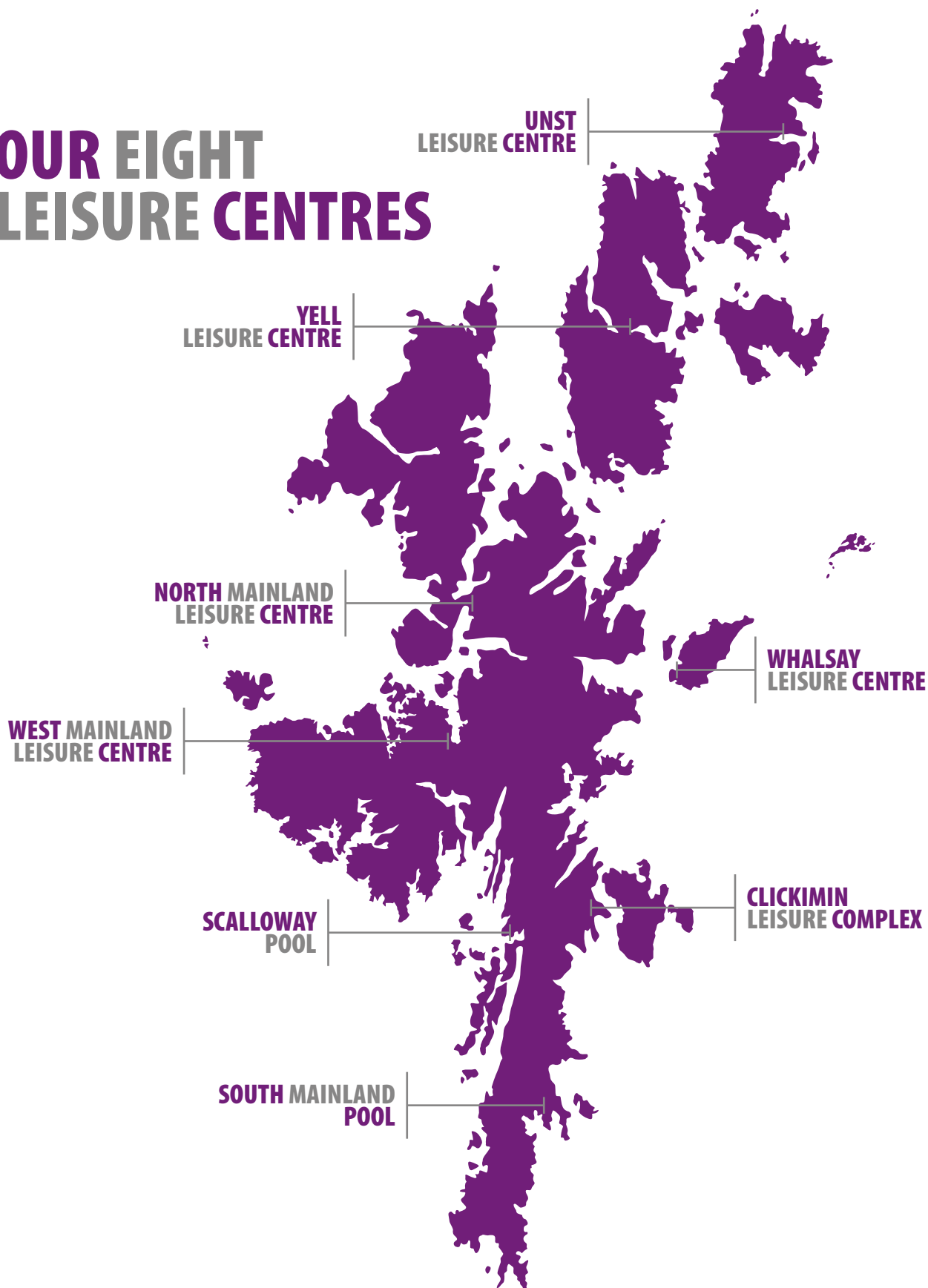


Annual Report 2016–17



shetland recreational trust

OUR EIGHT LEISURE CENTRES



CONTENTS 00



Cover photograph by Paul Riddell.
Report photographs supplied by Facility Managers,
Kevin Jones, Paul Riddell and Ivan Reid.

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

Shetland Recreational Trust is part funded by



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01 CHAIRMAN'S REPORT

02

BOARD OF TRUSTEES

MR STUART FOX



MR GORDON KEITH



MRS AUDREY LEASK



MR NEVILLE MARTIN
VICE CHAIRMAN



MRS MANDY PHILLIPS



MR PAUL RIDDELL



MR LIAM SUMMERS



MR DAVID THOMSON



MR LYLE WILLIAMSON



SRT SENIOR MANAGEMENT

JAMES JOHNSTON
General Manager

SHONA NISBET
Depute General Manager &
Operations Manager

DAVID WAGSTAFF
Technical Services Manager



"EVERYTHING CHANGES, NOTHING STANDS STILL"

This ancient Greek proverb is as relevant today as it was 2,500 years ago. Following the previous announcement by the Shetland Charitable Trust to reduce the level of financial support it provides, a further piece of work was announced to review the operations of the three Trusts it funds, and appraise options to achieve efficiencies through shared operations or collaborative working.

While we congratulate and thank Shetland Charitable Trust for its continued support, and understand the reasons behind their decision, this review, at a time when we are working hard to try and mitigate the impact on front line services of the previously announced cuts, will prove particularly challenging for our senior management team. Trustees must ensure that staff have all the support they need to run the business efficiently and effectively and it was with this in mind that we instructed a full review of the senior management team and structure. Following completion of this review Trustees agreed on a new senior management structure and advertised for a new Head of Assets and Business Support.

OUR VISION

To **IMPROVE LIVES** through sport and recreational activity.

OUR MISSION

To inspire and **MOTIVATE** people in Shetland to enjoy life, pursue sporting excellence and a **HEALTHY LIFESTYLE** through:

- **PROVIDING HIGH QUALITY AND ACCESSIBLE FACILITIES**
- **HAVING MOTIVATED AND SKILLED STAFF**
- **ENGAGING WITH OTHERS WHO SHARE OUR OBJECTIVES**
- **DELIVERING A BROAD RANGE OF ENJOYABLE ACTIVITIES**

OUR CORE VALUES

TRUST – All of our customers, whether they are internal or external, trust us to deliver quality every time. We value this trust and are committed to retaining it.

ENJOYMENT – Everyone will not only benefit from participating in sport and recreational activity with us but will also have fun doing it.

INSPIRATION – We have energy, desire and determination to succeed in all we do and to inspire every individual within our community.

UNITED – We will work together as colleagues, partner agencies and customers to achieve our shared vision.

