



shetland recreational trust

Enhancing Island Life



Annual Report 2019-2020

Vision

Improving lives
through sport and
leisure activity

Mission

To inspire and
support people in
Shetland to be
active and healthy

Values

Trust
Enjoyment
Inspiration
United
Innovative
Passion

OUR EIGHT LEISURE CENTRES



shetland recreational trust

Enhancing Island Life

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Board of Trustees

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Mr Lyle Williamson

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General Manager

Mrs Shona Nisbet

Head of Operations & Business Development

Mr Andrew Lyall

Head of Assets & Business Support

CHAIRMAN'S REPORT

Shetland is home to only twenty three thousand people but Shetland Recreational Trust welcomes nearly eight hundred thousand admissions every year. Our network of leisure centres is an integral and essential part of the fabric of the Shetland community. The value that SRT provides in the form of reduced health and social care costs, lower levels of workplace sickness, improved community resilience and other benefits would be almost immeasurable, if it hadn't been partially measured already and found to be worth easily more than three times the costs invested.

This difference between just counting the numbers of users, of counting how many classes we offer, and instead understanding how SRT improves the quality of life for all the people in Shetland is something the Trust has had to focus on this year. Our main funder, the Shetland Charitable Trust, has introduced their new grant scheme and we are going to have to change many of the ways we look at the usage of our centres. Being able to explore how SRT can promote inclusion and reduce inequalities in Shetland is something Trustees are embracing. We also want to understand how our activities support other organisations. We now have staff trained to deliver the Otago exercise programme across every Trust facility. We can count attendances but it is even more valuable to understand that the programme has significantly reduced the number of falls among elderly people, which has resulted in a measurable reduction of emergency admissions to hospital. This relieves pressure on NHS Shetland.

We look forward to working with Shetland Charitable Trust to ensure they can see the value that SRT provides and we remain grateful for the current and historic support that we have received from them.

It's worth mentioning that this year saw the official opening of our new gym at Clickimin. That's welcome because it is such an incredible facility but it also marks the end of more than five years of major construction activity that was started in 2014 to accommodate the new Anderson High School. Our 60:40 facility, our new reception, the school use areas and now the gym give Clickimin a purpose and a capability suitable for another generation. Our valued relationship with Shetland Islands Council is more important than ever.

The coming year is going to have plenty of challenges for everyone in SRT.

There are difficult decisions to be made around our aging estate as the buildings continue to show the effects of wear and tear. We do not yet have the financial strength to afford timely replacements of entire roofs and we will have to 'make do' for many problems. We will need to decide if our community needs or wants items such as our flumes enough to justify the cost of repairs using money that could provide services elsewhere.

In January our General Manager James Johnson confirmed his impending retirement. The Trust has started a process to find his successor and his departure will have happened before my next report. This will be a huge change for the SRT after twenty five years under James' leadership and we will be sorry to see him go, while still wishing him the best for whatever he wants to do next.

And as if life wasn't interesting enough..

In March the entire country began to see the impacts of the Coronavirus pandemic. On 17th March 2020, after weeks of continually monitoring the situation and making adjustments to maintain as close to normal service as possible, it was decided to close SRT properties to public access.

How, and when, to reopen will be an unprecedented challenge for everyone at SRT. In dealing with this situation we will be guided by the latest advice from the Scottish Government and Health Protection Scotland. I've said already how important Shetland Recreational Trust is to the Shetland community. We will have a big role to play in supporting Shetland's health and wellbeing as the circumstances allow but we must protect our staff first and foremost. That means we will reopen when we are ready and not before.

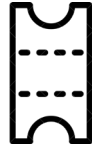
In conclusion I would like to thank James and all his staff. They provide so much, for so many, so often that I worry they might be taken for granted and not fully appreciated for the service they provide to Shetland.

Bryan Leask

SRT IN NUMBERS

Admissions to all Centres

761,939



Opening Hours



26,308

Admissions to Swimming Lessons



32,392

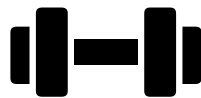
Outdoor Activities

36,798



Group Fitness Classes Attended

55,725



School Attendances



156,608

SRT Subscriptions



437

Corporate Subscriptions

770



Health Promoting Classes

2,704



Public Swims & Hydrotherapy



91,902

Facebook Likes



7,564

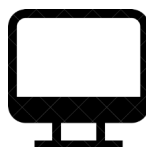
CLC Twitter Followers

225



Website Hits

89,268



Overall Customers Satisfied with
their Visit



99%

CUSTOMER SATISFACTION SURVEY

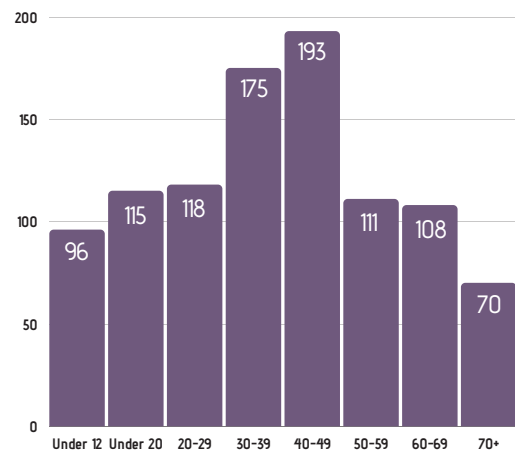
SRT only exists because of its customers. Measuring and analysing customer satisfaction can help us to develop action plans for service improvement, retain the customers we have, motivate employees and provide insights into how to attract new customers.

