



## Restart Programme - Frequently Asked Questions

### Q1. What is the Restart Programme?

The Restart Programme is a focused four-month health and wellbeing programme for adults based at the FireFit Hub, which aims to boost your wellbeing. It's not your standard gym membership. Instead, it provides a clear plan to help adults facing health issues or lifestyle challenges get active. Restart will help customers grow in confidence to continue their physical activity journey independently.

### Q2. What will Restart include?

- **Induction** - The induction will include the completion of standard assessments to help personalise your exercise support from our qualified team, and setting clear goals to achieve the results you want.
- **Wellbeing Focus** - Sessions will also cover wider wellbeing support, including nutrition, mental health, creativity, games, and activities with partner organisations to encourage social interaction.
- **Regular Assessments** - Ongoing wellbeing assessments to track your progress.
- **Additional Services** - Connections to other services available at FireFit Hub and across the Torus Foundation and partners to meet your needs.

### Q3. What does the Restart Programme look like?

The programme will offer four sessions a week, with a maximum of 30 participants for any programme.

It will start on a specific date, and while customers can join at any time throughout, participation in the programme is limited to a maximum of four months.

Monday	Tuesday	Wednesday	Thursday
Supported Exercise/Gym Session	Supported Exercise/Gym Session	Supported Exercise/ Gym Session	Structured Activities and Fitness Classes
2pm to 3.45pm	12pm to 2pm	12pm to 2pm	9.30am to 11.30am

### Q4. What are the benefits of the Restart Programme?

The Restart Programme is all about results. Our aim is to help you access and enjoy health and wellbeing activities in your community and independently from the FireFit Hub.

**Q5. What are the criteria for Restart?**

To make sure our Adult Gym Health and Wellbeing Programme is as effective as possible, we have some specific eligibility criteria. Here's what you need to know:

**Targeted criteria (participants must meet at least one and be referred to us)**

<b>Physical / Lifestyle Concerns</b>	<b>Mental and General Health</b>	<b>Age</b>
Obesity / weight management needs High blood pressure High cholesterol Diabetes (Type 2 or pre-diabetes) COPD or other respiratory issues Arthritis / musculoskeletal issues Osteoporosis	Stress and anxiety reduction Mild to moderate depression Recovery from addiction Risk of isolation and loneliness Low confidence or self-esteem Social inclusion needs Carers / those at risk of social exclusion	55+

This list is not exhaustive; other health criteria may be considered and would be overseen and considered by a member of the FireFit Hub Management Team.

**Q6. Are there any exclusions to joining the Restart Programme?**

Exclusions include:

- Acute medical conditions requiring hospital or specialist care
- Short-term minor injuries or conditions not requiring structured intervention
- Individuals already engaged in structured gym activity at the recommended NHS activity levels

**Q7. Is there any monitoring and support during the Restart Programme?**

Yes, all participants would complete an assessment at induction with our qualified team. Reviews would take place every six weeks as a minimum, and at the end of the programme. All sessions will be delivered by a qualified member of staff who is available to provide support.

**Q8. How do I become a Restart Programme member?**

Unlike walk-in or self-referral access, participation in Restart will be by referral only through trusted health, housing, and community partners. This ensures we help the adults who need it most and allows our team to provide a more consistent and supportive service.

For **Torus tenants**, referrals will be made through the Health and Wellbeing Social Prescribing service. Health Promotion Officers (HPOs) will assess each individual's suitability and handle the required paperwork for the programme. Please note that individuals who are not tenants and do not have a link to an existing referral partner will not qualify for the programme.

**Q9. What happens as part of the joining process?**

There are a few steps to achieving your goal:

1. Referral received
2. Eligibility check
3. Induction and assessment
4. Programme participation
5. Review and monitoring
6. Sustainability planning for the future – the next steps.

**Q10. What do I need to provide to prove eligibility?**

This could include:

- A letter from your GP practice
- Correspondence from DWP, health provider
- ID such as a passport, driving licence, or birth certificate

This list is not exhaustive.

**Q11. How much will it cost me to join the Restart Programme?**

The cost is £15 per month, payable in a single payment of £60 or £15 per month. We will not offer a roll-on, roll-off membership.

**Q12. Are there any discounts for blue light or concessions?**

No, the cost of the sessions is highly subsidised by Torus Foundation and costs the customer around 54p per session.

**Q13. If I am a Restart Programme member, will I need to book onto a class?**

All Restart Programme members will need to book their sessions before attending so we can plan activities.

**Q14. If the session times don't fit my schedule, will there be any changes to the programme?**

No, the team has scheduled the Restart Programme to ensure they can adequately resource it.

**Q15. What happens if I miss a class on the Restart Programme or need to take a break from Restart due to my health?**

If you miss a class, we'll try to make contact with you on two occasions to check in on your wellbeing.

If you do not attend for three weeks or more without informing us of any significant personal circumstances, your programme will be cancelled in writing and no refund will be made. Your health is important to us, so please keep us updated. We will use any cancellations to provide spaces for others.

**Q16. What happens if I wish to leave the Restart Programme and cancel my membership?**

Customers can withdraw at any time and notify us in writing. We do not provide refunds for withdrawing from the programme.

**Q17. Who do I contact if I have any queries?**

Please direct any queries to [enquiries@firefithub.org.uk](mailto:enquiries@firefithub.org.uk)

**Restart Sessions will start on Monday, 13 October 2025, and we would welcome expressions of interest for referrals and bookings from 1 October.**