INNOVATIVE – We are forward thinking in all we do and continually look for ways to progress and improve.

PASSION – We go the extra mile.

Despite the continued challenges and changes facing the Trust I am delighted with the results we have been able to achieve this year. Admissions have risen to 702,054, up almost 60,000 from last year, which includes a marked increase in both General and Corporate Subscriptions.

This increase in subscriptions coincides with the introduction of the new Gold Membership, which allows access to courses and classes as well as the various gyms and swimming pools throughout the 8 centres around Shetland. This new service has proven particularly popular and has seen almost 100,000 attendances at exercise and swimming classes, almost double the target set at the beginning of the year.

I was also delighted to see the new 60:40 facility open in January 2017 and with over 20,000 attendances in the first three months of 2017 it is clear that the sporting community are excited about the opportunity to avoid the inclement weather we so often face throughout the year.

With the new high school expected to open during 2017/18 Clickimin will see further changes to the services it currently offers. Indeed work has already started on identifying opportunities and changes that will be needed including the provision of a new gym to improve access and provide greater options for our clients.

I would like to thank all staff and trustees for their continued hard work in these times of change. I am confident that, together, we will continue to provide a world class service to our customers throughout Shetland.

MR BRYAN LEASK

CHAIRMAN



02 SRT IN NUMBERS

04



ADMISSIONS TO
ALL CENTRES
702,054

SCHOOL ATTENDANCES
73,569



ADMISSIONS TO
SWIMMING LESSONS
37,100

OUTDOOR ACTIVITIES
41,601



CORPORATE SUBSCRIPTIONS
586



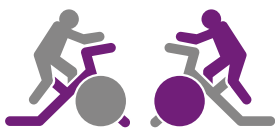
OPENING HOURS
27,480

SRT SUBSCRIPTIONS
462



HEALTH
PROMOTING CLASSES
1,675

NEW GYM MEMBERS
1,384



STUDIO CLASSES
ATTENDED
29,080

OVERALL CUSTOMERS
SATISFIED WITH THEIR VISIT
99%



PUBLIC SWIMS
88,713



62,635 WEBSITE HITS



JUNIOR COURSES
16,379



5,129 FACEBOOK LIKES



JUNIOR HOLIDAY
ACTIVITIES
9,654



118 CLC TWITTER FOLLOWERS

CUSTOMER SATISFACTION SURVEY 03

“SRT ONLY EXISTS BECAUSE OF ITS CUSTOMERS. MEASURING AND ANALYSING CUSTOMER SATISFACTION CAN HELP US TO DEVELOP ACTION PLANS FOR SERVICE IMPROVEMENT, RETAIN THE CUSTOMERS WE HAVE, TO MOTIVATE EMPLOYEES AND PROVIDE INSIGHTS INTO HOW TO ATTRACT NEW CUSTOMERS.”

05

Each year Shetland Recreational Trust undertakes a Customer Satisfaction Survey and the following reflects the survey results for the period 10 - 23 February 2017. The effective administration of this survey is one of a number of service targets which validates the funding awarded to SRT by the Shetland Charitable Trust. Achieving a high level of customer satisfaction is critical to the success of Shetland Recreational Trust.

SRT SUMMARY REPORT

GENDER PROFILE

67% – 841 FEMALE

33% – 400 MALE

WHAT AGE GROUP DO YOU BELONG TO?

UNDER 20	282
20-29	149
30-39	288
40-49	219
50-59	111
60-69	99
70+	91

OVERALL, HOW SATISFIED WERE YOU WITH YOUR VISIT TODAY?



OVERALL, HOW SATISFIED WERE YOU THAT YOUR VISIT TODAY WAS VALUE FOR MONEY?



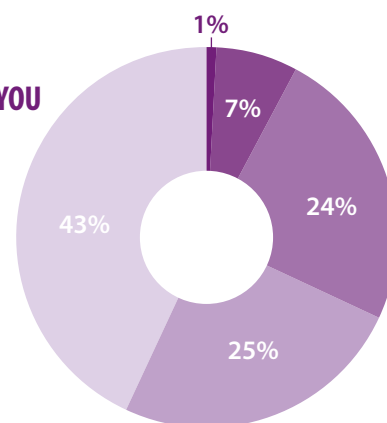
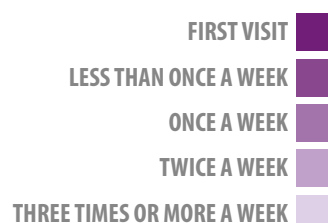
OVERALL, HOW SATISFIED WERE YOU WITH THE CLEANLINESS OF THE CENTRE?



OVERALL HOW SATISFIED WERE YOU WITH THE FRIENDLINESS/HELPLESSNESS OF THE STAFF TODAY?



HOW OFTEN DO YOU TYPICALLY VISIT THE CENTRE?



04 CLICKIMIN LEISURE COMPLEX



06

A TOTAL OF 400,815 CUSTOMERS PASSED THROUGH THE DOORS OF CLICKIMIN LEISURE COMPLEX DURING THE PAST TWELVE MONTHS OF BUSINESS. THIS HIGHLIGHTED AN INCREASE IN ADMISSIONS FOR CUSTOMERS WHO ENJOYED A BROAD RANGE OF ACTIVITIES AND EVENTS ON OFFER AT THE FACILITY.

HEALTH AND FITNESS

Notable increases were experienced in the Health and Fitness department with an increase of 5,366 users attending studio classes, a 41% increase on the previous year. The main factor in these figures was the inclusion of studio classes in the Gold Subscription package.

The studio class programme aims to provide something for all abilities with classes ranging from high intensity workouts such as Metafit, Power Hour and Hardcore, functional classes such as FuncFit Circuits which are held in Aspire, a number of Spinning classes and the more chilled Yoga classes. All of these classes were in high demand with utilisation of 75% or higher for each during the year.

For the more senior customers of the Complex there is a growing programme. Admissions for this age group are very much on the rise and staff have witnessed increased levels of participation in recent years. The Senior Spinning classes continue to attract good numbers and have been expanded to include a toning class as part of the workout. Senior Aerobics has also been well attended throughout the year and we have now introduced Walking Football as part of the programme. Walking Football is a slower paced version of the full game with only walking permitted during games. New and ex-players of the sport are encouraged to participate. We now have a weekly game on offer in the new 60:40 facility.

On average the Complex offered 30 classes per week and plans are in place to develop this ever changing area of the industry in future.

Another notable addition to the subscription package was the inclusion of the Aspire Conditioning Studio to the Gold and Silver packages. Users can now enjoy access to the studio seven days a week.