Each year Shetland Recreational Trust undertakes a Customer Satisfaction Survey and the following reflects the survey results for the period 7-20 February 2020.

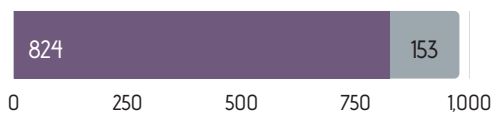
The effective administration of this survey is one of a number of service targets which validates the funding awarded to SRT by the Shetland Charitable Trust.

Achieving a high level of customer satisfaction is critical to the success of the Shetland Recreational Trust.

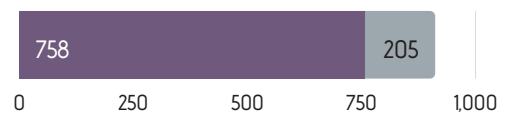
What age group do you belong to?



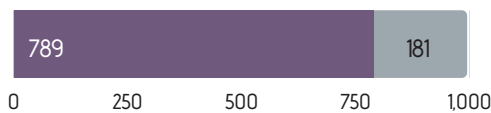
Overall, how satisfied were you with your visit today?



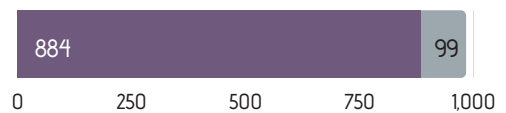
Overall, how satisfied were you that your visit today was value for money?



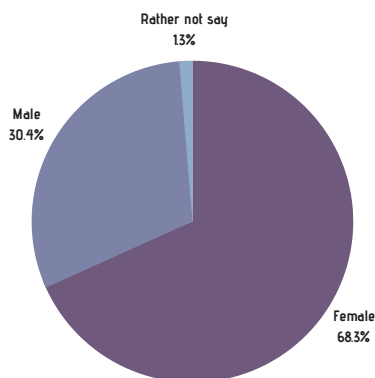
Overall, how satisfied were you with the cleanliness of the centre?



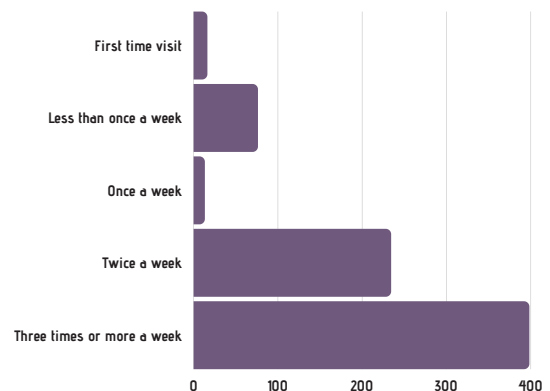
Overall, how satisfied were you with the friendliness/helpfulness of the staff today?



Gender profile



How often do you typically visit the centre?



CLICKIMIN LEISURE COMPLEX

CLICKIMIN LEISURE COMPLEX

Lochside, Lerwick

Shetland, ZE1 0PJ

Telephone 01595 741000

www.facebook.com/ClickiminLC/

ROBERT GEDDES

MANAGER

ADMISSIONS

494,501



What we have achieved

- Launch of new ICG cycle studio in Apex. Design includes 27 new ICG7 bikes, new lighting, sound system and projection to deliver multiple classes per week with classes broken into three disciplines namely classic rides, MyRide Live and Coach by Colour classes. We've also offered fitness testing in the form of Functional Threshold Power (FTP) tests for customers and have been delivering sessions to sports teams as part of their off season fitness programmes.
- Opening of the new central reception and main entrance to the Complex.
- Supervisory staff successfully completed the emerging leaders programme and implemented changes within departments through their studies.
- Development of health specific rehabilitation classes led by specialist instructors in partnership with the NHS to continue delivery of classes for clients who've suffered from neurology issues, cardiac rehabilitation, OTAGO falls prevention classes and MS. Within these sessions we also provide education where different services visit (pharmacy, diabetic nurses, podiatrist and dietitians) to keep our customers up to date and help them manage conditions.
- Opening of Caffe Volare in April to deliver the catering services within the Complex.
- Also in Partnership with NHS Shetland Healthy Shetland was launched with first groups starting education and gym sessions. The course aims to help people obtain a healthy BMI, make lifestyle changes, gaining confidence in the gym environment and to gain companions to enjoy the journey with. During the first four months of the programme customers receive access to SRT facilities free of charge to set them on their way to new lifestyles.



What we have achieved (continued)

- National Fitness Day (NFD) was a great achievement. Across the Trust nearly all centres took part offering more or different activities on the day promoting getting active is fun. Many of us find it difficult to fit regular exercise into our busy lives and NFD is a chance to rethink our routines and take steps to a more active and healthier lifestyle. Four of Clickimin's Fitness team took up the challenge and cycled nearly 100 miles in one day visiting all of SRT facilities, gathering a great social media following throughout the day.
- Developed flooring solutions to accommodate both bowling bookings and exam space for prelims and final exams with minimal disruption.
- Additional junior classes provided where waiting lists exist.
- Provided additional lockers within the dry side of the Complex in main foyer, multi-use and squash courts to improve provision and security for customers.
- Working in partnership with the Shetland Junior Football Association and the Scottish Football Association to deliver pro coaching sessions during the holiday periods of Summer and October.
- Added new junior activity classes namely mini sports mix and peerie crafters.
- New holiday activities added to extensive programme peerie performers and peerie crafters.
- Customer survey conducted for junior activities and actions taken based on results.



