



Item: 9

Education, Leisure and Housing Committee: 13 November 2024.

Pickaquoy Centre Trust – End of Year Performance.

Report by Corporate Director for Education, Leisure and Housing.

1. Overview

- 1.1. The agreement for the provision of services, known as the Service Agreement, forms the basis of the contractual arrangement between Orkney Islands Council and the Pickaquoy Centre Trust. It is based on the requirement in terms of section 14 of the Local Government and Planning (Scotland) Act 1982 for the Council to ensure there is adequate provision for the facilities for the inhabitants of their area for recreational, sporting, cultural and social activities.
- 1.2. As recommended by the Education, Leisure and Housing Committee in June 2019, the Council has agreed to make payments to the Pickaquoy Centre Trust for the delivery of aims and priorities as detailed in the Service Agreement 2019 to 2022. The amount paid for the services is reviewed annually to determine the requisite annual payment for the agreed level of service provision.
- 1.3. The Council has commissioned external consultants, Strategic Leisure, to carry out a review of Orkney's Sport and Leisure provision covering the Pickaquoy Centre Trust and the Council.
- 1.4. Rather than progress with a review of the existing Service Agreement referred to at section 1.2 above, the Service Agreement was extended until September 2024 to allow time for the recommendations for the Sport and Leisure review to conclude and outcomes and actions reviewed and agreed. A further extension of the Service Agreement until September 2025 has been agreed.
- 1.5. A number of meaningful aims and priorities, as detailed below, are included in the current Service Agreement which provides a clear link between the aims and priorities of the Council and partners such as **sportscotland**, Public Health Scotland and Orkney's Community Planning Partnership.

1.5.1.

Aim: Provision of Leisure Facilities – to provide specialist venues, staff and activities to promote sport, leisure and learning.

Priorities:

- Provide facilities that comply with Health and Safety legislation and statutory guidelines.
- Provide opportunities to schools for delivery of curriculum and after school activities.
- Provide opportunities for casual use by the public.
- Provide specialist venues for use by sports clubs.
- Provide specialist venues for use by specific target groups – exercise referral/disability.
- Provide specialist venues and supervision/guidance for athletes who are part of the **sport**scotland Institute of Sport/Performance Development Programme.
- Contribute to delivery of the Council’s Pitch and Facilities Strategy and Physical Activity and Sport Strategy.

1.5.2.

Aim: Provision of Physical Activity and Sport – to increase the number of people taking part in physical activity.

Priorities:

- Work with Active Schools to develop pathways for young people to progress from school to after school and community sport.
- Develop and monitor a range of physical activity and sport opportunities.
- Develop and retain specialist staff for disability and exercise referral delivery.
- Work with specialist sports officers of national governing bodies and Orkney’s Community Sports Hub Officer to contribute to the development of sport in Orkney.
- Contribute to the roll out of Orkney’s Sport Club accreditation scheme to ensure the good practice and governance of facility users.
- Provide Swim Club lane hours for training.
- Deliver the Scottish National Swimming Framework Learn to Swim Programme.
- Develop and deliver a programme of coach led activities for all age groups.
- Develop and deliver holiday programmes.

- Contribute to the reduction of childhood obesity in primary school children.
- Work with other agencies in contributing to delivering a reduction in inequalities in relation to physical activity and healthy weight.
- Operate an exercise referral programme to support healthy eating and increase physical activity.
- Report on the number of children attending Learn to Swim Programme and numbers completing the programme and progressing on to the Orkney Amateur Swimming Club.
- Contribute to the long-term outcome of increasing the proportion of Orkney's population with a healthy weight.

2. Recommendations

2.1. It is recommended that members of the Committee:

- i. Scrutinise the Pickaquoy Centre Trust end of year usage figures and performance covering the period 1 April 2023 to 31 March 2024, attached as Appendix 1 to this report, in order to obtain assurance that the aims and priorities as detailed in the current extended Service Agreement 2019-22 are being met.

3. Monitoring of The Pickaquoy Centre Performance

3.1. Council officers continued to work closely with the Board of Trustees, the General Manager and the Financial Controller for the Trust in providing support through regular monitoring meetings, and most significantly continuation of the annual management fee which continued to be £792,200 in 2023/24.

4. Performance information

4.1. The General Manager of the Pickaquoy Centre Trust provided usage figures and performance for 2023/24, together with commentary for each of the Service Agreement priorities detailed in section 1 above, which are attached as Appendix 1 to this report.