**“LOVELY CENTRE,
COULDN'T WISH FOR BETTER”**

COMMENT FROM CUSTOMER SATISFACTION SURVEY

ROBERT GEDDES

Manager

CLICKIMIN LEISURE COMPLEX

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JUNIOR AND HOLIDAY ACTIVITIES

Programming for the Complex continues to challenge staff. We aim to continue popular activities while also keeping programmes fresh and meeting the expectations of the customer and being aware of industry trends. The Junior Activity Programme continues to be a main area of user groups and growth, both for dry facilities and pool activities. A total of 15,655 customers attended these classes and courses which run during school terms. This represented a 21% increase on the previous year's figure.

During the holiday periods a number of activities are led by staff to keep boredom at bay for children and parents. Playzone continues to be the most popular holiday activity with 1,311 children attending during the last four holiday periods. Other popular activities held during the school holidays are Bouncing Bairs, football sessions and Peerie Explorers, where themed days are planned with arts and crafts delivered along with activities to that theme.

Block bookings have once again been in high demand across the Complex as groups secure the required resources and times to deliver and develop their programmes and training. In total 156 groups were successful in attaining block bookings. Programming of the bookings can prove difficult with demand usually outweighing resources available. The Complex aims to provide facilities to as many user groups as possible whilst acknowledging the need for development of activities and to encourage new activities and groups. A balanced programme is the target of the staff during programming and this was achieved.

POOL ACTIVITIES

A change to programming on poolside saw Lerwick Swim Team attending the pool for training sessions from 6am. This was made possible through additional training programmes for the coaches, flexibility of programming and staff offering flexible hours. The change allows club members to achieve more in-water training time without any effect on their studies as they have plenty of time for changing before school starts.





EVENTS

Events of both a sporting and non-sporting nature are a fixture of the busy calendar at the Complex and the versatility and size of the space on offer is a valuable asset to the community of Shetland. Successful annual events such as the Folk Festival, Shetland Food Fair, Craft Fair and Up Helly Aa continue to attract thousands of admissions for the Complex.

There were several new events which took place in the Complex during the last year. Scottish-born artist KT Tunstall visited during August as part of a Highlands and Islands tour. Her performance coincided with the launch of her new album and she proved a hit with the Shetland public as 1200 tickets were sold for the gig.

Also in August Bambeenies hosted Shetland's first Baby and Children's Show. A host of local businesses and groups signed up to participate in the two-day event, which included a number of demonstrations ranging from fashion shows to bubble extravaganzas. On the second day the inaugural Baby and Children Awards ceremony was held where the best of Shetland child services were recognised for their excellence. It was a successful event which attracted 775 customers to the Bowls Hall.

Local dance group Inferno took over the Main Hall in October to present their Halloween themed 'Spooktacular' showcase. The dance group put on an incredibly impressive show featuring a range of dance styles and spooky costumes to a packed out audience of almost 600.

60:40

In January this year the new 60:40 facility was handed over to the Trust named simply because it is 60 metres by 40 metres. The indoor training facility comprises a state of the art fully covered 3G artificial surface which is FIFA and IRB approved for football and rugby. As with all SRT facilities flexibility is key to programming so the area is divisible into three areas each almost equivalent to the size of the main sports hall and accommodates a number of user groups including the athletic club, junior golf, football and rugby.

The building is a tensile membrane construction and is designed to be as efficient as possible in terms of minimal heating and lighting. The design allows daylight to penetrate reducing the need for lighting at certain times of year and there is no heating provided to the area other than in the changing block where underfloor heating is supplied via a biomass unit. These were key factors in the decision of the construction as the Trust looks to long term savings whilst providing high standard facilities.

The development which is part of the new Anderson High School project will provide the required teaching spaces for PE staff and pupils in future but is also a major community enhancement out with school hours. Initial usage is very promising with 20,249 passing through the doors in the first three months of operation. On many evenings the utilisation was at 100% so bookings for the area were at a premium. The potential for development within the area is massive and staff in the Complex aim to maximise its potential. The 60:40 offers the perfect coaching environment for all user groups by removing them from the harsh outdoor conditions all year round.



**"EXCELLENT FITNESS
AND LEISURE CENTRE.
THE STAFF ARE ALWAYS
REALLY FRIENDLY."**

COMMENT FROM CUSTOMER
SATISFACTION SURVEY

FUTURE PLANS

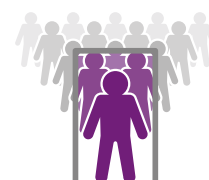
The plans for the integration of the Anderson High School are now a reality with the new school nearing completion and the final internal alterations to the Complex almost complete ready to welcome the PE department.

The final piece of the jigsaw is currently at the planning stage with plans to build a central reception area and new fitness suite where the glazed link is currently situated. These plans would enhance the customer experience both at reception and within the fitness suite and provide better accessibility to all our customers. It is hoped the new construction will be complete by the end of 2018.

Another development which customers will benefit from is the new swimming framework launched by Scottish Swimming and which Shetland Recreational Trust has signed up to. Preparations have already begun with staff attending CPD sessions as we work towards a launch date of August 2017. The framework covers all types of swimming activities, not just learning to swim and competitive swimming, and aims to provide opportunities for everyone to participate in any aquatic discipline they choose at whatever level they aspire to.



05 UNST LEISURE CENTRE



ANNUAL ADMISSIONS
30,401

10

TOTAL ADMISSIONS FOR OUR MOST NORTHERLY LEISURE CENTRE HAVE GONE UP BY 3% THIS YEAR. THIS FIGURE REFLECTS BOTH AN INCREASED LEVEL OF CLUB BOOKINGS AND STAFF LED ACTIVITIES. WORKING WITH THE UNST COMMUNITY SPORT HUB, BALTASOUND JUNIOR HIGH SCHOOL AND UNST YOUTH CENTRE ENCOURAGES THE FACILITY TO PROVIDE A RANGE OF ACTIVITIES AND SESSIONS FOR THE PEOPLE OF UNST AND VISITORS.

DRY ACTIVITIES

Table tennis has seen a resurgence over the past year with the tables used a couple of times a week and Unst Squash Club also offering sessions for juniors in their sport. Clubs in Unst have continued their association with the Centre with a multitude of coaching opportunities for young and old alike. Through the Unst Community Sport Hub a 'Back to Sport' day was held in November that aimed to encourage people to get more physically active and try a sport again.

POOL ACTIVITIES

In addition to the normal public swimming session, the pool is also booked by several clubs during term-time. The varied aims of these attendances means that the Unst Pool is improving people's health, fitness and swimming ability as well as providing a chance for socialising.