'Really lucky to have these facilities. Staff are all really lovely and friendly!'

'Good banter and friendliness of instructors Skilled & knowledgeable too.'

Customer Satisfaction Survey Comment

Watch Out For...

Informal fun family sessions during the winter months.

More activities with emphasis on getting people to move more and more often.

The Hatton Academy combines professional boxing training and functional fitness to create a unique training system, providing a safe, fun and effective boxing for fitness sessions.

Developing staff to a higher level in different aspects of fitness and health specific (exercise referral, neurology, diabetes & nutrition)

Introducing more health specific classes for long term conditions.

Training staff to a level to introduce pre & post-natal classes.

Open day to celebrate 35 years of Clickimin main building and the 25th anniversary of the Pool building and Bowls Hall.

CLICKIMIN POOL



'The Clickimin Health Suite and pool facilities are just wonderful. Best Health Suite I've been in and pool staff are truly awesome!'

Customer Satisfaction Survey Comment

What we have achieved

- Continuation and re-enrolment into Scottish swimming National framework Programme, ensuring progress and continuity of teacher.
- RLSS Young achievement awards based on limited Rookie lifeguard programme.
- RLSS Rookie Lifeguard Gold awards completed for first time.
- Ability Shetland partnership weekly classes, final gala and certificate presentation.
- One to one lessons for children with specific needs identified by local schools and run in conjunction with SIC sports and leisure department.
- Shetland canoe club continued support winter activities to develop the skills to allow canoe users to go outdoors in summer months.
- Continued support to the NAFC, allowing sea survival training to take place within the pool.
- Sauna refurbishment in health suite.
- Adult and baby classes increased participation with safe fun sessions with qualified teacher.

Watch Out For...



RLSS life support certificate teaching emergency first aid to children.

Summer Swim schools offering intense tuition across all levels from learn to swim programme.

Swimming stroke development sessions to enhance progress in 4 key strokes.

Synchronised swimming sessions from national framework based on fun sessions.

New fun holiday programme with supported sessions.

Adult swimming lessons for beginners and improvers.

New inflatable sessions during school holidays.

Changes to the pool timetable.

Re-introduction of pool birthday party options.

CLICKIMIN EVENTS

Clickimin Special Events 2019/20

Clickimin may be best known as a sports centre but it is also Shetland's biggest entertainment venue, holding 1,500 customers at concerts held in the main hall. Some events take place on an annual or bi-annual basis and have been carefully considered when the service level agreement was put in place with the education department so there is no disruption to the Anderson High School's use of the main hall for PE lessons.

03-05 May	Shetland Folk Festival 2019
11 May	Bambeenies
07-09 June	Rotary Club Wellness Show
24 August	Shetland's Strongest Man
29 August	Scottish Election Count
29 September	Shetland Wool Week Opening Ceremony
12 October	Accordian & Fiddle Festival
08-10 November	Craft Fair
22 November	Shetland Sports Awards
28 January	Up Helly Aa



The past 12 months have seen the usual wide range of events from 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.

2019 Shetland Sports Awards

Young Volunteer of the Year

Eve Wiseman

Volunteer of the Year

Glenn Gilfillan

Technical Official of the Year

Jim Robertson

Coach of the Year

Maggie Kay & Abbey Irvine

Young Team of the Year

JIC Hockey

Team of the Year

Shetland Ladies Netball

Young Sportsperson of the Year

Katie Dinwoodie

Sportsperson of the Year

Edward Oldbury

Lifetime Endeavour Award

Sandy & Sheila Peterson



UNST LEISURE CENTRE

UNST LEISURE CENTRE

Baltasound, Unst

Shetland, ZE2 9DY

Telephone 01595 807701

www.facebook.com/ULC88/

MATTHEW COX

MANAGER

ADMISSIONS

23,451



What we have achieved

- Centre staff have continued to offer activities and classes for all ages throughout the year. We are constantly trying to improve the service to our customers.
- The Learn to Swim sessions and cardio dance activity were the most popular among our users.
- Christmas competitions and sporting pursuits continue to prove popular with locals and visitors alike. These opportunities allow other users to use the other facilities on offer within the centre. In September there were various fitness opportunities available as ULC took part in National Fitness Day.
- The old community room has been emptied and now houses ten spinner nxt bikes for our spinning classes. The addition of themed lighting and cooling fans has helped improve the experience with positive feedback received.
- Nordlea kept hold of the ULC Company Heroes Cup and once again will be the team that others look to topple.
- The Centre maintained its 4 star Visit Scotland rating and continues to hold the Green Tourism Silver Award.



'The Unst Leisure Centre is at the heart of our community.

The staff are very friendly and there is a big range of activities for all ages and abilities.'

Customer Satisfaction Survey Comment



'You can't beat the staff at the Unst Leisure Centre. They are all helpful, very friendly, motivating and nothing is ever too much trouble. We are very lucky to have this amazing centre.'

