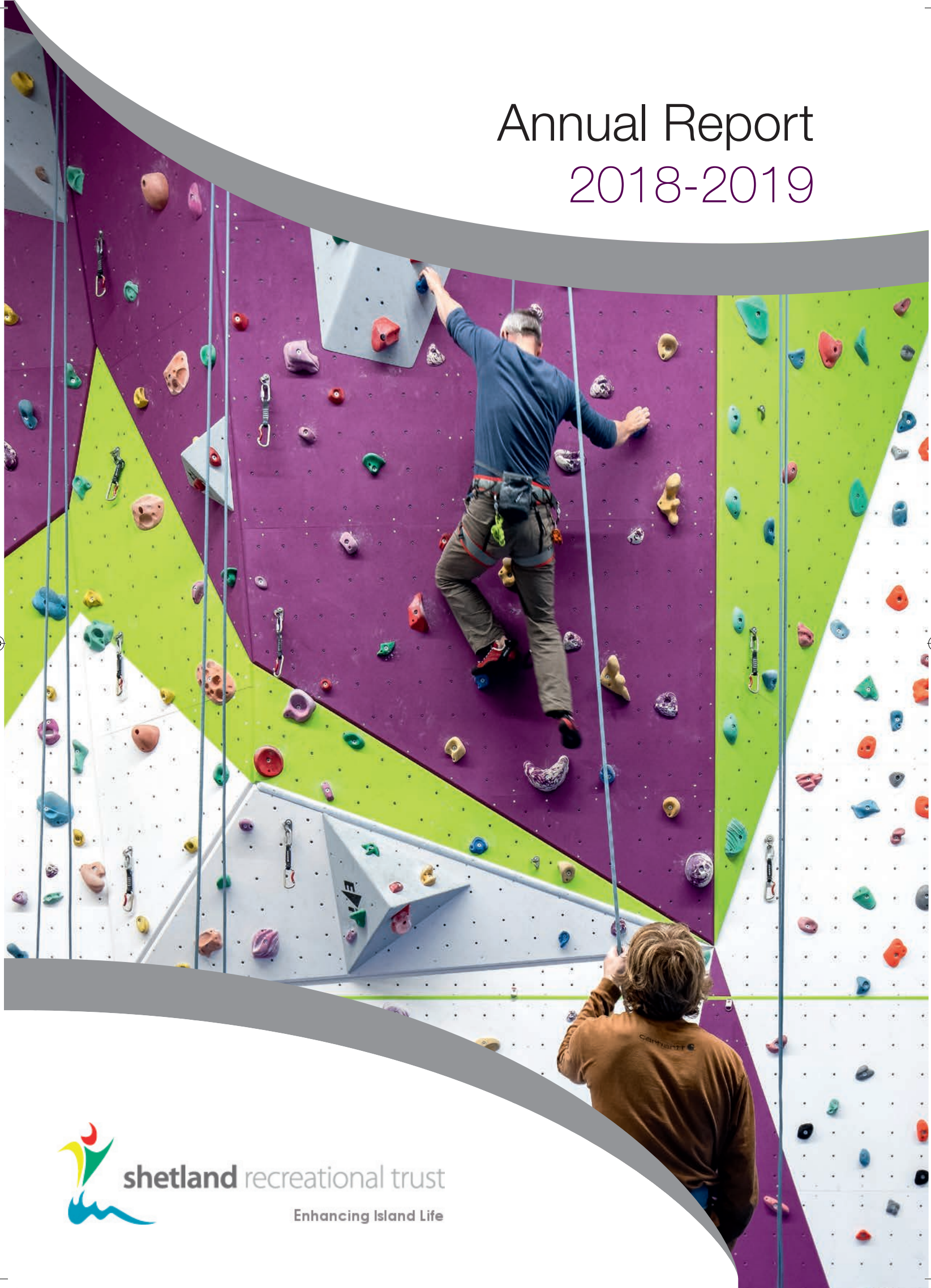


Annual Report 2018-2019



shetland recreational trust

Enhancing Island Life

Our Vision, Mission & Values

Vision

Improving lives through sport and
leisure activity

Mission

To **inspire and support**
people on Shetland to be
active and healthy

Values

Trust

Enjoyment

Inspiration

United

Innovative

Passion



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01 TRUSTEES & SENIOR MANAGEMENT

Shetland Recreational Trust

Board of Trustees

*Mr Bryan Leask
Chair*



*Mr Neville Martin
Vice Chair*



Mr David Thomson



Mr Gordon Keith



Ms Elizabeth Robinson



Mr Paul Riddell



Mr Stuart Fox



Mr Lyle Williamson



Mrs Audrey Leask



Shetland Recreational Trust Senior Management Team

James Johnston

General Manager



Shona Nisbet

Head of Operations &
Business Development



Andrew Lyall

Head of Assets &
Business Support



Chairman's Report

Shetland Recreational Trust's vision is to 'Improve lives through sport and recreational activity'. The SRT team is passionate about the positive impact physical activity can have on peoples' physical, mental and social wellbeing.

Throughout the year our focus has been on delivering the organisation's mission and strategic objectives and to achieve a sustainable business model by increasing usage and income while managing expenditure.

2018/19 was a challenging year with above inflation cost increases in many areas, however, strict management and control of expenditure meant that the year only ended with a small deficit of £10,169, this included significant one off costs in the purchase of equipment for the new gym and spinning bikes for the new Apex Cycle Studio.

Recreation and sport are part of the fabric of our community, and despite significant and ongoing financial challenges in the public sector, we recognise the importance of investing in our venues that enhance the health and wellbeing of our customers. We are acutely aware of the barriers that can inhibit an active and healthy life and our staff work hard to deliver a range of programmes to improve access for everyone.

The development of the new gym at Clickimin, which was delivered despite the challenging financial market, shows how the Trust are working to ensure we continue to offer a varied experience for our customers. The new gym, which provides a range of new accessible equipment in a state-of-the-art facility, was part funded by the LEADER programme, a European Union funded initiative which forms part of the Scottish Government's Scottish Rural Development Programme. Without LEADER funding many of the enhancements and improvements we have been able to deliver for Shetland wouldn't have happened and the uncertainty surrounding Brexit means it is difficult to plan ahead and secure funding for further projects in the future.

Shetland Recreational Trust offers a variety of programmes across Shetland that use physical activity and sport to improve, and in many cases transform, the lives of people affected by health conditions, disabilities, inequalities and poverty. Across Shetland we had almost 800,000 admissions, and saw a marked increase in attendances at the various Sports, Exercise and Health Promoting classes on offer.

Many of the projects are delivered in partnership with others and rely on effective co-working and external funding. We have long recognised the value of partnership working and we value the strategic partnership we have with our stakeholders, including Shetland Islands Council, Sports Scotland, NHS Shetland, and of course Shetland Charitable Trust. We are always grateful to Shetland Charitable Trust for their continued support, without which we would not be able to continue to provide the range of services we do throughout Shetland.