HEALTH AND FITNESS

Throughout the year leisure centre staff offer a wide variety of classes for customers which may form part of a programme requiring regular attendance or allow the customer to attend when they're able. Activities occur in the fitness suite, main hall, squash court, swimming pool and even outside and cater for all ages and abilities. Sessions range from Supple Strength, which is a yoga style activity, to Spinning and then to Metafit which is a high intensity interval training class. The classes are organised to allow anyone the chance to attend and our customer survey indicated that the community is aware of efforts to enable as many people to benefit from exercise as possible – "good that there is a wide range of activities offered and that activities go on, even when number of participants is quite small".

JUNIOR AND HOLIDAY ACTIVITIES

After-school and weekend activities for juniors are available throughout the year for all ages. Unst has always had a strong squash following and utilisation of Squash/Racketball classes have increased. The holiday programme consists of weekly activities and one-off sessions that encourage people of all ages into the facility. Mini Olympics proved popular with children attending. The Christmas tournaments are popular with the annual indoor football tournament, the Stanley Cup, having the strongest following.

MATTHEW COX
Manager

UNST LEISURE CENTRE

Baltasound
UNST
Shetland
ZE2 9DY

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OUTDOOR

The football pitches were used over the summer months for Northern Rovers home matches and also for junior training. Baltasound Junior High School also makes use of this area when conditions allow and a 200m running track was created to help with their sports day.

FUTURE PLANS

In the coming year, the Centre hopes to improve its energy efficiency with the installation of variable speed drives, increasing the number of motion sensor lights and fitting LED lights in the passageways.

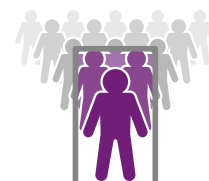
The centre will also endeavour to provide a variety of classes for customers which will help motivate them into adopting a healthier lifestyle whilst adapting to the Schools new asymmetric week.

“LOVE ULC- THE STAFF GO ABOVE AND BEYOND TO ENCOURAGE AND INSPIRE EVERYONE TO KEEP/GET FIT AND KEEP ACTIVE”

COMMENT FROM CUSTOMER SATISFACTION SURVEY



06 YELL LEISURE CENTRE



ANNUAL ADMISSIONS
37,801

12

IT HAS BEEN ANOTHER BUSY YEAR AT YELL LEISURE CENTRE WITH A WIDE RANGE OF ACTIVITIES BEING ORGANISED AND RUN BY BOTH THE CENTRE STAFF AND LOCAL CLUBS. IT IS PARTICULARLY PLEASING THAT THE RESULTS FROM THIS YEAR'S CUSTOMER SURVEY SHOWED AN EXCEPTIONALLY HIGH LEVEL OF SATISFACTION FROM ALL THE CUSTOMERS WHO RESPONDED. THANKS TO EVERYONE WHO HAS WORKED HARD TO MAKE THE CENTRE A FUN AND ENJOYABLE PLACE TO VISIT.



DAVID GEAR
Manager

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**"ALWAYS HAVE A GREAT
EXPERIENCE. STAFF ARE
VERY ATTENTIVE AND VERY
GOOD WITH CHILDREN.
WE ARE VERY LUCKY!"**

COMMENT FROM CUSTOMER SATISFACTION SURVEY



DRY ACTIVITIES

The dry side facilities include meeting spaces, a snooker table, squash court, gym and the games hall. The schools make extensive use of the games hall during the school day; it is also used for children's after school activities and booked by individuals and clubs in the evenings and weekends. Events and competitions are also occasionally booked into the hall and this year the Shetland v Caithness badminton intercounty competition was held in the Centre and attracted a large crowd of spectators.

POOL ACTIVITIES

In addition to public swimming the pool is used for birthday parties and private hires. Swimming Lessons also make up a large part of the pool's programme and this year attendances to lessons increased by 48% percent when compared to last year with up to 65 children attending the weekly classes. This increase can mainly be attributed to a much bigger uptake in lessons for pre-school children.

HEALTH AND FITNESS

The gym is available at all times when the Centre is open meaning that customers can take exercise at a time that is suitable to them. The added capacity from the upgrade which took place a few years ago means that advance booking is generally not necessary. The Centre also ran Aquacise and Spinning classes in the evenings during the winter months.

JUNIOR AND HOLIDAY ACTIVITIES

The staff put a lot of effort into ensuring that a wide and balanced range of activities are made available to children. This has paid off as there was a substantial increase in attendance to staff-led dry side junior and holiday activities when compared to last year with a total of 2,077 attendances over the year.

OUTDOOR ACTIVITIES

The outdoor pitch is mainly used by the schools and by the football club for home games and training.

FUTURE PLANS

New equipment was installed in February and March by the technical services department which should substantially reduce the amount of energy the facility consumes. This will make the Centre more environmentally friendly as well as contributing to our ability to balance the books. We will continue to look for ways to reduce our energy consumption.

Having a varied and balanced programme of activities available is key to the success of the facility and we will endeavour to ensure that our staff continue to receive the training required to deliver this.

07 NORTH MAINLAND LEISURE CENTRE



ANNUAL ADMISSIONS
59,295

14

THE NORTH MAINLAND LEISURE CENTRE ADMISSIONS HAVE BEEN STEADY OVER THE LAST YEAR. WITH OUR EVER POPULAR SWIMMING LESSONS AND GREAT UPTAKE IN FITNESS CLASSES IT IS NO SURPRISE THAT THE CUSTOMER SURVEY INDICATES THAT 99% OF THE PUBLIC ARE SATISFIED WITH THE CENTRE.

DRY ACTIVITIES

Several courses have been run during the year including football, gymnastics and athletics all of which have been well attended. The squash court has been busy with squash but this space is also used for Spinning, Circuits and Parties. The Under Twenty One Circuits class is very popular having over 90% attendance, and the boxing equipment is also well used with at least two sessions a day. The Community Room has also been popular, hosting business and club meetings throughout the year.

POOL ACTIVITIES

The pool has been pretty steady throughout the year. The numbers for learn 2 swim have increased and the Aqua Fun classes have been fully booked. Private lessons are also very popular. Ladies enjoy our weekly Aquaerobics class, which gives a good low impact work-out in the water. The schools also make good use of this facility during the day.

HEALTH AND FITNESS

There has been a big increase in interest for the fitness classes, which now include the new Abs Blast class, Spinning, FBX Circuits and weights related classes. There has been a big up take in Subscriptions not only to use the fitness suite but also to access the studio/ fitness classes

HOLIDAY ACTIVITIES

The holidays have been busy with Swim Schools and Hockey Boot Camps all of which have been fully booked. The excitement of the Fun Run also brings the crowds, filling the pool to capacity and for the first time in years staff had to turn people away from an activity as it was full. The children really enjoy the fun and challenge of completing the course.