Customer Satisfaction Survey Comment

What we have achieved (continued)

- The Jog for June challenge encouraged individuals to complete the marathon over the course of the month. All those that completed this were entered into a prize draw with the suspension trainer heading to Whalsay.
- Otago and Silver Sneakers continue to prove popular and this year saw the addition of a senior circuit class in the fitness suite.
- 10 local groups have also made regular bookings which helps to increase the number of sporting opportunities available here.



Watch Out For...

Cycle hire becoming available at the Centre during the year.

Novel challenges and the return of popular ones over the months ahead.

YELL LEISURE CENTRE

YELL LEISURE CENTRE

Mid Yell, Yell

Shetland, ZE2 9BN

Telephone 01595 807704

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

DAVID GEAR

MANAGER

ADMISSIONS

31,989



What we have achieved

- It has been another busy year at Yell Leisure Centre with the facilities being extensively used by a range of clubs and groups, individuals and of course the local schools.
- The Mid Yell School made use of the leisure centre every day during the school term with the Cullivoe and Burravoe schools visiting on Thursday afternoons. The schools use the facilities for P.E., swimming lessons and lunch time activities.
- After school activities are also a key part of the centre's operation, these activities include swimming lessons, children's games, junior leisure club, badminton coaching, netball coaching, trampoline, and football coaching. This ensures the centre is a busy place when the schools come out!
- This year the unit which provides the building with hot water failed and needed to be replaced, this meant that centre had to close for a few days in October and a replacement was successfully installed by the in house technical services team. Remedial work was also carried out repairing a number of roof leaks but further work will need to be carried out on the roof in the near future.
- Continuing maintenance is essential to ensure the smooth operation of the facility, particularly when you are dealing with a building and equipment which is now over 30 years old.
- The Leisure Centre once again received very positive feedback from its annual customer satisfaction survey. 117 customers participated in the survey and we are proud to say that 100% of customers surveyed were either satisfied or very satisfied with the helpfulness of staff and the cleanliness of the facility.



'I am very satisfied with the service at the Mid Yell Leisure Centre. The staff go out of their way to be friendly and helpful. They always make us feel very welcome.'

'Excellent staff helping bairns progress with their swimming classes as well as having fun and games.'

Customer Satisfaction Survey Comments



This photo, taken in 2002, shows Dean has been interested in badminton for quite some time! Thanks to training and determination from a young age, he won the Yell Badminton Tournament for the first time in February 2020.

Well done!

Watch Out For...

We will deliver the new "Healthy Shetland programme" which has been developed in collaboration with NHS Shetland to support people to make healthy lifestyle changes in a way that works for them.

We are looking into the possibility of converting the squash court into a "functional training area" very similar to what has been set up at Whalsay Leisure Centre.

'The Yell Leisure Centre, and other Shetland facilities, are fantastic. They deserve to be well supported to promote health, social and sporting activities.'

Keep up the good work!

Customer Satisfaction Survey Comment

NORTH MAINLAND LEISURE CENTRE

NORTH MAINLAND LEISURE CENTRE

Brae

Shetland, ZE2 9QJ

Telephone 01595 807710

www.facebook.com/North-Mainland-Leisure-Centre-141200569046605/

LORRAINE GIFFORD
MANAGER

ADMISSIONS

45,088



What we have achieved

- Several days where we have borrowed the giant bouncy castle from Clickimin. More than 250 people used the Centre with the fun run in the pool the day after Lerwick Up Helly Aa.
- Introduced a new pool inflatable which has proven very popular.
- Otago - An exercise class which helps prevent falls by improving strength and balance in conjunction with Shelley Anderson, the NHS Falls Prevention Coordinator.
- Introduced a trampet fitness class which is tough but fun.
- Introduction of a stretch and relax class with soothing music and low impact exercises.
- The regional hockey facility is still very well used with some fierce competition taking place.
- NMLC successfully hosted the Total children's Christmas party with appearances from some exciting guests including Santa and Mickey Mouse.



- Fun days became very popular with staff entertaining the children all day and again includes swimming.
- One to One lessons are very popular in the pool with all spaces full.
- Maria Wishart's Holiday Swimming Bootcamp was again full which provided some quality swimming lessons as well as great fun!
- The pool hosted the head to head swimming competition and a triathlon competition.

'Very friendly, helpful and motivating staff!
The classes are great too. These things have a positive impact on my mental wellbeing.'

'The staff at North Mainland Leisure Centre always go above and beyond to ensure every visit is positive. They couldn't be more helpful.'

Customer Satisfaction Survey Comments



'I really enjoy the time I spend at North Mainland Leisure Centre. The staff are all friendly and approachable. This makes the atmosphere very relaxing.'

Customer Satisfaction Survey Comment

Watch Out For...

The introduction of Healthy Shetland Weight Loss Programme run in conjunction with NHS Shetland.

More Fun Days to entertain children in the school holidays.

WHALSAY LEISURE CENTRE

WHALSAY LEISURE CENTRE

Symbister, Whalsay

Shetland, ZE2 9AA

Telephone 01595 807707

www.facebook.com/WhalsayLeisureCentre/

ANGELA WILLIAMSON

MANAGER

ADMISSIONS

39,955

What we have achieved

- **HIIT (High Intensity Interval Training)**

Our new HIIT mix class has proved very popular with a waiting list most weeks. We provide a mix of HIIT and strength exercises using steps, mats and weights which give a total body workout. We are hoping to get more equipment which would enable us to increase class size and allow more versatility with exercises.

