

Location	Individual lessons	Group lessons	Total lessons
Braehead	868.5	33	895
Hillend	26.5	18.5	44.5
Manchester	1578	31.5	1609.5
Hemel	863.5	37	900.5
Sandown	7.5	1.5	9
Tamworth	443	16	495
Total all sites	3787	137.5	3953.5

We have been working closely with all the centres to solidify delivery agreements, further develop relationships, continue to grow our offer. We continue to navigate the challenges that we face at the indoor slopes whilst exploring how we can increase access to adaptive Snowsport locally. (e.g. slope space during the peak periods can limit our lesson availability. Tamworth slope is closed for 3 hrs during the day for slope grooming and other activities which mean reduced access time. Hemel face varying peak costs and slope space is at a premium at these times). Many centres are keen to do more joint taster sessions during the quieter periods. This year some of our Snowsport School managers were lead Instructors on more DSUK Holidays than previous years and many of our part-time instructors were also teaching on DSUK holidays/ Although this means that our holiday guests experience the best possible instruction in resort, it can lead to limited lesson availability in the UK.

Glasgow/Hillend

I am pleased to welcome Shaun Murphy as Snowsport School Manager for CentralBelt. Despite not having a manager in place for a few months this year, thanks to the part-time team at Braehead and Hillend, we still managed a strong delivery of skiing and snowboarding lessons.

Chill Factore

The Manchester team have managed a good result this year and offering Snowboard lessons has helped achieve this. Good work by all the Instructors involved in helping us to reach more disabled people.

Tamworth

This year has been a challenging year at Tamworth with not having a Snowsport Manager on site. We would like to thank Peter Thorpe and Duncan Spink for overseeing Tamworth in the absence of a manager. We are grateful to our other part-time instructors for increasing lesson availability and are pleased to be able to offer snowboard lessons at Tamworth. We are pleased to welcome Liz Clifford as our new Snowsport Manager taking up the post in November.

Hemel Hempstead/Sandown

A good result from Hemel team. James was lead Instructor on numerous DSUK holidays this year and Peter was overseeing Tamworth in the absence of a manager and Hemel when James was away. Despite this they continued to deliver a successful and very busy school.

At Sandown we are delivering lessons on 1 day a week and looking at growing this in 2020.

Cairngorm

Unfortunately issues with the funicular railway mean that we were unable to deliver lessons. We do not see this situation changing in the short term so we will be focussing our lessons at our newly opened ski schools at Glencoe and Nevis Range.

Snowsport Manager

I have had a busy year travelling around the country supporting the staff and the snowsport schools. We are always trying to get the message out to the community that disabled skiing is a great sport and accessible to everyone. The snowsport schools are busier with different organisations we are engaged with. We are excited to be working with organisations such as Physio Matters, RFU, Blind Sport and Limb Power who help deliver taster days and are involved in our activity weeks. Thanks to them for their continued support and we look forward to developing further opportunities with them over the coming year.

We have introduced a new quality control system which aims to ensure that our instructors are continually supported and developed to be the best they can be. This includes 'observed lesson's where they are given the opportunity to continually review and improve, an agreed 'DSUK standard' which sets out the minimum expected skills and behaviours from DSUK instructors, and random client surveys.

Going forward we will continue to focus on the quality and variety of our offer. I would like to thank the snowsport school managers and instructors for their continuing efforts in increasing client engagement and producing a strong product. Also, thanks to the office staff for facing the challenge of trying to book more client lessons, which are increasing. We are working on a system that will help make booking lessons an easier process.

Without the support of the Ski Centres around the country we could not help our people who face daily challenges to access the slopes, so they are integral to us and we appreciate all they do to help our operation.

If you are interested in adaptive lessons or volunteering for us on the slopes, please contact stephen.smaje@disabilitysnowsport.org.uk