OUTDOOR

The hockey facility is still really well used by the local hockey and football clubs. The Centre also runs the very popular junior hockey lessons, and during the day this facility is used by the school

FUTURE PLANS

The staff are working hard to encourage participants for all these activities and aim to introduce new people to them in the coming year. Some of the staff will be touring the local villages undertaking market research in an attempt to continue our customer led approach.

LORRAINE GIFFORD
Manager

NORTH MAINLAND LEISURE CENTRE

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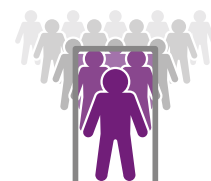


**“NICE TO SEE SUCH HELPFUL STAFF,
THEY ARE A CREDIT TO THE LEISURE CENTRE”**

COMMENT FROM CUSTOMER SATISFACTION SURVEY



08 WHALSAY LEISURE CENTRE



ANNUAL ADMISSIONS
44,526

16

WHALSAY LEISURE CENTRE HAS CONTINUED TO MAINTAIN ITS HIGH LEVELS OF ADMISSIONS THROUGHOUT THE YEAR, WITH STAFF SHOWING GREAT COMMITMENT AND DEDICATION TO ENSURE A GOOD MIX OF ACTIVITIES FOR ALL AGES AND ABILITIES.



ANGELA WILLIAMSON
Manager

WHALSAY LEISURE CENTRE
Symbister
WHALSAY
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**“STAFF ARE ALWAYS HELPFUL
AND ACCOMMODATING EVEN
WHEN IT’S BUSY”**

COMMENT FROM CUSTOMER SATISFACTION SURVEY



DRY ACTIVITIES

Winter tends to be one of the busiest times for the Centre and we host a vast range of activities to suit all ages. Indoor Football, Netball and Hockey through to Badminton, Golf and Carpet Bowls which are all well attended.

POOL ACTIVITIES

The swimming pool is still a major attraction within the leisure centre and is used regularly from opening to closing time. The pool was a key to the training plan for four local swimmers who completed a sponsored swim across the Sound and they spent many hours in the pool preparing for the swim. Many classes are held ranging from Nursery Swimming, Learn 2 Swim, Advanced Swimming and the latest being Adult Swimming Classes aimed at encouraging more adults to swim. Fun sessions include Pool Fun and the use of the Pool Inflatable.

HEALTH AND FITNESS

Attendance for Fitness Classes has remained steady over the past year with FBX, Spinning and Aqua still proving to be the most popular. Fitness Vive for the over 60s is also well attended as is the Circuit Class on a Saturday morning. A Secondary Fitness Taster session was done, giving teenagers an opportunity to try a variety of fitness sessions. Junior Gym courses were also run allowing young people access to the Fitness Suite once they had completed the course. Many of our fitness customers have remained very loyal and have been attending classes since the Centre opened.

JUNIOR AND HOLIDAY ACTIVITIES

The staff work tirelessly to plan and deliver blocks of Junior Activities covering a variety of sports and ensuring they cover all ages. Pre-School Fun and Peerie Olympians keep the under 5's entertained whilst Trampolining, Beginners Netball, Athletics, Badminton, Girls Football and Fun Activities like Dodgeball and Run Throw games ensures that the majority of school-age bairns are kept active. During the holidays Fundays still remain the favourite with Kidz Kamp, Playzone and Mini Messi's also on offer.

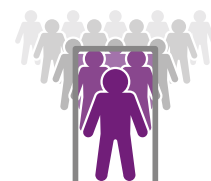
OUTDOOR ACTIVITIES

Harbison Park provided a lot of football action with teams from all over Shetland taking advantage of the all-weather pitch, floodlights and changing facilities. The pitch is regularly used for training by all ages of Whalsay Football Club and the junior hockey players also benefit from training on the pitch. The leisure centre hosts the annual Fun Run which is a charity event offering runners of all ages and abilities a variety of distances to take part in.

FUTURE PLANS

Having all the necessary staff in position will provide a more stable environment and will greatly help with the future planning of staff-led activities. Plans are drawn up for a new entrance to the building which will improve access and should help reduce heating costs.

09 WEST MAINLAND LEISURE CENTRE



ANNUAL ADMISSIONS
53,939

18

THE WEST MAINLAND LEISURE CENTRE HAS HAD ANOTHER SUCCESSFUL YEAR, OFFERING A PACKED PROGRAMME THROUGHOUT 2016/17. THE STAFF'S EXPERTISE AND CLOSE LINKS WITH CLUBS ENABLED THE DELIVERY OF AN IMPRESSIVE RANGE OF ADULT AND JUNIOR ACTIVITIES. THIS YEAR SAW AN INCREASE IN ADMISSIONS TO THE CENTRE.

DRY ACTIVITIES

The Aith Badminton Club, Wastside Netball Club, Wastside Rebels Football Club and Whitedale Football Club made up the main dry block bookings as usual. This year saw the introduction of Fencing, Yoga, Indoor Junior Hockey and Family Taekwondo sessions all of which proved popular. Overall admissions figures remained steady in this area.

The Shetland Trampoline Championships were held during April 2016 for the first time in a number of years with an excellent standard of competition. A great day was had by all.

POOL ACTIVITIES

Staff-led pool activity admissions figures were up by 7% with 5,116 registering for these sessions this year. Our Learn 2 Swim programme recorded 4,561 admissions and these figures will look to be maintained in the future. Junior Lifesaving and Splash Discos were added to our pool programme and some more new activities are planned for the future. We see this as key to keeping the programme fresh for our customers.

HEALTH AND FITNESS

The staff led Health and Fitness classes saw an increase of 43% after a steady programme was able to be delivered all year round. From these figures 207 admissions were recorded through Spinning and 466 through Yoga. The Over 50s sessions saw rejuvenation with a 15.5% increase in figures. The two morning sessions allows exclusive use of the Pool and Health Suite and an ideal chance to catch up with friends.

HOLIDAY ACTIVITIES

Easter, Summer and October holiday attendances remain healthy with 1,220 admissions recorded in a range of Adult and Child activities. Pool Inflatable and Playzone sessions remain a popular choice in our varied programme.

SCHOOL USE

The school role at Aith Junior High School remains positive and looking to increase steadily over the next five years. This year saw over 14,000 admissions in the wet and dry activities with Aith Junior High School the main user and Skeld Primary using the pool for their swimming lessons.