- **PowerAqua**

This is a high intensity aqua session in the pool which provides a mixture of cardio and strength exercises giving you a powerful full body workout. This was introduced by Abbey Irvine as a taster session and we had to put on three classes to meet the demand! Along with the already popular three weekly classes of Aqua Aerobics, we were hosting six classes each week!

- **Power Swimming & Adult Swimming Lessons**

These have been added to our adult fitness programme which has ensured we have a large variety of fitness classes on offer. Power Swim is a session with motivating music with lesson plans available to follow from staff.



- **Otago**

We have continued to run two successful classes this year with more people joining. We can see the physical benefits this class has on our clients as well as the cup of tea afterwards which is a great confidence-boosting social meeting.

- **Spinning**

The addition of six extra bikes has been a big help in meeting the demand for spinning. We currently have two full classes run by Rosalyn Polson and Yvanna Montgomery. The occasional duathlon and triathlon are thrown in to offer more of a challenge!

- **Junior Activity Programme**

Our current programme of junior activities runs throughout most of the year and offers a wide range of activities. These include swimming, badminton, hockey, trampolining, football, netball and junior gym for all ages from pre-school to teenagers.



'Very friendly staff, very positive, always trying new ways to involve people.'

'So grateful we have this facility. Tried new course in the last weeks. Staff are always looking for new ideas to try.'

Customer Satisfaction Survey Comments



'Very happy with the Centre and staff care. Starting a new routine and have so much support in achieving my goals.'

Customer Satisfaction Survey Comment



Watch Out For...

Revamp in the Fitness Suite

Rookie Life guarding

30th Anniversary Celebrations

WEST MAINLAND LEISURE CENTRE

WEST MAINLAND LEISURE CENTRE

Aith, Bixter

Shetland, ZE2 9NB

Telephone 01595 807713

www.facebook.com/westmainlandleisurecentre/

IAN SIMPSON

MANAGER

ADMISSIONS

53,897



What we have achieved

- A balanced activity programme, school use, club bookings and other community groups ensured another successful year at the West Mainland Leisure Centre.
- The Climbing Wall has become more established since opening in April 2018. Increasing numbers of customers are completing their inductions which allows independent use of the facility.



- Another positive Visit Scotland audit confirmed an improved five star rating score. The aim is to maintain and build upon this score where possible. Feedback from our customer comment forms and surveys enables us to make adjustments and improvements.
- The Aith Junior High School continues to make valuable use of the facilities four out of five days throughout the week. The centre is delighted to host the Aith and Skeld schools for the delivery of their swimming curriculum.
- As the Centre moves into its eighteenth year the staff continue to provide a large range of activities to the west side community and beyond. Adult and Junior activity programmes are scheduled during each school term period and holiday period throughout the year. These programmes prove popular and new activities are planned to help keep activities fresh.



'West Mainland Leisure Centre has got great facilities and excellent staff who are always very helpful, friendly and approachable.'

Customer Satisfaction Survey Comment

'We have been using West Mainland Leisure Centre for several years now and I always find the staff friendly. It is very community focused and it is also great value for money.'

Customer Satisfaction Survey Comment



Watch Out For...

Improved lighting installed in the Main Hall

Expanding on existing activities and utilisation of the outdoor area

Developing additional routes and awards on the Climbing Wall



SCALLOWAY POOL

SCALLOWAY POOL

Scalloway

Shetland, ZE2 9NB

Telephone 01595 807716

www.facebook.com/scallowaypool93/

RICHIE GARDNER

MANAGER

ADMISSIONS

41,670



What we have achieved

- The pool manager splits their time between Scalloway and South Mainland Pools, meaning best practice has been taken from each centre to improve costs, efficiency and customer satisfaction.
- Pool parties with the large inflatable and the use of the viewing gallery for party food after, continues to be very popular with bookings rising again this year. It is now a rarity that we don't have a private party booked on a weekend outwith normal opening hours.
- The holidays see a popular mix of public swimming, Over 50s sessions and fun swimming for the bairns - everything from aqua run inflatable sessions, large float sessions, Learn to Dive lessons and Deep End Test classes. The inflatables and deep end test sessions have proven extremely popular with these sessions at near capacity throughout the summer holidays.
- Various schools use Scalloway Pool with additional time set aside for 'top up' lessons - these are attended by pupils who need extra tuition to reach the Scottish standard.
- The pool is also hired by the Bells Brae Primary School, Bells Brae ASN Department, Anderson High School ASN Department and the ASN group from local schools.
- 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.
- The email and online booking systems have meant that the lesson booking process is much less stressful with the majority of customers embracing this online booking service.

'Absolutely lovely place to go, staff could not be better. Nothing is too much bother - the main reason I keep coming back!'

Customer Satisfaction Survey Comment

What we have achieved (continued)

- Beginners and Improvers sections have been added to our adult swimming lessons. The beginners class is now fully booked and there has been a sharp increase in the numbers for adult lessons.
- The Halloween Aqua Disco was sold out with children receiving prizes for best lantern, musical statues, fun games and dooking for apples.
- Scalloway Pool, along with South Mainland Pool, offered SRT's first 'like and share' Facebook competition. The winner drawn at random, Andrea Henderson, won a month long aqua swimming subscription. The aim of the competition was to promote our facilities to a wider audience and to highlight the life benefits of swimming. This was very successful with the posts being shared over 620 times and reaching over 37,000 Facebook users. Since the competition ended we have seen an increase in subscriptions and adult lessons with nights being busier for public swimming.