With such a diverse offering across the company, it is impossible for me to highlight every achievement but over the coming pages you can find out all about the outstanding work delivered by our teams over the last 12 months

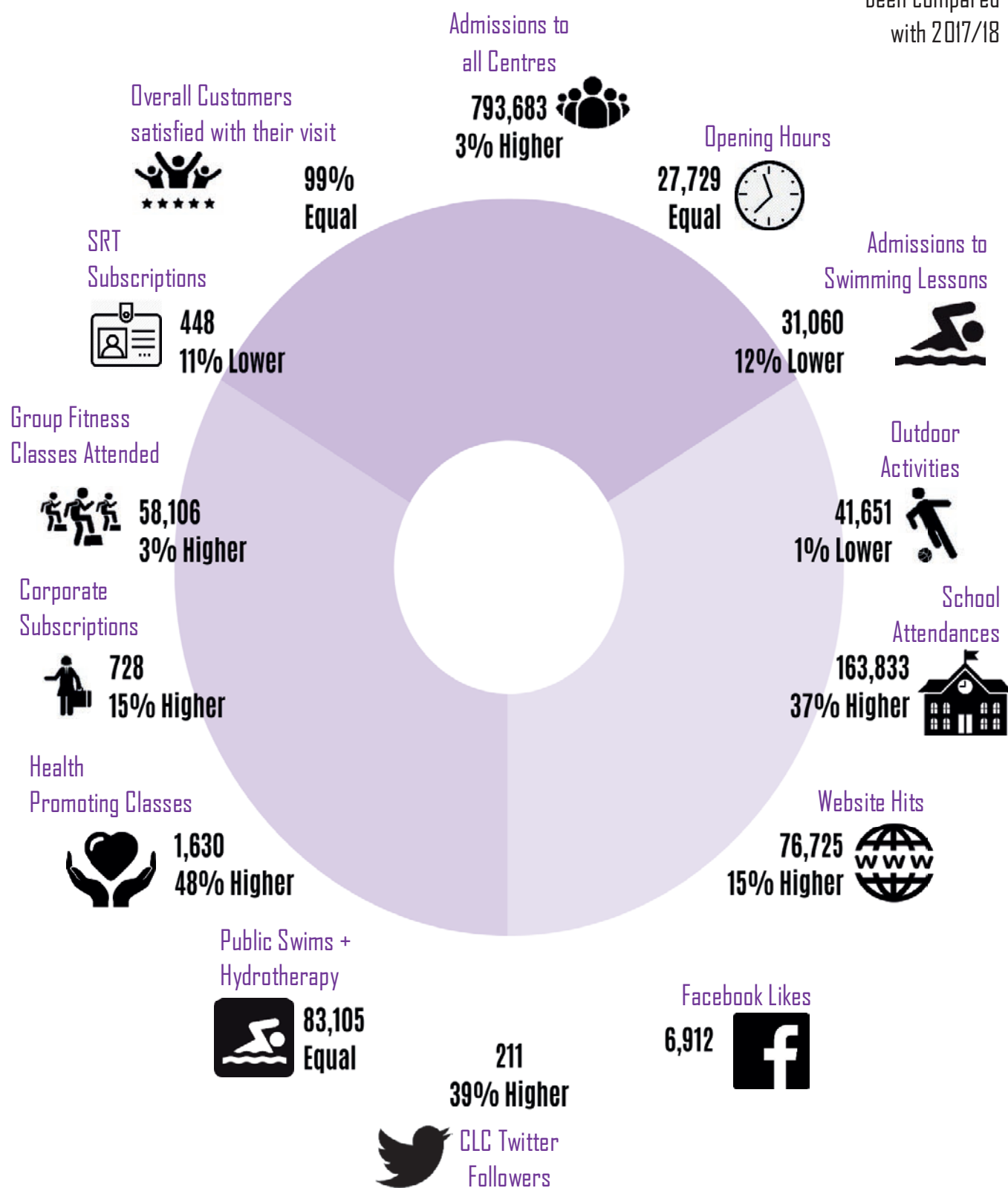
Reflecting on the past year, and looking ahead, I want to thank everyone, particularly our staff, who has been so instrumental in delivering excellence for the people of Shetland.

Bryan Leask
Chairman of SRT

02

SRT IN NUMBERS

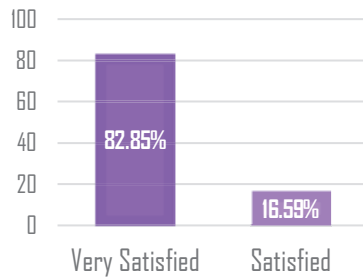
Figures have
been compared
with 2017/18



03

CUSTOMER SATISFACTION SURVEY

OVERALL VISIT

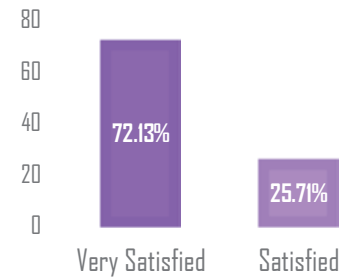


Overall Visit

99.43% of customers were very satisfied or satisfied with their overall visit.

This is 0.65% more than 2018.

VALUE FOR MONEY

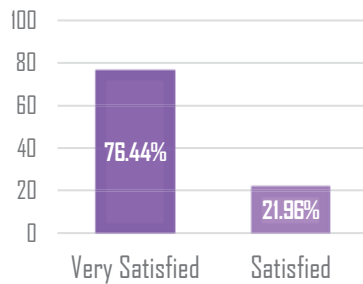


Money for Value

97.83% of customers were very satisfied or satisfied with their overall visit.

This is 1.31% more than 2018.

CLEANLINESS OF CENTRE

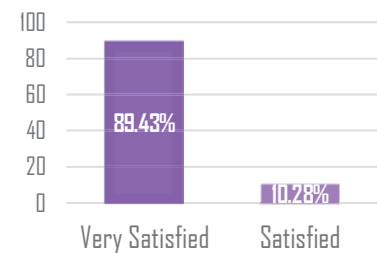


Cleanliness of Centre

98.40% of customers were very satisfied or satisfied with their overall visit.

This is 1.10% more than 2018.

FRIENDLINESS/HELPLESSNESS OF STAFF

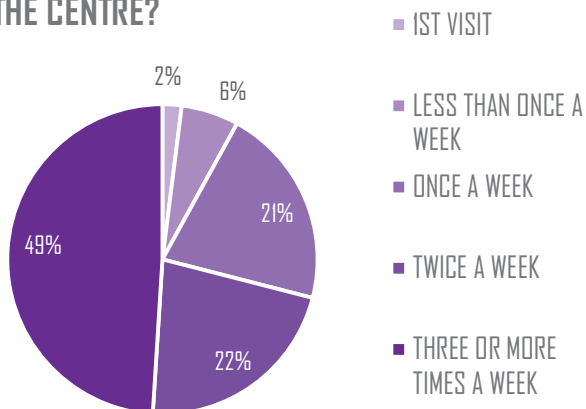


Friendliness/Helpfulness of staff

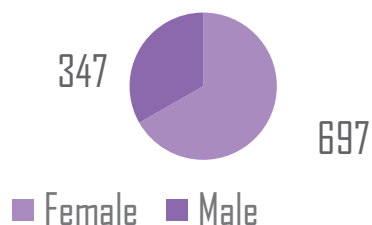
99.72% of customers were very satisfied or satisfied with their overall visit.

This is 0.50% more than 2018.