IAN SIMPSON
Manager

WEST MAINLAND LEISURE CENTRE

Aith
BIXTER
Shetland
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FUTURE PLANS

Continuous improvement is what we aim to achieve. The installation of the Games Hall windows and porch will go a long way in improving the Centre's running costs. These figures will be closely monitored in the future years and further efficiencies will continue to be explored.

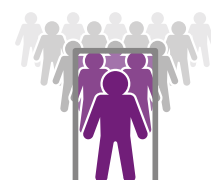
A climbing wall is being considered which will enhance the range of activities on offer. Developing more Yoga and Fencing classes is something that we hope to add to our adult and junior programme. We aim to attract, develop and train staff to ensure our programme is consistent with new activities added where possible.



"I REALLY ENJOY COMING HERE TO THE 50+ SESSIONS ON TUESDAYS AND FRIDAYS, IT IS GOOD FOR SOCIAL INTERACTION AND KEEPING FIT AND MOTIVATED TO EXERCISE FOR HEALTH REASONS"

COMMENT FROM CUSTOMER SATISFACTION SURVEY

10 SCALLOWAY POOL



ANNUAL ADMISSIONS
42,835

20

THE PAST YEAR CONTINUED TO BE A BUSY YEAR AT THE SCALLOWAY POOL, ALTHOUGH ADMISSION LEVELS IN A LOT OF AREAS WERE DOWN, THIS WAS MAINLY DUE TO THE ADDITION OF CLICKIMIN POOL CUSTOMERS WHEN IT WAS CLOSED FOR THREE MONTHS LAST YEAR. THE POOL CONTINUED TO BE USED BY ALL AGE GROUPS AND BY PEOPLE FROM FAR AND WIDE. THE CONTINUING TREND WAS THE DEMAND FOR JUNIOR SWIMMING LESSONS WITH FURTHER GROWTH SEEN ON THE PREVIOUS YEAR.



STEVEN SMITH
Manager

SCALLOWAY POOL
SCALLOWAY
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ZE1 0TN

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POOL ACTIVITIES

Throughout the year the pool was hired by various groups such as the Lerwick Boys Brigade, North Atlantic Fisheries College, the Parent and Toddler Groups from Burra and Scalloway to name a few. Along with these groups the pool continued to be hired once a month by the Shetland Swimming Association to host the Beta League throughout the winter months.

The pool is still used by the local schools from Scalloway, Hamnavoe, Tingwall and Whiteness throughout the year, with each pupil receiving 6 weeks of swimming as part of their Physical Education classes. There was a rise in the admissions in this area again due to larger school class numbers and the Bells Brae ASN Department choosing to use the pool during the school term for one of their classes.

Adult Swimming Lessons were added to our programme due to demand and these have gone from strength to strength with strong numbers from adults wanting to learn how to swim or brush up on their techniques.

With a constant demand for new activities, 'Zumba in Da Pool' was introduced into the programme and proved an instant hit. This saw Zumba Instructor Tjasa Nicolson put those attending through their paces with a mixture of dance moves whilst being waist high in the water. Although this class had to stop due to a change in instructor circumstances it is hoped that it will return later on in 2017.

Our Inflatable Pool Parties have also proven to be popular throughout the year.



JUNIOR AND HOLIDAY ACTIVITIES

As mentioned previously our Junior Swimming Lesson Programme continued to evolve and demand increased to over 11,000 admissions for the year. Our Learn 2 Swim programme attracted children from the age of three years old and above to develop their confidence and ability to swim.

Throughout the holidays we continued to have one-to-one Individual Lessons programmed for those wanting to concentrate on certain aspects of their swimming. Summer Swim Schools were also introduced to gauge demand and they will return in the coming year.

Along with this there were the regular activities such as the Aqua Run Inflatable, Floats and Flippers and Learn to Dive sessions to keep the kids busy and out from underneath their parent's feet.

The Scalloway Pool continued to be open for a few days over the festive period and this year saw the highest admission levels since the festive openings started.

ADMISSIONS

307 ADULT SWIMMING LESSONS

11,314 JUNIOR SWIMMING LESSONS

34 POOL PARTIES WERE BOOKED
THROUGHOUT THE YEAR

335 ZUMBA IN DA POOL

FUTURE PLANS

Looking to the future we hope to maintain a well-balanced programme that will suit the majority of our customers. The biggest and most exciting change will see our Learn 2 Swim programme switch over to the new Scottish Swimming framework. This will involve a complete overhaul of our current structure and help streamline what we provide to our customers.

**"I'VE BEEN COMING HERE WITH
MY CHILDREN FOR NEARLY 20 YEARS
NOW AND THINK IT'S GREAT! THEY'VE ALL HAD LESSONS
WITH VERY SUPPORTIVE INSTRUCTORS WHO ENCOURAGE
THEM & TURN THEM INTO CONFIDENT SWIMMERS! :-)"**

COMMENT FROM CUSTOMER SATISFACTION SURVEY

11 SOUTH MAINLAND POOL



ANNUAL ADMISSIONS
32,442

22

THE SOUTH MAINLAND POOL CONTINUED TO BE BUSY. ADMISSION LEVELS IN SOME AREAS WERE DOWN BUT THIS WAS MAINLY DUE TO THE EFFECT OF THE CLICKIMIN POOL BEING CLOSED FOR THREE MONTHS LAST YEAR. OPENING HOURS WERE MODIFIED SLIGHTLY DUE TO SCHOOL USAGE AND THIS ALLOWED THE POOL TO OPEN DURING LUNCH TIMES FOR A COUPLE OF DAYS THROUGHOUT THE WEEK. WITH A GROWTH IN THE LOCAL POPULATION THE DEMAND FOR JUNIOR SWIMMING LESSONS CONTINUED TO GROW.

POOL ACTIVITIES

Throughout the year the pool was hired by various groups such as the local Boys Brigade and Brownies for one-off hires. The South Mainland Amateur Swimming Club also continued to hire the pool for two hours a week during term time and filled the pool to its maximum capacity regularly with swimmers from age six upwards.

Top swimmer of the year was undoubtedly Jasmin Smith who had some superb achievements including competing at the British Summer Championships. She broke numerous records for breaststroke events in Shetland and North District level and was the North District Open Junior Champion for the 50m and the 200m breaststroke. At District Championships, Nina Price won bronze in the 14/15 year age group 800m freestyle, while earlier in the season at the district age group meet Sarah-Marie Riise picked up bronze in the 50m breaststroke for the 13/14 years. At club meets on the Scottish mainland there were medallists; Jennifer Ramsay at the Cults Otters meet, Eva Jamieson at the Inverness Graded meet and Molly Fraser at the Bridge of Don September Splash. At home club swimmers performed well in all competitions and Dougie Jamieson became the eight year old boys' champion.