4.2. Performance data for 2023/24 shows most areas of the Trust operation experienced an increase in usage. The overall facility usage of 427,262 visits for 2023/24 represents an increase of 23,002 visits or a 5.7% increase against 2022/23 facility usage, with the areas of operation seeing the most significant increase being:

- Fitness including strength and conditioning +4,629.
- Group Exercise +5,713.
- Junior Activities and Sports Courses +14,000.
- Playing fields +1,940.
- Campsite +948.

4.3. ActiveLife membership sales for 2023/24 remain lower than pre-pandemic levels. However, there continues to be a steady growth in membership uptake, although total memberships are still lower than pre-pandemic levels.

4.4. ActiveLife and ActivesIslands Membership Numbers for the past four years are detailed in the table below:

Date	Total Memberships	Difference relative to 2020
31 March 2020 (pre-pandemic).	2691.	N/A.
31 March 2022.	1989.	(702).
31 March 2023.	2380.	(492).
31 March 2024.	2520.	(171).

5. Annual Accounts

5.1. The annual audited Pickaquooy Centre Trust accounts for the year ending 31 March 2024 have been submitted and indicate an operating surplus of £17,082, with incoming resources rising from £2,650,907 in 2022/23 to £2,990,828, even with income from donations and grants falling from £852,359 to £848,760.

5.2. Expenditure on charitable activities during the financial year 2023/24 decreased by £280,023 from £3,230,951 in 2022/23 to £2,950,928 in 2023/24. The audited accounts show a decrease in expenditure across a number of charitable activities, with the largest decreases being:

- £180,289 staff costs.
- £17,285 other direct costs.
- £16,615 Heating oil.

For Further Information please contact:

Garry Burton, Service Manager (Leisure and Culture), extension 2440, Email garry.burton@orkney.gov.uk

Implications of Report

1. **Financial:** None arising directly from this report.
2. **Legal:** None arising directly from this report.
3. **Corporate Governance:** Not applicable.
4. **Human Resources:** None arising directly from this report.
5. **Equalities:** Equality Impact Assessment is not required for performance reporting.
6. **Island Communities Impact:** Island Communities Impact Assessment is not required for performance reporting.
7. **Links to Council Plan:** The proposals in this report support and contribute to, improved outcomes for communities as outlined in the following Council Plan, strategic priorities:
 - Growing our economy.
 - Strengthening our Communities.
 - Developing our Infrastructure.
 - Transforming our Council.
8. **Links to Local Outcomes Improvement Plan:** The proposals in this report support and contribute to improved outcomes for communities as outlined in the following Local Outcomes Improvement Plan priorities:
 - Cost of Living.
 - Sustainable Development.
 - Local Equality.
9. **Environmental and Climate Risk:** Not applicable.
10. **Risk:** Not applicable.
11. **Procurement:** Not applicable.
12. **Health and Safety:** None directly related to the recommendations in this report.
13. **Property and Assets:** Not applicable.
14. **Information Technology:** None directly related to the recommendations in this report.
15. **Cost of Living:** None directly related to the recommendations in this report.

List of Background Papers

Service Agreement between Orkney Islands Council and The Pickaquoy Centre Trust.

Appendix

Appendix 1 – Pickaquoy Centre Trust – usage figures and performance for 2023/24, including commentary for each of the Service Agreement priorities.

ANNUAL SERVICE LEVEL AGREEMENT REPORT 2023/24

The following aims and priorities are those to be achieved by The Pickaquooy Centre Trust (PCT) within our Service Level Agreement with Orkney Islands Council (OIC) signed 2019.

Provision - Leisure Facilities

To provide specialist venues, staff and activities to promote Sport, Leisure and Learning.

Our focus for this year was further development of relationships to bring increased external funding. The Management Team at Picky have once again worked well to manage expenditure where possible and have seen success in bringing additional external funding into the business as well as improving operational revenue streams. We are grateful once again to OIC for their ongoing support.