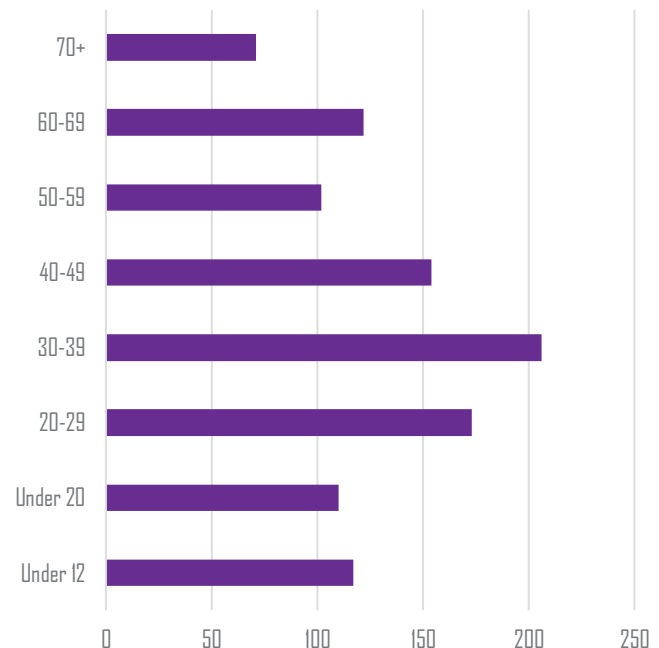
HOW OFTEN DO YOU TYPICALLY VISIT THE CENTRE?



GENDER PROFILE



WHAT AGE GROUP DO YOU BELONG TO?



04

CLICKIMIN LEISURE COMPLEX

Annual Admissions
512,024



FACILITIES

SWIMMING POOL – CHILDREN'S LAGOON/POOL
DISABLED HOIST – SPA/WHIRLPOOL – STEAM ROOM – SAUNA
SPECTATOR/VIEWING GALLERY – BOWLS HALL
MULTI-COURT GAMES HALL – SQUASH COURT – FITNESS
SUITE/GYM – HEALTH SUITE – OUTDOOR GRASS FOOTBALL PITCH
EVENT/CONFERENCE FACILITIES – CAFÉ – BAR

ROBERT GEDDES
MANAGER

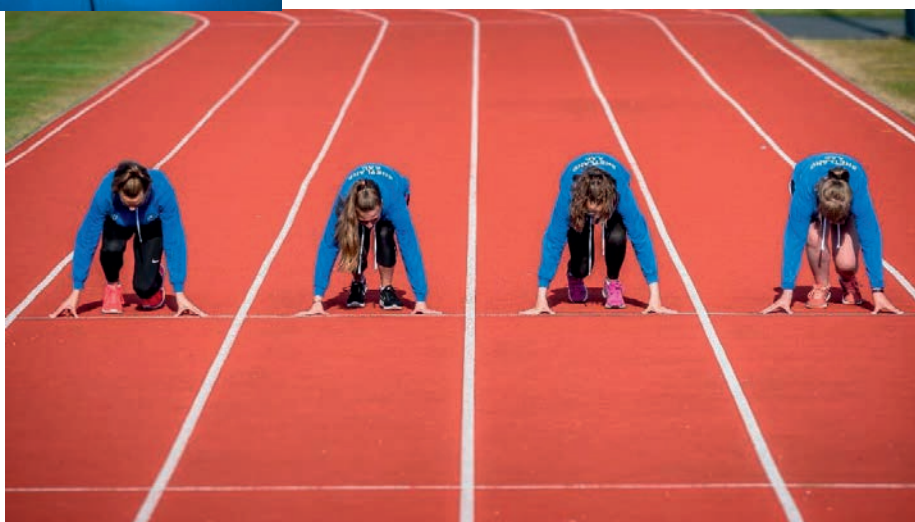
CLICKIMIN LEISURE COMPLEX

Lochside, Lerwick

Shetland, ZE1 0PJ

Telephone 01595 741000

www.facebook.com/ClickiminLC/



'Thank you to all the lovely staff – you improved my
fitness and my life!'

'The quality of the classes at Clickimin are excellent.
Well trained and helpful, friendly staff'

Customer Satisfaction Survey Comment

'Really enjoy the sessions and
appreciate all the thought that
goes into planning them.'

Customer Satisfaction Survey Comment

What we have achieved

- During 2018/19 a few projects have been completed namely the opening of the new central reception area, gym and ICG cycle studio
- The junior activity programme continues to grow with more activities available to children from pre-school to secondary aged
- Holiday activities have seen the introduction of day long camps for football and holiday camps at the request of the customers
- Introduction of new gym and Halo Fitness App to enhance the customer experience through motivation and increased retention
- Trained staff in diabetes awareness for the gym to enable it to be classed as a diabetes aware facility



- Developed a broad studio programme of 43 classes per week covering all abilities and introduction of 'teen' classes to target teenager groups in various disciplines
- Developed staff through training to achieve qualifications to deliver health specific classes at Clickimin for conditions such as Cardiac Rehab and falls prevention (Otago)
- Developed gym staff to achieve their ICG cycle training award to deliver classes in the new Apex Cycle Studio
- Developing supervisory staff through the emerging leaders programme
- Continued to deliver large scale community events at the Complex including being a host venue for the year of young people events

Watch out for...

- Continued development of our Health Specific Classes with instructors undertaking additional training
- The launch of our cycle studio with varied classes including coach by colour and MyRide live
- Introduction of the Healthy Shetland Programme to the group fitness timetable
- Partnership working to introduce holiday programme football camps in the 60:40 with coaches from the Scottish Football Association
- Opening our new main entrance to complete project works
- Introduction of new café providers and changes to menus



05

CLICKIMIN POOL

Annual Admissions

115,154

'I have been to many pools around the world and my local is still my favourite! A huge part of that is the warmth, friendliness and competence of the staff.'

'Great service and look forward to supporting it for many years to come.'

Customer Satisfaction Survey Comments

What we have achieved

- Official launch of the Scottish Swimming Learn to Swim programme with Scottish swimming and Hannah Miley
- Introduction of the Rookie lifeguard programme: Ongoing Official RLSS course incorporating Lifeguard training and core water awareness skills, from Bronze to gold level, a precursor to NPLQ for younger children working at Swim Skills 4 level
- Top up swimming in conjunction with Sport and Leisure department of the council. Support provided to children identified by Lerwick schools who are currently not swimming at a safe standard, required before leaving primary school



Watch out for...