STEVEN SMITH
Manager

SOUTH MAINLAND POOL
SANDWICK
Shetland
ZE2 9NU

Telephone (01595) 807719

The pool was used by all three of the local schools; Cunningsburgh, Dunrossness and Sandwick for the first time. These lessons saw each pupil receiving six weeks of swimming as part of their Physical Education classes. These classes were all taught by a specialist PE teacher and with the addition of Dunrossness pupils there was a welcome rise in admissions.

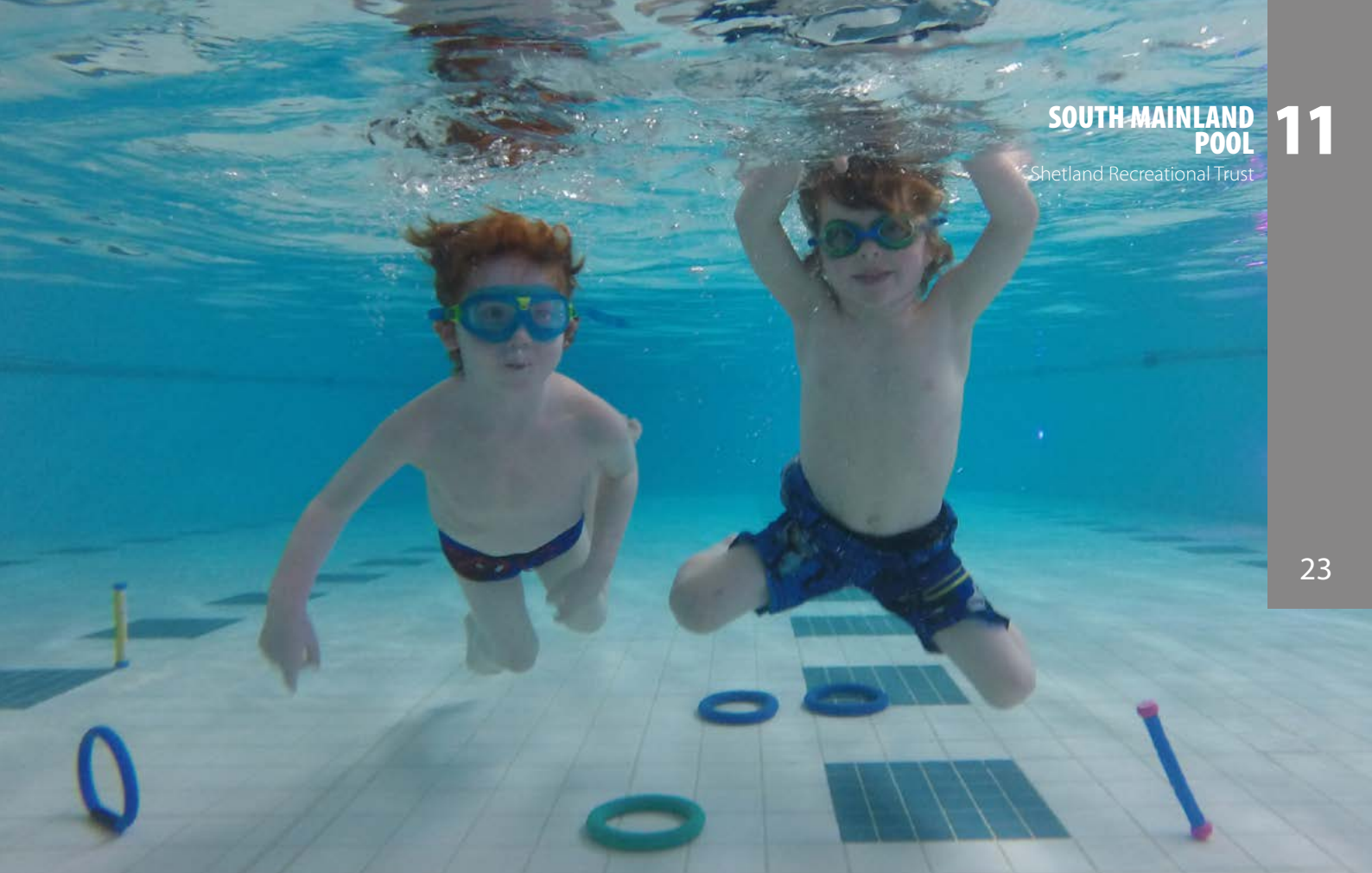
Adult Swimming Lessons were added to our programme and were popular with adults wanting to learn how to swim or brush up on their techniques.

An old favourite on our adult programme was our Aqua Aerobics sessions with admissions up on the previous year. Instructor Yvonne MacGregor continued to deliver these sessions and kept those attending busy in the water with various routines and circuit classes.

Pool parties continued to be a popular way for children to celebrate their birthday with their friends and families.

"THE POOL IS WHAT IT IS DUE TO THE STAFF. THEY CREATE SUCH A WARM AND WELCOME ENVIRONMENT AND ARE ALWAYS WILLING TO HELP IN ANY WAY THEY CAN. EXCELLENT!"

COMMENT FROM CUSTOMER SATISFACTION SURVEY



JUNIOR AND HOLIDAY ACTIVITIES

Our Learn 2 Swim programme continued to attract children from the age of three years old and above to the pool with an aim of learning to swim and gaining confidence in the water. Children progressed from AquaFun in Learn 2 Swim level and then into Swim Skills for those who wanted to continue. Once they had completed Swim Skills there was the opportunity to attend our Advanced Swimming sessions aimed at those who wanted to compete or maintain general fitness. Our Junior Swimming programme, ranging from AquaFun to Swim Skills, attracted over 5,500 admissions.

Summer Swim Schools were also continued through the holidays to allow kids to maintain their swimming level over the longer summer holidays and remained popular. Along with this there were the regular activities such as the Aqua Run Inflatable, Floats and Flippers, Learn to Dive and Rookies sessions.

ADMISSIONS

82 ADULT SWIMMING LESSONS

5,569 JUNIOR SWIMMING LESSONS

22 JUNIOR POOL PARTIES

22.9% INCREASE IN AQUA AEROBICS

FUTURE PLANS

Looking to the future we hope to maintain a well-balanced programme that will suit the majority of our customers. As with other SRT facilities we will be making the switch over to the new Scottish Swimming framework. With this we are hoping to be able to broaden the types of swimming classes that will be available to the public and generate more interest in swimming lessons for both juniors and adults.