Relaxed ASN Sessions

On 6th March, Scalloway Pool offered its first 'Relaxed ASN Friendly' session - aimed at families with children who require additional support.

**These sessions will run every
Friday from 1700 to 1800**

- The atmosphere will be relaxed with lanes for swimming lengths as well as areas open for family fun activities.
- Lighting and noise will be kept to a minimum.
- Larger changing areas will be made available for ASN and family use.
- Hoist facilities will be available to make the pool more accessible to all.

Everyone is welcome at these sessions but will be asked politely to observe as much silence as possible to help with the relaxing environment.

We hope these sessions will encourage families to come to the pool who may find it difficult at other times.



Watch Out For...

Relaxed ASN Sessions

Continued improvement of adult classes

Increased individual lesson availability during the week

SOUTH MAINLAND POOL

SOUTH MAINLAND POOL

Sandwick,

Shetland, ZE2 9NU

Telephone 01595 807719

www.facebook.com/SouthMainlandPool/

RICHIE GARDNER

MANAGER

ADMISSIONS

31,388



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.
- Like all SRT centres, staff undertake a minimum of three hours of staff training a month, with extra centralised courses this year as part of the introduction of the new Scottish Swimming Framework.
- 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. This also gives regular customers the opportunity to book before classes open to the general public.
- Pool Party bookings are still steady with inflatable parties being very popular. Parents enjoy the practicality of having everything in one building while the children love having the whole pool to themselves and their friends.
- The South Mainland Amateur Swimming Club uses the pool for two hours of training every week. The club is a mix of primary and secondary children. The club also holds its race nights in June and November as well as fundraisers within the pool.
- This year saw a change in staff members:
 - Bryden Baronet was promoted to a permanent part-time position following a successful apprenticeship. Bryden continues to work on completing his SVQ in this position.
 - He was replaced in October 2019 by Ryan Johnston who has started his SVQ.
 - Senior Leisure Attendant Ross Stopper moved on to start his own IT Business; Full-time Leisure Attendant Sean Bell left for a new challenge; Sophie Morris left for University.
 - Ryan Keddie filled the role as Senior Leisure Attendant, bringing years of experience from Clickimin Leisure Complex; Jan Price took on additional hours; and Michael Irvine has been working on a casual basis to fill the void.The new appointments have received excellent feedback from both management and customers.
- Education figures remained similar to last year with the three South Mainland schools using the facility. This saw local PE Teacher Joan Smith deliver swimming lessons for the children. Pupils requiring more input attended 'Top Up' lessons with the pool staff twice weekly through Active Schools. 14 pupils were identified for the programme and made significant progress through the extra tuition.

What we have achieved (continued)

- Swimming lessons remained popular and in high demand which led to changes and improvements in the booking process to benefit both staff and customers. This has seen the preferred method of booking lessons moving to online booking rather than phoning or dropping by the facility.
- Lessons are booked in blocks and follow the school timetable, with a mixture of eight and twelve blocks dependent on the length of the school term.
- The intensive swim schools during the holidays continued along with one-to-one lessons to meet demand which were well attended. Customers saw it as a great way to build on skills learned during term time. Children attending each rather than weekly saw great improvements in confidence and overall ability.
- 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 & Flippers, Learn to Dive, Large Float Sessions and Deep End test training classes. Both the Aqua Run Inflatable and the Deep End test classes proved extremely popular during the holidays with nearly full attendances throughout.
- Due to popularity and demand, our Ladies Only Session on a Thursday night was extended to 90 minutes instead of 60 which have been really well attended.
- 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 practice and were the exclusive customers this year.

Relaxed ASN Sessions

On 6th March, South Mainland Pool introduced its first 'Relaxed ASN Friendly' session – aimed at families with children who require additional support.

**These sessions will run every
Friday evening from 1700 to 1800**

- The atmosphere will be relaxed.
- Lighting and noise will be kept to a minimum.
- Lanes are made available for swimming whilst a family fun area will also be available.

Everyone is welcome at these sessions and customers will be asked to help keep the relaxing atmosphere throughout.

We hope these sessions will encourage families to come to the pool who may find it difficult at other times.

**'Can't fault any of the staff,
so helpful and knowledgeable.
Very supportive in their
swimming lessons.'**

Customer Satisfaction Survey Comment

Watch Out For...

Relaxed ASN Sessions

**Rookie Lifeguard classes in the
holidays**

Pre-School classes after school

HEALTH SPECIFIC CLASSES

Why do we do these classes?

We run these classes to help improve the quality of life for the participants taking part. The exercises performed are targeted towards improving their activities of daily living, giving them the ability to stay independent for longer by improving their strength, balance and fitness. For all the conditions we work with in the classes, exercise has been shown to play a big role in the recovery process and give them a chance at living a fuller, healthier life. The social aspect of the classes is just as important as the physical aspect as it improves the mental well-being of participants, particularly those who live alone. Feedback we've received from classes often focuses on the fact they have made friends and it gives them a reason to leave the house – which keeps us motivated to continue such important classes within the Clickimin.