- Sauna refurbishment in our Health Suite
- Improved security locker provision around the Complex



- Providing coaching to enhance novice triathletes of the company Scottish sea farms Tri club before they attended a charity triathlon on the mainland
- Introduced Water polo from the Scottish swimming national framework based coaching in fun based sessions
- Facilitating the Shetland Canoe club during the winter months to develop their members' skills in a safe environment
- Working in partnership with the North Atlantic Fisheries College to provide sea survival training as part of the college courses
- Introduction of lunch time adult swim tips offering one hour informal teaching and advice aimed at all levels of ability tailor made to individual's needs
- Lead aquatic teacher gained Scottish swimming early years swimming teaching official qualification, enhancing support during adult/children lessons
- Introduction to water safety and lifeguarding based on RLSS Rookie lifeguard with 2 members of Anderson High School ASN, enhancing the standard of swimming and increasing confidence
- Continued partnership working with Ability Shetland. Weekly bookings throughout the summer with fun lessons, culminating with a final gala and presentation evening

06

CLICKIMIN EVENTS

Annual Admissions

23,064

CLICKIMIN SPECIAL EVENTS 2018/19	
21 ST & 22 ND APRIL	SCOTTISH BALLET
28 TH APRIL	JON RICHARDSON
3 RD - 6 TH MAY	FOLK FESTIVAL
25 TH JULY	SCOTTISH FIDDLE ORCHESTRA
1 ST -2 ND SEPTEMBER	BAMBEENIES BABY AND CHILDREN SHOW
5 TH -7 TH OCTOBER	SHETLAND FOOD FAIR 2018
13 TH OCTOBER	ACCORDIAN AND FIDDLE FESTIVAL
3 RD NOVEMBER	WEDDING FAIR
9 TH -10 TH NOVEMBER	SHETLAND FESTIVAL OF REMEMBRANCE
16 TH -18 TH NOVEMBER	CRAFT FAIR
29 TH JANUARY	UP HELLY AA
17 TH MARCH	JASON MANFORD

The past 12 months have seen the usual wide range of events from comedians, exhibitions, award ceremonies, music and sporting events delivering some experiences locally without the need to travel to the mainland. Clickimin staff will continue to work with local and mainland promoters to bring acts and events to the Isles for years to come.



Clickimin Leisure Complex offers the largest flexible space on the Islands, enabling us to host a wide range of events. With a maximum capacity of 1500 in the Main Hall and varying limits within other event spaces, it allows the Complex to offer an ideal space regardless of the event. Some events are considered regular community events and are run on an annual or bi-annual basis. These have been planned into the service agreement with the Education Department enabling them to run in conjunction with the Complex hosting the Anderson High School PE Department.



Photo of Welsh group 'Calan' taken by Dale Smith at Shetland Folk Festival 2018

THE WINNERS OF THE 2018 SHETLAND SPORTS AWARDS ARE:	
YOUNG VOLUNTEER OF THE YEAR	EMMA SANDISON
VOLUNTEER OF THE YEAR	KATE WILLS
TECHNICAL OFFICIAL OF THE YEAR	SARAH COUPER
COACH OF THE YEAR	LOUISE JAMIESON
YOUNG TEAM OF THE YEAR	JUNIOR INTER COUNTY SWIMMING
TEAM OF THE YEAR	WHITEDALE FC
YOUNG SPORTSPERSON OF THE YEAR	KATIE DINWOODIE
SPORTSPERSON OF THE YEAR	SEUMAS MACKAY
LIFETIME ENDEAVOUR AWARD	HELEN THOMSON

07

UNST LEISURE CENTRE

Annual Admissions

24,903

FACILITIES

SWIMMING POOL – CHILDREN'S LAGOON/POOL
 DISABLED HOIST – SPECTATOR/VIEWING GALLERY
 MULTI-COURT GAMES HALL
 SQUASH COURT – FITNESS SUITE/GYM
 OUTDOOR GRASS FOOTBALL PITCH
 POOL/SNOOKER TABLE – FOOTBALL TABLE



MATTHEW COX
MANAGER

UNST LEISURE CENTRE

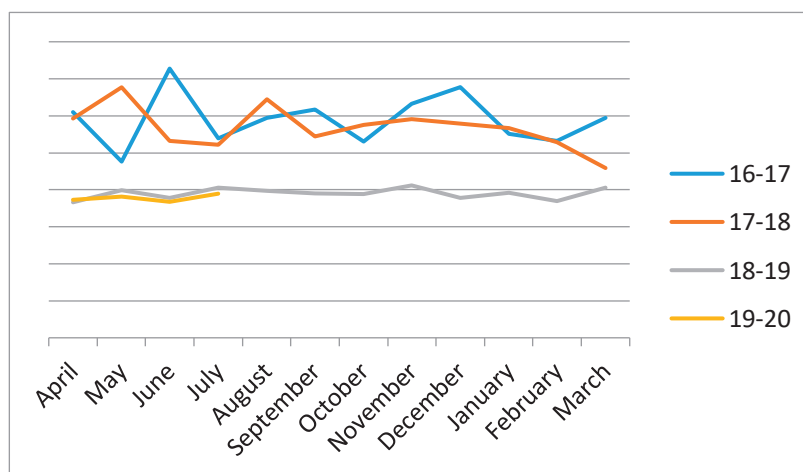
Baltasound, Unst
 Shetland, ZE2 9DY
 Telephone 01595 807701
www.facebook.com/ULC88/



"I'm impressed with the quality of staff and the help they give here, without which the prospect of coming would be diminished. For me visits to leisure centres had been limited... but improved with the tailored classes on offer here."

Customer Testimonial

In March 2018, the installation of variable speed drive for the pumps was completed. This chart shows how they have contributed to reducing electricity usage.



What we have achieved

- This year, staff at the Centre continued to provide activities and classes for all ages across the week. Through inspired planning many of the classes allow children to bring their parents and this has proved popular
- The advertising and marketing of the facility has benefitted from social media with customers commenting that the reminders or quick replies to queries has helped them become healthier
- Working with the local Community Sports Hub activities were arranged on Fridays at 2pm which allowed further opportunities for the school children to engage in active pursuits at the earlier end to the school day
- The Learn to Swim programme on offer ranges from Adult and Toddler to Club Ready and with the CPD undertaken this year, Powerswim for adults will be an option to lead an active lifestyle
- The 2018 Aquathon series proved popular with participants that another started in March with three events planned. For those too young to take part, there is a Toddler Dash that utilises the run course
- Christmas opening saw merry revellers competing in the football, netball and squash competitions as well as making use of the other facilities on offer at the Centre



- During UNSTfest ULC offered a variety of leisure and sporting pursuits for all ages and played host to a number of taster sessions offered through the Community Sport Hub. The Aquathon allowed mixed teams to take part with the individuals completing the distances required for their age
- Both Otago and the Silver Sneakers class led by Faye and Gill attract individuals looking to improve their health and well-being and has for some been their first experience of the leisure centre
- All staff attended Safeguarding training and were upskilled in other ways to improve the customer experience
- In a trial, the spinning bikes were moved into the community room and this use of space was found to improve the customer experience
- The ULC Company Heroes Cup again saw various individuals compete to help their workplace become the fittest in Unst. The 100 Day Challenge in the New Year had entrants from West Mainland, Yell as well as Unst

Watch out for...

- More mixed age challengers to encourage adult and child family participation.
- National Fitness Day activities and opportunities.
- Further adaptations to the community room to make it more of a group cycling class area.