12 SRT COMMUNITY WIDE ROLE

24



ANOTHER EXCELLENT EVENING WAS HAD BY ALL AT THE SHETLAND SPORTS AWARDS IN NOVEMBER 2016 WHERE SHETLAND RECOGNISES ITS SPORTING ACHIEVEMENTS AND CONTRIBUTION TO SPORT, THESE AWARDS ARE CONDUCTED THROUGH THE PARTNERSHIP OF SHETLAND RECREATIONAL TRUST, SHETLAND TIMES, SHETLAND ISLAND COUNCIL SPORT AND LEISURE AND **SPORTSCOTLAND**.

The winner of the Sports Person of the year award was Dhanni Moar and the Lifetime Endeavour Award was presented to Janice Johnston for her dedication to sport.



SHETLAND RECREATIONAL TRUST ENJOYS STRONG PARTNERSHIPS WITH MANY LOCAL, REGIONAL AND NATIONAL AGENCIES. SET OUT BELOW ARE SOME EXAMPLES OF THE CURRENT PARTNERSHIPS SRT ARE INVOLVED WITH:

SHETLAND CHARITABLE TRUST is our core funder and in 2016/17 granted Shetland Recreational Trust over £3.3m to support our activities.

The services and facilities we provide help contribute to the delivery of Shetland Charitable Trust's charitable purposes and their aim of improving the quality of life for people living in Shetland. These charitable purposes include the advancement of health and the provision of recreational facilities and activities.

Our service and financial performance is monitored by Shetland Charitable Trust against agreed targets to ensure we meet their expectations and those of the people of Shetland.

THE SHETLAND PARTNERSHIP is the Community Planning Partnership for the Shetland Island Council area. This board is made up of statutory and non-statutory partners of which Shetland Recreational Trust is a non-statutory partner.

Shetland Recreational Trust is also a member of the **HIGHLAND AND ISLANDS REGIONAL SPORTING PARTNERSHIP** whose members include: **Sportscotland**, Local Authorities, Leisure Trusts and Sporting Governing Bodies. The Partnership covers Shetland, Orkney, Western Isles and Highland.

Locally we are also a member of the **SHETLAND SPORTING PARTNERSHIP STRATEGIC GROUP** and included within the remit of this group is the responsibility for the development and implementation of a local sports strategy.

TESTIMONIAL FROM RETIRED PARTNER FROM FAULKNERBROWNS, LEISURE ARCHITECTS, NEWCASTLE.

6 July 2016

Chairman of the Shetland Recreational Trust

Dear Bryan Leask

It is a highlight of my year to receive the Annual Report of the Shetland Recreational Trust and to read, in the finest detail, how well the facilities are continuing to serve your customers.

The Shetland Phenomenon – as it's known to FaulknerBrowns Architects – is, of course, due to the foresight and bravery of Shetland Council which devised a detailed plan to improve the social welfare and the condition of life in Shetland by providing 8 community sports centres to make sport and healthy exercise available to all. Its original brief was breathtaking in its scope and inclusivity. Continuing success through harder times seems to me to be entirely down to the philosophy of management and operation established before the opening of the first phase of the Clickimin and the truly wonderful management since by the trustees and its enthusiastic managers. We have never come across this level of dedication and input in our 52 years in business across over 300 sports and leisure projects here and abroad.

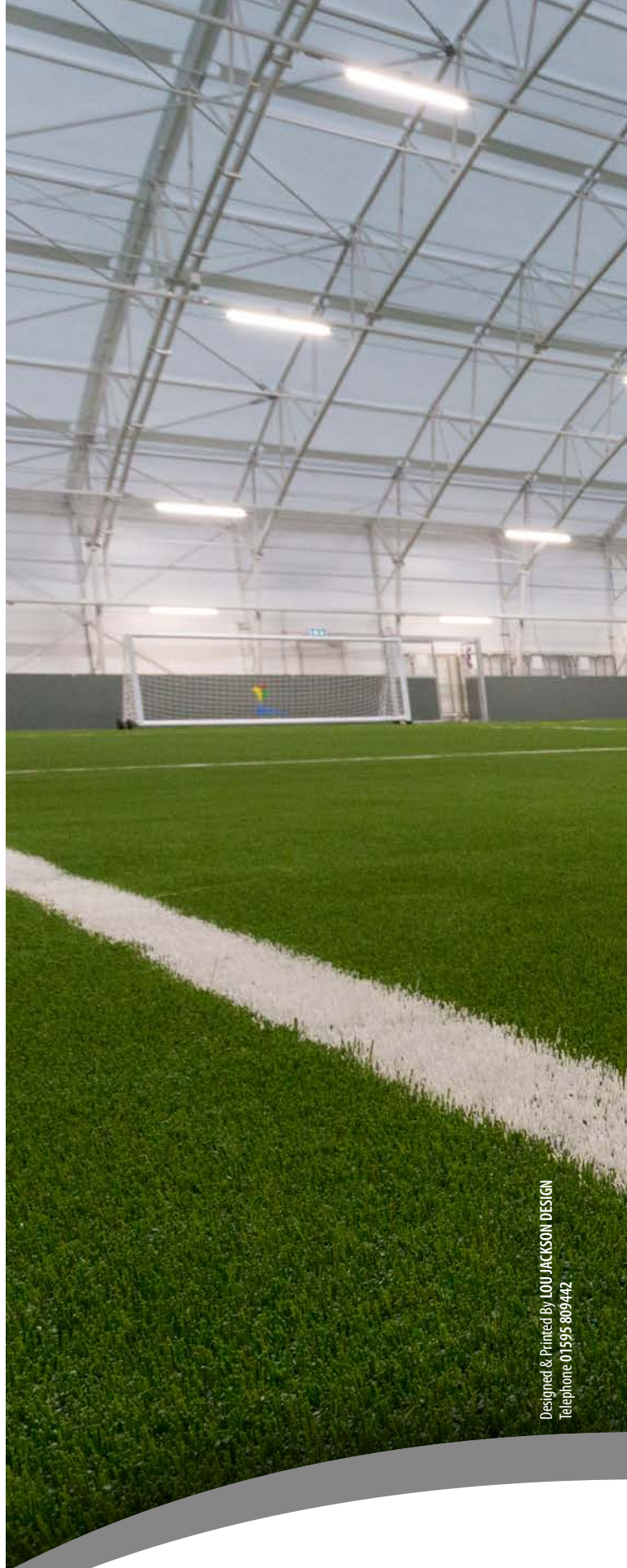
I made many good friends during my 22 years (1982-2003) relationship with trustees, officers and management and look back gratefully for the edges knocked off me – a Southerner – by the proud and forthright representatives of the Council and Trust. Shetlanders are truly a breed apart.

With kind regards & best wishes

Bill Stoner



shetland recreational trust



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