working with them through our programmes.
- Following a review of our Aquatics programme, we will be launching a new delivery model for our Learn to Swim programme.
- Continue to take forward the Library Modernisation Plan through the redevelopment projects at Culcheth Library and the creation of Birchwood Community Hub.
- Implement a number of ICT projects which sees replacing older infrastructure and technologies as well as supporting operational developments at sites.
- Commit to contributing to Warrington Borough Council's pledge to net-zero carbon emissions by 2030<sup>1</sup>.

<sup>1</sup> Our Green Energy Strategy, 2019. <https://www.warrington.gov.uk/our-climate-emergency-plans-and-targets>



# LiveWire in the news:

**Get Box Clever for 8-17 year olds**

**LiveWire celebrates 10th anniversary as Warrington's largest provider of leisure, libraries and lifestyles**

**The Benefits of Working with a Personal Trainer**

**GO-TRI - Your local triathlon**

**Walking Football for the over 50s**

**LiveWire receives Swim England Water Wellbeing accreditation**

**LiveWire's longest serving volunteer clocks-up 5,000 hours and celebrates twelve years**

**Birchwood Leisure and Tennis Complex to undergo exciting Redevelopment**

**Penketh Library reopens following £120,000 boost**

**10 ways to improve your health and wellbeing at LiveWire**

*From fitness to learning and more!*

**Tackle your smoking habit!**

**Fit For Business Open Week**

**Warrington Libraries' first LitFest is a hit!**

**LiveWire libraries offering Warm Spaces across Warrington this winter**

**New Fitness Craze HYROX lifts off at LiveWire!**

**Back by popular demand: Mind, Movement, Menopause**

**Culcheth Library closes for revamp**

**FREE event for mini tennis fans this weekend!**

# Working in partnership

We build strategic relationships with partners in every area of our Company to support our customers in many ways. Our partners include local authorities, public sector bodies, community groups, third sector bodies, along with our customers themselves.

By working collaboratively with like-minded partners, we develop our offer to ensure that the health and wellbeing services we provide for the residents of Warrington continue to evolve.



**WARRINGTON**  
Borough Council



**MACMILLAN**  
CANCER SUPPORT



**Community**  
**Leisure UK**



...and many more

# Testimonies

Our customers are at the heart of everything we do:

## Menopause and movement programme:

“ Firstly, I would like to take the opportunity to thank the team at LiveWire. I have found the benefits of learning more about menopause is helping me to make better choices in relation to eating and taking up appropriate exercise as I now understand how that can help to reduce the menopause symptoms and learn how to improve my overall physical health and emotional wellbeing.

The GP talk was invaluable as she provided information in an appropriate format and explained some medical terms / information that some of us struggled to understand.

As a result of attending the course I have taken up the four weeks free LiveWire membership and intend to continue after this, I have booked on to attend Menopause and Movement class and Aqua aerobics.

## Weight management

“ I have found there is tremendous value in the input being completely personalised rather than group based. For me this has involved my shaking off an entrenched, guilt ridden “diet mentality”, and replacing it with a striving to make better informed choices for my health and my weight. I have been able to accept a slower weight loss, coming to be weighed fortnightly rather than weekly, and since May I have lost around a stone and am working to lose another in the coming months.

My BMI is slowly reducing, and recent blood test has shown my Hba1c has reduced from 41 to 40m/mol. Suggestions are always gratefully received, but another strength is that, under Lois’s guidance, I have been able to devise approaches that work for me and the effect on my emotional wellbeing and self-esteem has been very positive. Naturally, there are peaks and troughs in my progress, but I have not thrown in the towel. Rather, I feel empowered to continue to improve not only my figure, but my overall health.

## Libraries

“ The children are loving coming in. We have seen a real difference, it has gotten them talking and thinking about books, a real benefit to their reading skills.

*Teacher, Lymm Library*

“ Thank you for organising this event about such an amazing, thought provoking and important topic.

*Participant at talk by bestselling author Kathryn Mannix who writes and lectures about Death Positivity and the issues surrounding it*

“ A difficult subject discussed in an incredibly sensitive manner. Very informative and thought provoking.

*Participant at talk by bestselling author Kathryn Mannix who writes and lectures about Death Positivity and the issues surrounding it*

## Leisure

“ Friendly, welcoming and staff are very supportive and make you feel comfortable. I suffer with anxiety and not comfortable with my body and they were fab. Made me feel relaxed and not out of place.

It’s good for my mental health and anxiety. Love the ruthless workout and pushing myself more.

*Participant, FITBOX session*



## Sports Development (Case Study)

“ We came to Warrington women’s aid on Tuesday 30 May this year, fleeing domestic violence. Not knowing the area, I needed a safe place for myself and my son to go and get away from the stressful situation we had left.

My son is extremely energetic and doesn’t cope well when confined to four walls. We were attending the gym three hours a day Monday to Friday for almost a whole month. This gave us a lifeline to normality as the environment we are living in is far from typical, sharing a bedroom in a large house with five other families.

Finding it hard on benefits I noticed the clothing donation bin in the Orford Jubilee Hub reception area. I decided to email LiveWire and ask where the donations go as we were desperate for clothing items. I received a reply email from Paul Flannery inviting us to meet for a chat about what LiveWire could do to support us.

Paul offered some kit and trainers which was a big help as we had fled with what we could carry. By this time, I had been spending 24/7 with my son and the challenge of this was showing in our behaviours with little arguments and my sons’ self-esteem was beginning to dwindle.

Paul offered my son the opportunity to meet coaches from the boxing project on a Friday evening. My son was elated and absolutely

loved the class and bonded quickly with the coaches. I was extremely happy about this as it was providing a positive male role model, which is something he has been missing. Paul then offered my son a space on the summer HAF mentoring scheme and this included lunch for him! He is looking forward to attending this for 4 weeks. As a knock-on effect, this lets me have some free time to rest and recuperate and look after my own mental health needs.

Paul has provided us with a free 3-month membership for LiveWire, funded through the HAF project, as I am receiving universal credit and struggle financially. This allows us to access all activities anytime!

I am hoping this will enable me to do classes myself and maybe find friends and a support network of my own. If it weren’t for the help from Paul and LiveWire, I really don’t know what my mental health would be like because I was beginning to burn out.

I didn’t originally want to stay in Warrington as I thought there was nothing here for us, having asked my domestic violence support worker for help and getting nowhere. Now I have had a change of heart and would like my son to thrive here.

I can’t thank Paul enough for all the support that has been provided as it has brought much needed happiness.

*Sports Development Participant*