08

YELL LEISURE CENTRE

Annual Admissions

35,525



FACILITIES

SWIMMING POOL
 CHILDREN'S LAGOON/POOL – DISABLED HOIST
 SPECTATOR/VIEWING GALLERY
 MULTI-COURT GAMES HALL
 SQUASH COURT – FITNESS SUITE/GYM
 OUTDOOR GRASS FOOTBALL PITCH
 POOL/SNOOKER TABLE – FOOTBALL TABLE

DAVID GEAR
 MANAGER

YELL LEISURE CENTRE

Mid Yell, Yell

Shetland, ZE2 9BN

Telephone 01595 807704

www.facebook.com/Yell-Leisure-Centre-501103129902843/



'Really glad there is such a great
 community feel in Mid Yell – The staff
 are friendly and helpful'

'Very pleased with YLC – excellent
 communication and support with class
 times for my daughter with travelling
 from another island and fitting sessions
 in with ferry times'

'Can't speak too highly of the staff,
 support & helpfulness received'

Customer Comments

30th Anniversary Celebrations



18th September 2018 was the 30th anniversary of Yell Leisure Centre opening. To mark the occasion a staff reunion was organised. Not all previous staff were able to attend but the vast majority could and it was a great night giving the opportunity to catch up with old friends and reminisce about what had happened and changed at the centre over the years.

What we have achieved

- In the 30 years since opening the centre had 1,097,299 admissions. A remarkable number for an island with a population of under 1000 people
- Otago is an exercise class which helps prevent falls in the elderly by improving strength and balance. Recreation assistants Savannah Inkster and Helena Spence undertook the training required to lead these classes and with support from Shelley Anderson who is falls prevention coordinator with NHS Shetland it was launched in May 2018
- The centre has a very good working relationship with the local schools who make extensive use of the facilities during the school term. The school timetable changed in 2018 meaning that they closed later in the afternoons Monday to Thursday and earlier on Fridays. This gave us some challenges with regard to programming all the after school activities but these have now on the whole been overcome



- The centre continues to deliver the Learn to Swim programme providing ten lessons per week for groups of children of different ages and abilities. Individual swimming lessons are also available over and above this
- As well as the Leisure Centre organising and delivering a number of activities the facilities were also hired on a regular basis by a number of clubs and groups for a wide variety of activities

Watch out for...

- A new class aimed at helping people improve their health through dietary advice and exercise

09

NORTH MAINLAND LEISURE CENTRE

Annual Admissions

36,925

FACILITIES

SWIMMING POOL
 CHILDREN'S LAGOON/POOL
 DISABLED HOIST - STEAM ROOM
 SQUASH COURT - FITNESS SUITE/GYM
 OUTDOOR ALL WEATHER PITCH
 OUTDOOR NINE-HOLE CRAZY GOLF
 COMMUNITY ROOM



LORRAINE GIFFORD
 MANAGER

NORTH MAINLAND LEISURE CENTRE

Brae

Shetland, ZE2 9QJ

Telephone 01595 807710

www.facebook.com/North-Mainland-Leisure-Centre-1412100569046605/

We were delighted to have our pool reopen in November 2018 after being shut since the beginning of the year. Although this inevitably led to a reduced programme, we are glad opportunities were able to be delivered at our other Centres.



What we have achieved

- During November we held an open day with free activities for all which proved to be very successful and very busy
- Swimming lessons struggled for a while whilst we were closed but continued in Scalloway pool. Although a very difficult year for the Delting Dolphins they managed to pull through a period of no pool and still managed some fantastic results
- The fun days were still successful in the summer be it without the swimming part in them, but the children still had lots of fun
- Spinning is still really popular with a class each day are as the other fitness classes such as Box Fit, bar bell circuits, FBX and Game Fit with many people using these classes as part of their fitness regimen
- Aqua aerobics has been reintroduced, this low impact class with some gentle(!) encouragement and motivation. Monday afternoons are particularly popular
- The regional hockey facility is still really popular being booked every night in the summer by hockey team and football teams
- Trampolining was introduced in the games hall and is a popular past time for some children



'Great place to come'

'An excellent and very worthwhile service provided by a very efficient and caring team'

Customer Comments



Watch out for...

- More fitness classes including a trampetet fitness class, and a stretch and relax class
- Some low impact fitness classes including low impact in the fitness suite and OTAGO
- More lessons arriving in the pool

10

WHALSAY LEISURE CENTRE

Annual Admissions

41,566

FACILITIES

SWIMMING POOL
CHILDREN'S LAGOON/POOL
DISABLED HOIST
SPECTATOR/VIEWING GALLERY
MULTI-COURT GAMES HALL
SQUASH COURT – FITNESS SUITE/GYM
OUTDOOR ALL WEATHER PITCH
POOL/SNOOKER TABLE – MEETING ROOM



ANGELA WILLIAMSON
MANAGER

WHALSAY LEISURE CENTRE

Symbister, Whalsay
Shetland, ZE2 9AA
Telephone 01595 807710
www.facebook.com/WhalsayLeisureCentre/

'Synergy is excellent'

'Staff very helpful & always try and help in any way they can'

'Whalsay Leisure Centre

A very valuable resource within our community – a social hub – a health benefit to a wide range of ages.'

Customer Satisfaction Survey Comments

What we have achieved

- Adult fitness classes have remained very popular and numbers have continued to increase due to a large variety of classes to suit all abilities and ages. Aqua aerobics being especially in demand
- The introduction off the latest fitness class Gamefit has proved very popular with high numbers attending the regular classes instructed by Rosalyn Polson, Yvanna Montgomery and Debbie Murray
- With Abbey Irvine, Maria Sales and Ailidh Risk all becoming FBX instructors we were able to meet the demand for this ever increasing popular class. We could offer a beginners class which saw a high number of new users giving it a go and are now regulars at the ongoing classes
- Getting secondary age children to use the centre has always proved challenging in the past so this year we ran Junior fit mix classes and gave them the opportunity to try Gamefit which was extremely popular with that age group
- We have had a very successful first year delivering the Otago program. This has brought in a whole new range of clients including a 92 and 95 year old to our classes. We feel this has benefited them both socially and physically with Deborah Mowat and Yvanna Montgomery who have really enjoyed leading the class
- The Leisure centre played an important role as part of the Whalsay Summer days festival, which was a week of various activities held through the isle, there was a whole day Netball camp held as well as the usual holiday activities run through the centre also the Annual fun run this was a big success so the same has been planned for the next summer



- The introduction of our Synergy gym which we set up in the squash court has continued to be very popular and has been the main reason for the large increase in our Health and fitness usage numbers
- We continue to deliver the Learn to Swim programme which provides swimming lessons to all the children, we had 12 different classes which covers all the levels run over 3 days and also had 3 classes aimed at nursery age as well as advanced swimming classes which is aimed at the competitive swimmers
- Spinning classes have remained extremely popular with instructors Rosalyn Polson and Yvanna Montgomery running 2 classes back to back to meet demand. Extra bikes sourced from Clickimin should help by increasing class size from 8 to 14

Watch out for...

- Beginners' Spinning Classes
- Rookie Lifeguarding
- 30th Anniversary Celebrations
- HealthyShetland Weight Loss Program

WEST MAINLAND LEISURE CENTRE

Annual Admissions

59,376

FACILITIES

SWIMMING POOL
 CHILDREN'S LAGOON/POOL
 DISABLED HOIST
 SPA/WHIRLPOOL
 STEAM ROOM
 SAUNA
 SPECTATOR/VIEWING GALLERY
 MULTI-COURT GAMES HALL
 FITNESS SUITE/GYM
 CLIMBING WALL
 COMMUNITY ROOM



IAN SIMPSON
 MANAGER

WEST MAINLAND LEISURE CENTRE

Aith, Bixter

Shetland, ZE2 9NB

Telephone 01595 807713

www.facebook.com/westmainandleisurecentre/



'I wish to commend the staff's tuition & care of my daughter in her swimming lesson. She is really anxious and staff consideration and approach helps her, and me, very much. One staff member has even phoned us at home after she was upset to check she was ok and to discuss what might help. Thank you! Great work.'

