

The Reginald Centre



A NEW Jazz dance class took place over a 4 week period at The Reginald Centre. By week 3, the group had over 20 participants. A funding bid has now been submitted so this can continue.



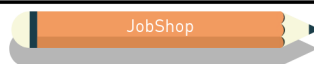
A Bake Sale was organised by staff to raise money towards the Chapeltown Carnival Princess Costume. £90 was raised.

The Health Complaints Team from 'Advonet' held a drop in to advise customers about the service they provide. They provide advocacy services tailored to people from diverse backgrounds, facing a range of challenges.

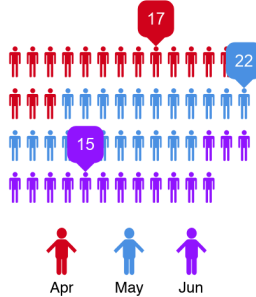
Auditions took place for a Reginald Centre carnival princess. The successful candidate will take part in the carnival princess competition in the summer.

The new Lord Mayor of Leeds, Councillor Eileen Taylor, chose The Reginald Centre for a photo shoot prior to her inauguration at The Civic Hall.

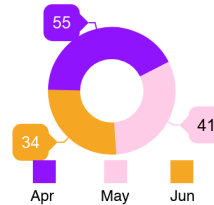
The Independent Lives Team were given a talk & tour of The Reginald Centre. The Team are a charity based in Leeds, West Yorkshire that works with people with learning disabilities & autism. The aim of the sessions are to show groups what we have on offer at The Reginald Centre so that they can come into the centre independently to access services.



We have helped 54 customers into work from April to June 2019



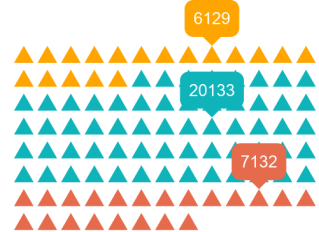
We have had 130 new Job Shop Starts for the 2nd Quarter of 2019
April - June



The Reginald Centre Library Quarterly Totals for:

*Books Issued
*Library Visits
*IT Usage

For period April - June 2019



Books Issued (18.35%) Visits (60.29%) IT Use (21.36%)



Customer Satisfaction



"Reginald Centre has some amazing staff. I was treated with respect & utmost professionalism. Brilliant members of staff that I think deserve bonuses."

"The enthusiasm of the staff member that served me was so energising. She made me feel excited & happy to accomplish what I was doing. Her knowledge was over & above. Need more people in the library like her to assist."

Feedback

Enquiries Resolved First Time 99%
Treated with Respect 100%
Found Service Accessible 98%
Found Waiting Time Acceptable 99%
Found the Service Accurate 95%

Secret Cinema Club at The Reginald Centre



April 2019 - 'Peter Rabbit' - 74 attendees
May 2019 - 'Paddington Bear' - 40 attendees
June 2019 - 'Cloudy with a Chance of Meatballs' - 40 attendees



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