The external funding we were successful in bringing in:

Operational Funding -

OIC - Management Fee (Delivery of Leisure Services)	£792,200
OIC - Community Learning and Development (The Hub)	£12,000
Film Hub Scotland - Film Exhibition Fund	£6,000
Orkney Rape and Sexual Assault Service - Film Screenings	£2,000
OIC - Renewable Heat Incentive	£29,106

Operational Total **£841,306**

Capex Project Funding (secured monies only become available on project commencement)

Mountain Bike Track:

SportScotland - Sports Facilities Fund	£242,986
OIC - Community Development Fund	£81,200
OIC - Crown Estate Community Led Development Fund	£50,000

(Project to begin financial year 24/25) **MBT Total** **£374,186**

Swimming Pool LED Display Screen:

SportScotland - Sports Facilities Fund	£46,367
OIC - Community Development Fund	£44,125

(Project to begin financial year 24/25) **LED Total** **£90,492**

Capex Total **£464,678**

Grand Total **£1,305,984**

Staff retention continues to be the biggest challenge presented to the Trust and we once again lost a number of staff whom were multi skilled, with significant experience during the financial period 2034/24.

Priorities

1. Provide facilities that comply with Orkney Island Council's Health and Safety legislation and statutory guidelines;

1.1.The Pickaquoy Centre continues to meet these obligations, with OIC reviewing and auditing all HSE matters. Regular safety inspections are undertaken and certification received to show compliance. All insurances and relevant documentation is up to date and forms part of our annual audits completed by the OIC Client Officer, Garry Burton. We continue to have regular interaction with governing bodies of sports along with industry bodies allowing the team to keep up to speed with any impending changes which may affect the operational processes within the facility. We maintained our close working relationship with OIC over 23/24 to have consistency where possible within local leisure facility operations. The PCT Team continually review procedural documentation, training requirements and potential efficiencies within our operating procedures.

2. Provide opportunities to schools for the delivery of curriculum and after school activities;

2.1. Glaitness	Outdoor Football	1 hour booked
	Indoor Football	100 hours booked
	Badminton	102 hours booked
	Netball	96 hours booked
2.2. St Andrews	Indoor Football	48 hours booked
2.3. Primary School	Swimming	231.75 hours booked
2.4. Curriculum Support	Swim Classes -	no sessions booked
2.5. Picky continue to work with Orkney College on their 'Skills for Work - Sport and Leisure' course - with four participants attending during 2023-2024. Morgan Halford & Fin Haugh from KGS and Jack Doyle & Thorfinn Johnston from Stromness Academy. All attendees gained their Intermediate 1 - Skills for Work Sport and Recreation.		

3. Provide opportunities for casual use by the public (hours minus internal and club bookings);

3.1. Arena	32,800 available: 3139 used.
3.2. Bouldering	48,720 available: 2960 used.
3.3. Squash	26,433 available: 2418 used.
3.4. Main Pool	21,710 available, unable to quantify used hours.
3.5. Leisure Pool	2,829.5 available, unable to quantify used hours.
3.6. Cinema	236,335 available, 24,147 used. *Based on 973 screenings.

4. Provide specialist venues for use by sports clubs;

4.1. Athletics	237 hours (arena) & 218.5 hours (track)
4.2. Badminton	1151.25 hours
4.3. Bouldering	1352 hours (cave)
4.4. Climbing	72 hours
4.5. Cycling	9 hours
4.6. Fencing	168 hours (arena)
4.7. Football	775.5 hours (pitches) 133.5 hours (AWP) 1372 hours (arena)
4.8. Gymnastics	no longer using facility
4.9. Hockey	426.75 hours (AWP) 182.5 hours (arena)
4.10. Kayak	144 hours (pool)
4.11. Martial Arts	93 hours (arena) 107 hours (Quayside)
4.12. Netball	1481.5 hours (arena)
4.13. Octopush	628 hours (pool)

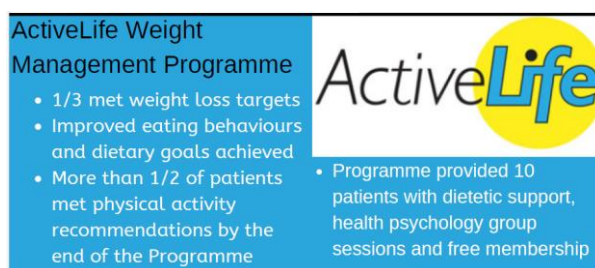
- 4.14. Roller Derby 730 hours (arena)
- 4.15. Rugby 578.5 hours (pitches) 5.5 hours (AWP) 80 hours (arena)
- 4.16. Swim Club 2098.5 hours (pool)
- 4.17. Squash Club 746.5 hours (squash)
- 4.18. Volleyball 239 hours (arena)

5. Provide specialist venues for use by specific target groups – exercise referral/ disability;

5.1. Continued PCT collaboration with the 'Ageing Well' team at NHSO provides a formal pathway to support older adults allowing them to engage in group based physical activity enhancing physical and psychological wellbeing. Following the completion of the NHSO based strength and balance programme, all individuals are offered a supported taster session on site prior to the uptake of a 10 pass activity booklet. Positive feedback from NHSO on the continuation of exercise into PCT mainstream by patients is extremely satisfying.