Customer Comment

What we have achieved

- The 5* Visit Scotland rating was retained for another year after a further positive audit. The modern facility along with the skill and knowledge of staff are key to this success. Continuous improvement will be the aim as the Centre moves forward
- The climbing wall opened in April 2018 and was a huge highlight for the Centre and the SRT. The artificial climbing structure is 95 metres square and reaches a maximum height of 7.5 metres. This excellent addition to the facility can cater for the total novice to the relative expert. Taster classes, inductions and group bookings remained popular through the year. The Shetland Climbing Club also used the wall which helped extend the climbing season and proved valuable in the development of climbing in Shetland



- Yoga classes really took off at WMLC with up to six classes running per week. Classes generally followed a Hatha Yoga style for body and mind. Sessions included stretching and postures that increase flexibility and focus on breathing techniques
- 38 bairns impressed in the West Mainland Leisure Centre at the annual Shetland Trampoline Championships on Sunday 28th April. All had been attending sessions held in the Yell, Whalsay and West Mainland Leisure Centres in the weeks running up to the event. The meet was excellent chance to show off the routines the bairns had been practicing for a number of weeks. Routines were set by the British Gymnastics Association and each move within the routine was scored to make up a total score
- The Shetland Triathlon Club held its first event out west. In July 2018 a Sprint Triathlon was held with a 750 metre pool swim, 20 kilometre cycle and 5 kilometre run. This event proved very successful with hope it becomes an annual event

Watch out for...

- Upgraded Fitness Suite lighting.
- More staff completing their Gym Instructors Course leading to more classes
- Revised Opening Hours

12

SCALLOWAY POOL

Annual Admissions

49,585

FACILITIES

SWIMMING POOL – CHILDREN'S LAGOON/POOL

DISABLED HOIST – SPA/WHIRLPOOL

STEAM ROOM – SPECTATOR/VIEWING GALLERY

RICHIE GARDNER

MANAGER

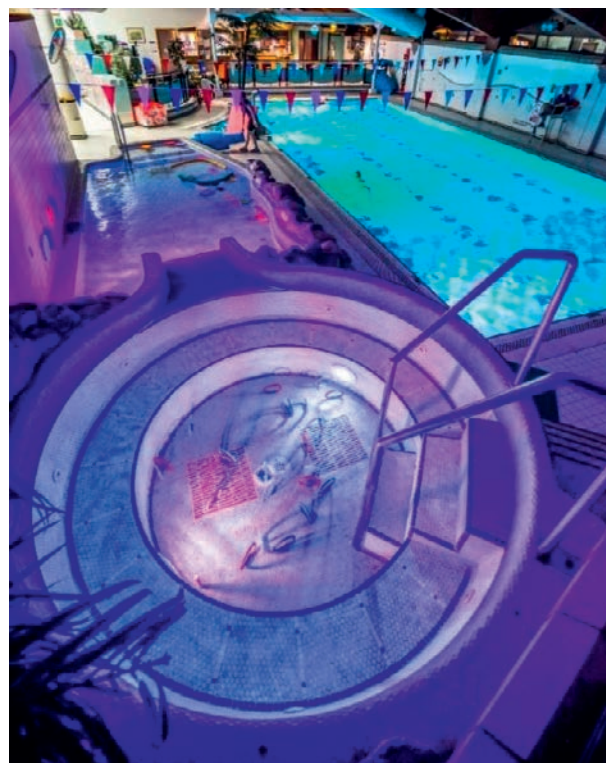
SCALLOWAY POOL

Scalloway

Shetland, ZE1 0TN

Telephone 01950 807716

www.facebook.com/scallowaypool93/



'Excellent service from staff at all times. Great training, friendly, polite at all times. It is always a pleasure to come.'

'A really friendly local pool – FANTASTIC with bairns.'

'Great swimming teachers, Very helpful and friendly staff. Excellent Teaching.'

Customer Satisfaction Survey Comments

What we have achieved

- July saw Employed Trainee Connie Duncan finish her Modern Apprenticeship at the pool and was replaced by Jaynie Mae Laurenson. Connie continued to work at the pool as a casual member of staff
- The Scottish Swimming Learn to Swim framework has continued to be successfully introduced at the pool. There is a packed aquatics programme with around fifty junior and two adult classes available each week. This sees approximately 240 children and ten adults attending lessons from Monday to Friday
- The NAFC and Scottish Seafarms continue to book the pool on an ad hoc basis for training and testing of new equipment
- Pool parties using the large inflatable and the viewing gallery for party food after continues to be very popular with bookings rising again this year for the third year in a row
- The email system set up by management is going from strength to strength and together with a push from staff to encourage customers to use online booking, it has meant the lesson booking process is much less stressful for everyone.
- The Bruce Family Centre also hired the pool for a parent and toddler session to allow the parents to work on confidence building and other swimming related techniques with the children
- Four local schools use the pool for lessons - Scalloway, Hamnavoe, Tingwall and Whiteness
- Individual lessons were made available all year round. This saw an increase in the uptake of these lessons. There were 286 individual lessons taught throughout the year



- The holidays see a popular mix of public swimming, Over 50s Sessions, and fun sessions for bairns including aqua run inflatable sessions, large float sessions, Learn to Dive lessons and Deep End Test Classes
- The pool is hired monthly during the winter by the Shetland Swimming Association for the Beta League swim meets. Six swimming clubs compete in a league format and due to weather cancellations; the winner will not be decided until April 2019
- The pool was also hired by the Bells Brae ASN Dept., Anderson High School ASN Dept. and the ASN group from the local schools
- The Lerwick Amateur Swimming Club hired some pool time in order to gauge interest for competitive swimming in Scalloway as there isn't a swim team currently swimming out of the village
- The pool hosted the Scalloway Regatta Swimming Gala in August. Around 27 kids took part in various swimming events
- The pool hosted a pool party with a difference in November 2018. Local musician Dave Kok hired the pool for a family and friends get together that involved a number of bands playing their own song in the reception area whilst others splashed about in the pool
- A Halloween Aqua Disco held in October was well attended with children receiving prizes for best lantern, musical statues, fun games and dooking for apples
- March saw long-term member of staff Steven Smith leave the role of Manager to move to mainland Scotland. With the new manager in waiting Richie Gardner due to take over the reins in the following month

Watch out for...

- Rookie Lifeguard classes
- Learn to Swim Programme Improvements

13

SOUTH MAINLAND POOL

Annual Admissions
33,779



FACILITIES

SWIMMING POOL – CHILDREN'S LAGOON/POOL
DISABLED HOIST – SPA/WHIRLPOOL
STEAM ROOM – SPECTATOR/VIEWING GALLERY

RICHE GARDNER
MANAGER

SOUTH MAINLAND POOL

Sandwick

Shetland, ZE2 9NU

Telephone 01950 807719

www.facebook.com/SouthMainlandPool/

"Sandwick is a lovely pool with brilliant and helpful staff."