Core3 – Our core 3 class is aimed at people with Multiple Sclerosis or other similar neurological diseases, such as functional neurological disorder, brain injuries, Wilson's disease and others. The class runs once a week and generally consists of 30 minutes of pilates based mat work followed by a 30 minute circuit. The aim of the class is to help keep individuals with neurological conditions independent and functional. There is much evidence to suggest that for those with MS doing exercise can help with many MS symptoms, including bettering feelings of fatigue – a common side effect of MS, so for these individuals' exercise is very important.

FAME (Fitness and Mobility Exercise) – This class is aimed at those who have previously had a stroke and are looking to regain their mobility and fitness. Our class is mainly a circuit based class meaning that it is achievable for people of any ability, as it can be done at their own pace. To finish off the class we vary between carrying out balance exercises, strength exercises and we always finish with a brain training exercise which is just as important as the physical exercises for those who have had a stroke.

'I come to Clickimin Leisure Centre to improve my balance and leg strength in the senior class. My balance is improving... It has helped me socially a great deal. Where I live there is not much interaction between people. I was only seeing people when I went shopping. I have made some really lovely friends.'

Comment from Health Class Attendee

Cardiac class – the cardiac class is for people who have had a cardiac event or have been diagnosed with a cardiac disease. Individuals are given an exercise "prescription" where they work at their own ability and intensity depending on their fitness level. The main aim of the class is to increase cardiovascular fitness and heart health. The main overarching aim of the class is to give individuals confidence in their fitness and ability post cardiac event to encourage them to be active at home and keep healthy. The class receives referrals from the NHS cardiac nurse once they have been through the 8 week "Phase 3" class run by the nurses. Once completed and deemed safe to exercise, individuals are referred onto Clickimin's Phase 4 class where they can attend for as little or as long as they wish. Each week an educational session is held where professionals from a range of backgrounds are invited to run a 30 minute education session to the participants of both the cardiac and the seated cardiac class. The sessions range from teaching basic life support, health improvement, diabetes management, financial support, heart disease and much more. Both the education and the class are well received by individuals taking part.





Seated Cardiac – our seated cardiac class is for the higher risk patients who have more difficulty with movement, balance and get increased symptoms. The class is based working around your own chair and is mostly done seated, although sometimes standing work is also encouraged. We work on cardiovascular fitness, strength and flexibility work. The class helps keep the heart healthy, maintains independence of the people attending and most importantly gives them that all important social interaction. People who attend the seated cardiac class are also encouraged to attend the educational sessions where they mingle, learn and get a cup of tea.

FAB (fitness and balance) – This class is aimed at individuals with Parkinson's disease or similar conditions. The class varies from week to week, but the main aim is to have fun! The class begins with a warm up and some shouting exercises, a very important thing to practice due to parkinson's side effects. We play games that involve using reactions which helps the brain to send signals to the body, something that is affected. We also include an element of strength and balance work to help maintain independence in individuals. The difference in individuals walking in to walking out of their 45 minute exercise class is incredible and shows the impact that exercise can have.

OTAGO – OTAGO is a strength and balance class aimed at elderly people who have had a fall or are at risk of having a fall. It is a chair based class where we use ankle weights to strengthen important muscles to keep legs strong and balance exercises to help with balance issues and improve proprioception. The class finishes with walking balance exercises to really challenge the individuals. All participants are welcome to stay for a cup of tea. A few times a year we take an 8 week block to invite professionals along to give education sessions around a variety of topics, such as physiotherapy, podiatrists, eye sight, financial support and much more.

'I am ninety one and live on my own so coming to Clickimin and taking part with other people in an exercise class means a lot to me. The strength and balance exercise keeps me mobile and on the move. The staff at Clickimin are all very helpful and encouraging. Sitting down and having tea after exercising, meeting old friends and making new ones makes Thursdays very special.'

Comment from Health Class Attendee

TRAINING

SRT training completed 2019/20

IQL – First Aid at Work – Renewal candidates	4
IQL – Emergency First Aid at Work – New candidates	11
Health & Safety Level 2	16
Swimming Pool Technical Operators certificate	3
Pool Plant Information update	15
Water Testing Workshop	19
Shetland Child Protection Committee – Keeping Adults and Children safe	32
Child Wellbeing & Protection in Sport Training	1
Scottish Swimming – CPD sessions	39
Scottish Swimming – Teachers Qualification	6
Scottish Swimming – Teachers Conversion course	3
Scottish Swimming – Tutor update	1
Scottish Badminton – Level 1	1
Fat Burn Extreme (FBX)	9
Fitness Instructor Gym – Level 2	8
ICG Training	1
Strong by Zumba instructor	1
SyncLab Skills Session	1
Healthy Shetland Training	21
Payroll Alliance – HR and payroll update	1
Emerging Leaders Workshops	4
Excel – Level 2	7
Excel – Level 3	7
Abrasive Wheels	1



Fatburn Extreme is a new concept in instructor led fitness training and weight loss exercising. The first of its kind, it is a fixed 20 minute, maximal intensity workout with no dictated rest periods. This means participants will work until failure and rest only for recovery, making it specific to the individual regardless of age, gender, or current fitness capabilities. Pre-designed workouts, using basic body weight exercises, allow instructors to safely deliver the FBX training one-to-one, in small groups, or in larger class environments. No equipment is necessary, little room is required, and it only takes 20 minutes. It is a new mindset and there is no place for pace.