'Today I attended Emma's class at Picky to assist our two recently graduated patients. When I was there 4 of our previous patients were there and informed me that since I assisted them to the class, they have been continuing to attend, which is great! All of them said how beneficial our class had been to them as well as how Emma's class is further continuing to improve their strength, mobility and confidence within themselves. They were all so grateful for coming to our classes and the collaborative service which we provide, guiding them to further exercise opportunities like Emma's class at Picky.'

5.2. James Linklater/Louise Stewart/Michael Schinkel sit on the NHSO 'T2DP Steering Group', looking at the prevalence of type 2 diabetes and weight management issues within in the County. Working with Amy Davis, NHSO and Leisure colleagues at OIC, we were delighted to launch a Physical Activity Project Pilot. NHSO funding used to provide ActiveLife membership free of charge to 10 participants within the pilot scheme with the objective of increasing the number of NHSO weight management programme participants meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese. The pilot went very well with the PCT Fitness team 'buddying' with participants to build a strong relationship. Below is an NHSO graphic which was used within the NHSO T2DB forum to show the success of the pilot project. Amy Davis keen to replicate project and is working with colleagues internally re ongoing funding.



- 5.3. PCT continues to support the NHSO Infant Feeding Improvement Specialist and NHS Orkney peer supporters who run a weekly walk for parents and children by offering free access to 'Jungle World', soft play space, after their walk.
- 5.4. PCT through collaboration with [versusarthritis.org](https://www.versusarthritis.org) continue to deliver 'Escape Pain' classes that are specific to customers dealing with arthritic pain. We continue to see a number of participants move into our 'mainstream' offerings following completion of this course, we have also programmed an ongoing class for this group.
- 5.5. Disability Awareness training led by DES was undertaken on 14th and 29th September, concentrating on 25 contracted operational staff. An advertising campaign followed this to inform the public of the Hate Crime Charter adopted by The Pickaquoy Centre in Partnership with Disability Equality Scotland.

- 5.6. We offer 'Wellness Sessions' and a number of 'Aqua-Walking sessions' in the swimming pool. These slower paced sessions are aimed at less active swimmers who may have weight, mobility issues or are recovering from an operation. These sessions make use of our disability 'Poolpod' lift which has proven invaluable to many users, giving easier, more dignified access and egress to and from the pool. A number of very positive outcomes for customers who have used these sessions.
- 5.7. PCT offer the 'Wellbeing Clinic' with Therapists who include a registered Osteopath, Sports Therapist, Massage Therapist and a Massage & Mobility Therapist. This year we have begun collaboration with Neuro Physiotherapist, Mary Cowieson from private company 'Move4ward' which has been beneficial to a number of local MS/Parkinsons patients. We will continue to look at further opportunities to develop this area with specialist therapists for further chronic conditions.
- 5.8. Further development of our Family Sensory Friendly Pool session on a Saturday evening to include swimming lessons for children with additional support needs. The environment during this session is altered to remove any unnecessary sounds or distractions of a public session. We have lessons for Beginners, Improvers and Advanced swimmers with the goal of either bringing the swimmers to the point they are comfortable to go into our main Learn to Swim Programme or when they have achieved the Scottish Safe Swimmer award. This has allowed us to offer an alternative to 1 to 1 Swimming Lessons giving children the support they need whilst still benefiting from a group environment.
- 5.9. PCT collaborated once again with, OIC and Scottish Disability Sport for the Orkney Para-sport festival held 23rd February. The festival gave school-aged young people with a physical, visual or hearing impairment or Down syndrome the chance to try a range of sports, the sports included at the festival this year were Climbing, Athletics, Swimming, Kayaking & Rugby.
- 5.10. The Phoenix Cinema offers designated wheelchair spaces, Autism Friendly /Relaxed screenings, HOH Subtitled screenings, and has a system that provides an audio description service for blind and visually impaired customers, and an audio enhanced service to Hard of Hearing customers, on compatible films. We accept CEA Cards for customers who aren't able to attend a screening on their own, which allows a carer to accompany them for free.
- 5.11. PCT offer 'Inclusive Orkney' the Lifestyle Centre at a reduced cost for their Monthly 'Weekend Club' and provide an area to store their equipment.