"Fantastic staff. Very encouraging and supportive of children at swimming lessons."

"We love coming here. Everyone knows us and we enjoy the atmosphere of the pool."

"Always really impressed with helpful friendly staff. Super facility."

Customer Comments



What we have achieved

- The Scottish Swimming Learn to Swim framework has continued to be successful at the pool with numbers staying strong throughout the year
- This year saw a change in Employed Trainees with Bryden Baronet replacing Sophie Morris in the role. Sophie completed her Modern Apprenticeship in July and has continued to work at the pool
- Online booking is well established in the South Mainland with many customers choosing the ease and practicality of booking from the comfort of their own home. Regular customers benefitting from the opportunity to book before classes open to the general public
- Education figures remained similar to last year with primary schools from Cunningburgh, Dunrossness and the Sandwick Junior High School using the facility during term time. This saw local PE Teacher Joan Smith deliver swimming lessons for the children in the area
- Swimming lessons remained popular and in high demand leading to changes and improvements in the booking process over the years to benefit both staff and customers. This has seen the preferred method of booking lessons moving to online booking rather than phoning or dropping in by the facility
- Pool Party bookings are still steady, with numbers up on the previous year with a number of parents opting for inflatable parties. Parents still enjoy the practicality of having everything in one building and children love the opportunity to have the whole pool to themselves and their friends
- The South Mainland Amateur Swimming Club uses the pool for two hours of training every week with SRT staff on hand as lifeguards. The club also holds its race nights in June and November as well as fundraisers within the pool
- Shetland Triathlon Club used the pool for one of its junior competitions which was held in May
- Staff offer advanced swimming lessons as part of their programme and though these are open to anyone, Members of the swimming club tend to use them for extra practise and were the exclusive customers this year
- Individual swim lessons were available all year round where staffing levels permitted. With some parents choosing to book their children in for additional one-to-one lessons on top of their normal class lessons as they proved to be excellent for building confidence and working on specific areas of a pupil's swimming
- The intensive swim schools during the holidays continued along with one-to-one lessons to meet demand and were well attended. Customers saw it as a great way to build on skills learned during term time
- The holiday activities are now well established at the pool and remain popular – some of the activities on offer include Aqua Discos, Aqua Run Inflatable, Floats and Flippers, Learn to Dive, Large Float Sessions and Deep End Award Class. Both the Aqua Run Inflatable and the Deep End Test Classes proved extremely popular during the summer
- March saw long term member of staff Steven Smith leave the role of Manager to move to mainland Scotland. With the new manager in waiting Richie Gardner due to take over the position in the following month



Watch out for...

- Rookie Lifeguard classes



- DAVID THOMSON

SHETLAND RECREATIONAL TRUST TRUSTEE SINCE 2015

Why did you join the Trust?

A combination of reasons but mainly because I think having facilities and services around Shetland for people to use for their health, sports and enjoyment is really valuable. I'd noticed I'm at SRT buildings nearly every day. Once it was for my own activities but nowadays it's more for whatever my bairns are doing. I've grown up taking for granted that Shetland's leisure centres just exist. However, through my age and interest, I realise how unusual and special what we have is. I want that still to be the case for future generations as well. There's always going to be a need for someone to oversee the organisation delivering all this, so I thought 'why not me?' I was also interested in the chance to work with people who might have very different skills and experience from my own.

Tell us about your studies and career,

Degree in Quantity Surveying specialising in project management and energy projects. Now a director of Shetland Aerogenerators Ltd.

Have you done any other voluntary work?

I've got a bad habit of offering to help any organisation I'm in or my bairns get to be part of. I'm Chair of Bell's Brae Primary School Parent Council and at various times I've been a rugby, football and swimming coach & judge. Plenty to keep me busy!

What are your hobbies? Do these involve sport?

Looking after bairns mostly... It's great to see how much sporting activity goes on in Shetland but I'm getting used to the idea that I'm among the supporters rather than the players these days.

What is your vision for the Shetland Recreational Trust in Shetland?

I wholly endorse that we are here to improve lives through sport and recreational activity. I also want that to be sustainable. It's been interesting to learn the unique nature of how SRT is supported by Shetland Charitable Trust which is evolving into a long-term strategic partnership based on agreed benefits to Shetland's population. I want SRT to have the confidence that we can provide the facilities and services that the community needs, now and in the future. We have great staff and we need to give them the tools to do their best.

What is your vision for sport in Shetland?

I firmly believe that if you build an inclusive, fun environment for whatever sport you like then that will lead to quality and lead to success however you measure it. Anyone anywhere in Shetland should feel that they can take part, be welcome, and achieve in sport to whatever level their potential allows. SRT is probably the key organisation to help that happen.

What would you say to anyone considering becoming a Trustee?

There's always a need for new faces and everyone has something useful to offer. Being a Trustee is really interesting. It can be a chance to use existing skills towards something you might be passionate about, or it can be a chance to use that passion to make a difference while gaining new experience. The time commitment is light but the more you put in the more you get out. SRT is an important part of the Shetland community and people in our community should decide how SRT operates.

15 TRAINING

TRIPLE Olympic Hannah Miley made a splash at the Clickimin Leisure Complex swimming pool in November 2018 when she gave a masterclass to celebrate Shetland's role as the UK's most northerly provider of swimming lessons for youngsters. The 29-year-old Commonwealth-winning swimmer joined pupils from Sound Primary School and Anderson High School on a Friday morning to mark Shetland Recreational Trust's progress in delivering Scottish Swimming's Learn to Swim Framework, an initiative that benefits 900 youngsters locally.

Miley said: "Being the special guest of the day at the Clickimin Leisure Complex swimming pool was a real honour. It was such a joy seeing the local children have fun in the water as they learn this key life skill. "I learned to swim in my local club in Inverurie, which I got to know thanks to the council lessons that I took part in. So it just goes to show that there really is so much value in having a well-developed and well-taught grassroots programme in place, such as this." Miley has competed on the international swimming scene since 2005, becoming 400m IM Commonwealth Champion in 2010 and 2014 and representing Great Britain at three consecutive Olympic Games.

Shetland Recreational Trust General Manager, James Johnston added: "Having Hannah Miley join our community for the day and meet everyone was very exciting and really motivated the youngsters from Sound Primary and Anderson High schools. "The Trust has a long legacy of delivering swimming lessons but has strengthened its programme following the launch of Scottish Swimming's National Learn to Swim Framework. "The Learn to Swim Framework is provided across all eight pools of the Shetland Recreational Trust".