Compound movements are incorporated which provide focused metabolic responses and hormonal stress leading to an increase in resting metabolic rate. Exercise of this nature has proven to yield more positive results and increase fitness levels in a shorter period of time.

Maximise results in minimum time, boosts metabolism and optimises fat loss, improves functional speed, power and strength, increases aerobic and anaerobic capacity.

It is short, safe, simple and effective and shows results in a short period of time what could be better?

FBX is an international brand and delivered by qualified instructors across the world.

Shetland Recreational Trust have a number of FBX instructors at their Leisure Centres providing these exciting classes.



CUSTOMER FEEDBACK

"Our family have been using the North Mainland Leisure Centre for over 20 years. Our eldest two children were very sporty and able as children who both became excellent swimmers. Supporting able children reach their potential is an excellent achievement – however an even greater achievement is supporting children who are less able. Our third child struggled with sports – but the support from staff at NMLC – notably Lorraine but also Graham and Maria – made it possible for him to take full part in activities and become a competent swimmer.

The activities offered are wide and varied – and particularly the Rookie Lifesaving teaches valuable life skills above the enjoyment of physical activities. The youngest two of our children are now at the stage our eldest two were 15 years ago and it is great to see that the dedication and enthusiasm of the staff has been maintained for all this time.

Clearly what they are doing at NMLC works.

Thank you."

"Coming to the Cardiac Rehabilitation class at Clickimin Leisure Complex helps to keep me motivated to keep fit. I come to Clickimin to improve my fitness which subsequently gives me a better quality of life. It has done this by keeping my fitness levels up as well as giving me the opportunity to meet new people who have been through the same as I have. If this class was not available, I would miss the interaction with the other folk in the class and the staff. I look forward to coming to Clickimin on a Tuesday afternoon as much for the social aspect as for the fitness."

"South Mainland Pool is a great facility in the area which I enjoy visiting, particularly the Aqua Aerobics class! I have health issues and back/leg problems and I use it during bad weather, particularly in the winter months. It's so good to meet up with other people and have a chat whilst exercising, it makes me feel much better."

"The Whalsay Leisure Centre gives a chance to interact with other people and gives me the chance to have Aqua aerobic exercise classes which means I am well supported in the water and able to do exercise which I would not be able to do out of the water. I come to the Centre for socialising and exercise and I enjoy seeing all the children attending their classes. It helps me keep in touch with local people and children. I also get a huge benefit of physical mobility. It has improved my quality of life because I see people I would not normally see and it helps keep me mobile and gives me something to look forward to. It is good to have a laugh and chat with all the other customers. If it was not for the Leisure Centre I would have a very limited social life and due to my mobility problems I would not have the opportunity to take part in any real form of exercise. I would miss the social interaction. It has given me the opportunity of a social life I wouldn't otherwise have had. With the aqua aerobics classes I regularly see a group of ladies twice weekly and the different staff are always so helpful and willing to accommodate my needs, they are such a friendly bunch!"

"Unst Leisure Centre is essential to my health, I come here to keep fit and improve my fitness level. My quality of life has improved since I returned to Unst as I'm fitter than I was prior to the move. Without the facility there would be a detrimental effect on my health as my fitness would slip. The Centre is an important part of the community and without it I'd be very concerned as it would be a big loss to us all. Socially the Centre has been very good for me and my wife Barbara; me meeting up with people I've seen little of and renewing old acquaintances and for Barbara in meeting new people. I'm impressed with the quality of the staff and the help they give here, without which the prospect of coming would be diminished. For me visits to Leisure Centres has been limited prior to returning to Unst but was improved with the tailored classes on offer here."

JOHN NICOLSON

On the 9 October 2019 John Nicolson, the man widely regarded as the father of our leisure and recreation network died aged 82.

John as Director of Leisure and Recreation for Shetland Islands Council in the early 1980's was heavily involved in the planning of Clickimin and the subsequent rural centres.

Clickimin Recreational Trust was formed in 1982 and John donated the first £1, thus enabling a £1 million pound investment by Shetland Charitable Trust which earned enough to cover the annual running costs of the original centre.

John served as Chairman of the Clickimin Recreational Trust and its successor, Shetland Recreational Trust, until 1995 when changes to the constitution meant that Council Directors were no longer ex-officio trustees. He subsequently re-joined the Trust as a Shetland Islands Council representative in 2003 and agreed to remain a trustee after his term as a councillor ended. John was also vice-chairman from 2008 and he attended his last meeting of Shetland Recreational Trust on 15 March 2011, so ending a remarkable association with Clickimin and the Trust.

It is unlikely that we would have had Clickimin Leisure Complex and the seven rural centres that we see today if it had not been for the drive, enthusiasm and foresight of John Nicolson.

At the 2011 Shetland Sports Awards, John received the Lifetime Endeavour Award for all his work over the years and he was honoured to be one of Shetland's torch bearers for the 2012 Olympic Games.

Although no longer a Trustee John continued to take great interest in the work of the Trust and was a regular attender at the Shetland Sports Awards. John will be remembered with great affection and respect and will be sadly missed by all at Shetland Recreational Trust.



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 Chief Executive of the 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
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Kevin Jones and Brian Gray



shetland recreational trust



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