In order to get to this point the Shetland Recreational Trust entered a Framework Partnership agreement with Scottish Swimming back in 2016. This was a three year programme delivered over a period of time to fully adopt the Learn to Swim Framework. One of the major key points within this Framework partnership was to provide Continuous Professional Development (CPD) workshop sessions for all existing and newly qualified swimming teaching staff of the Shetland Recreational Trust. This would be provided by experienced Scottish Swimming tutors travelling to Shetland annually to cover a total of twelve agreed CPD sessions over a three year period. This required a total of fifty Shetland Recreational Trust staff to be in Membership of Scottish Swimming annually and attend four CPD sessions each year. These CPD workshops started in 2017 and was achieved by arranging a two day session in April and then another two day session in May each year, in order for all teaching staff to attend. All staff involved in the workshops learned greatly from the Tutors in classroom workshops, discussions and pool based water sessions. The CPD workshops were a major training exercise for Shetland Recreational Trust with fifty staff receiving work-based training each year that would directly impact on their personal day to day work within the Learn to Swim framework and the quality of teaching and service delivered at their Facility. The last of these agreed CPD Framework workshops are already arranged to take place in April and May of 2019. The Learn to Swim Framework helps to create quality Learn to Swim environments for children from birth upwards where they can become competent, confident and safe swimmers with opportunities to progress through the aquatic pathway and to swim for fun. The Learn to Swim Framework has successfully and seamlessly been introduced and is going from strength to strength and is now fully embedded at each facility of the Shetland Recreational Trust.

Learn to Swim Framework





Training	Numbers
IQL – First Aid at Work – Renewal candidates	5
IQL – Emergency First Aid at Work – New candidates	14
IQL – Emergency First Aid at Work – Renewal candidates	5
IQL – Emergency Paediatric First Aid	3
RLSS – Life Support 3 & AED	1
Health & Safety Level 2	24
Swimming Pool Technical Operators certificate	4
Pool Plant Information update	8
Water Testing Workshop	19
Fire Risk Assessor	1
Scottish Football Association – Level 1.1 Early Touches	2
Shetland Child Protection Committee – Keeping Adults and Children safe	28
Shetland Child Protection Committee – Level 3	2
Sports Scotland – Introduction to Multi Skills	5
Scottish Swimming – Level 1 Teaching Aquatics	7
Scottish Swimming – Early Years Swimming Teacher	2
Scottish Swimming – Tutor update	1
Scottish Squash – Squash Coaching CPD	1
Gamefit	11
Fat Burn Extreme (FBX)	8
Barre Concept Instructor	1
Fitness Instructor Gym – Level 2	1
Personal Trainer – Level 3	1
Preparation for Working with Diabetes in the Gym	5
ACAS – Managing a Fair Disciplinary process	8
Scottish Certificate for Personal Licence Holders	3
Payroll Alliance – HR and payroll update	1
Business Gateway – Management Masterclass	1

Rhona Haswell – SRT Apprentice West Mainland Leisure Centre

As I was coming to the end of Sixth Year at school I decided I was not interested in going to University as I wanted to stay home and start earning. I was successful in becoming an apprentice at West Mainland Leisure Centre as a Trainee recreational assistant. I was extremely pleased with this this post as it is close to home, I was able to gain qualifications whilst earning and I am doing a job that I enjoy. I am now a fully qualified lifeguard, swimming teacher, first aider and am currently undergoing training to become a level 2 fitness Instructor. This apprenticeship was a great introduction into working life, and a great way of getting into SRT. I have now been successful in achieving full-time employment with SRT, which I would not have been able to do without the skills, qualifications and experience I gained through this apprenticeship.



The Otago Strength & Balance Exercise Programme at Clickimin Leisure Complex (CLC) has changed my life completely. Before I joined, about six months ago, I could hardly walk outside by myself as my balance was very poor. If I was sitting down for a while the power would go from my feet and legs which took all my confidence away. Sometimes I would fall in the house and I couldn't get up. I would have to call on my very helpful neighbours to come and help me get up. Before I started at the CLC I couldn't walk up past the "Anderson" Homes at Twageos by myself, it was very steep and I had to pull on the hand rail, stopping five or six times to get my breath back, holding on to my son's arm with my left hand or resting. Now I can walk by myself no bother. I can go for short walks or to the town and back daily by myself. Also I can walk up the steep road from my house past the old Anderson High School – not stopping for breath or holding on to the wall anymore; just using my walking stick. I have gained so much confidence with coming to the exercise programme that we do – it's hard to do but well worth the effort as I feel a lot fitter after it and much more independent. I sleep a lot better as well. The staff at the CLC are very caring and helpful and it would be a very great pity if this exercise programme was to stop as I look forward to attending on a Thursday afternoon. We have made a lot of new friends there and enjoy the company. I am a widow, I live alone and am over 87 years. It is always a very enjoyable occasion which brightens up a rather dull and lonely week.

Throughout my life I have enjoyed the fantastic swimming pools in Shetland having learned to swim through school swimming clubs at Whalsay Leisure Centre, especially looking forward to aqua discos. In later life I have brought my own child swimming. Last year I suffered back pain and now rely on the Scalloway Pool and Clickimin to ease the stiffness in my back, it also relaxes me and I can enjoy it with my family at the same time. My granny who is 93 still swims and joins me regularly! The additional activities offered at the centres are thoroughly enjoyed by my 8 year old son who attends swimming lessons and looks forward to the shark inflatable at Scalloway. The pool is huge asset to Scalloway offering a valuable activity option during our dark, cold winters in Shetland.

I moved to Shetland with my daughter and her family 16 months ago, and since then the lovely Westside Leisure Centre has become somewhat a hub of our lives! Back in Kent, my yoga and exercise classes were an essential part of keeping fit and sane and, I must admit, I was concerned that I'd have trouble finding similar activities here. However, one of our first ports of call was the Leisure Centre, and we were very soon all signed up: the two boys (then 9 and 7) to swimming classes and us adults to circuits and yoga. As well as being highly trained, the staff at the Centre are all friendly, welcoming and approachable; I am particularly impressed by their relationship with the youngsters, which is firm but relaxed. The boys' swimming tuition is superb but also fun. The 'taster days' for youngsters to try out various activities is a particularly good idea, and a great way to get them involved and interested in these days when it's hard to prise them away from their screens and 'phones. The whole centre has a family feel, and the after-school and holiday activities for the bairns are very popular and hugely beneficial for both children and parents. Through our initial involvement with the Centre, the whole family have learnt new skills and become involved in other activities: the boys have become enthusiastic members of the local swimming team, the Westside Sharks, my daughter and I rowed for the Aith Veteran Ladies' team this summer, and we have all enjoyed family sessions using the climbing wall. The Centre became a great way to make new friends, and led me to meet people I might not otherwise have had contact with, so that I am now a member of an informal book group and a walking group. It caters for all ages and interests; some of my new older friends would be lost without their weekly over 50's swimming sessions and my younger ones appreciate the gym facilities and associated classes. It is evident that the WMLC is an invaluable asset to the community. Not only is it a centre for physical activities and tuition, it plays a significant social role, particularly in the dark and gloomy winter days. As a safe, clean, accessible and welcoming place for all generations, it plays a vital part in contributing to both the physical and mental health of our community. So a huge thank you to you all at the Centre; long may you continue the good work!

NOTES



Review of Financial Position

The financial position of the Trust is set out in the annual audited financial statements. Copies may be obtained by writing to the General Manager of Shetland Recreational Trust

Shetland Recreational Trust is an organisation accepted by the Inland Revenue as having Charitable Status

The Shetland Recreational Trust is a charity registered in Scotland, No: SC002179

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Cover photograph by Brian Gray

Report photographs supplied by Facility Managers, Brian Gray and Dale Smith.