6. Provide specialist venues and supervision/guidance for athletes that are part of the Sportscotland Institute of Sport/PDP programme;

- 6.1. The Pickaquoy Centre Trust continues to work closely with Catriona Munro, Senior Physical Preparation Coach from the sportscotland Institute of Sport as well as Garry Reid, Lead Manager for the Highlands & Islands. This year saw the programme develop well with increased numbers across a range of sports. James Linklater has worked closely with sportscotland and OIC, liaising with Elaine Marcus, Community Sports Officer/Catriona Munro re the programme on a day-to-day basis. All parties continue to investigate further coach development for the year ahead and PCT will support through free use of facilities where possible.
- 6.2. Sportscotland/OIC/Stagecoach ATAS applications. PCT continue to provide input into the review and allocation process. Erlend Grieve continues to lead on this for PCT.
- 6.3 PCT continued its sponsorship of the 'Young Sportsperson of the Year' award for the 2023 Orkney Sports Awards. This year we were delighted to present the award to Eve Wood for her swimming achievements throughout the year.
- 6.4. The Pickaquoy Centre Trust continues its sponsorship programme for Orkney athletes; the programme awards successful applicants with an annual ActiveLife membership. Sponsorship is allocated through an application process, with athletes required to evidence their commitment to their chosen sport and outline how the support would improve their performance and help them meet their objectives:

Our application and award process for 23/24 was completed in Feb/Mar '22 with a good level of applicants again and some more new sports included. The successful applicants are detailed below:

- Findlay Scott: Squash
- Angus Robertson: Weightlifting
- Maddison Russell: Highland Dancing
- Hope Henderson: Climbing
- Eve Wood: Swimming
- Craig Moar: Athletics/Marathon
- Erika Budge: Athletics
- Marcus Shearer: Triathlon
- Maggie Tait: Fencing
- Andrew Reid: Badminton

Taylah Spence was also awarded a lifetime membership by Trustees in recognition of her achievements during the Commonwealth Games whilst representing Scotland.

7. Contribute to the delivery of Orkney Island Council's Pitch and Facilities Strategy and Physical Activity and Wellbeing (PAW);

7.1.The Pickaquoy Centre Trust continues to support both these strategies with engagement from the Managing Director, Trust Chair and Operational Managers in OIC led meetings.

Provision – Physical Activity and Sport

To increase the number of people taking part in physical activity and to improve performance.

Priorities

1. Work with Active Schools to develop pathways for young people to progress from school to after school and community sport;

1.1.'Physical Wellbeing, A Whole System Approach' meeting with NHS Orkney, SG Minister Flora Jackson, OIC, sportscotland, Picky Trust took place in Studio 2, 29th August, with some very positive discussions taking place. The Pickaquoy Centre team continues to work with the OIC/sportscotland/ Active Schools team inputting into the refreshed PAW strategy where required. Discussions continue with the group in this regard. Further engagement still to be undertaken to the benefit of all parties.

1.2.PCT continue to partner with OIC's Community Learning and Development (CLD) in rewarding young people who have completed an accredited Youth Award in Orkney. Young people completing their awards not only receive their certificate from Youth Scotland, but also receive free passes to the cinema and swimming pool at Picky as further recognition of the hard work and commitment. PCT also partner with VAO with a very similar scheme for those undertaking 'Saltire Awards'. VAO were once again able to host an awards ceremony for youngsters within the Phoenix Cinema, which PCT supported through discounted access in addition to the facility passes given to award recipients.

1.3.PCT supported Kirsty Spence with discounted facilities for Active Schools 'Peedie Isles Picky Day' Shapinsay, Rousay, Eday, North Walls and Papa Westray primary schools all attended and enjoyed swimming, Run, Jump Throw and Inflatable sessions.

1.4.PCT offered 3 free introductory gym sessions to Youth Café members to encourage ongoing usage.

1.5. 'Wellbeing Wednesdays' PCT collaborated with the Community Learning and Development team at OIC, offering free access to the Pool Chillout session, squash courts and health suite. In the café bar area, youth workers were on hand with snacks and board games to give young people something to do in the evenings. The initiative was funded by the Mental Health Wellbeing Funding from the Scottish Government.

1.6. PCT and the CLD Team at OIC continue to collaborate on providing a safe and engaging space for secondary school children for activities on a Friday afternoon. 'The Hub' now in its third year has proved extremely successful and very much welcomed by the youngsters attending. Ongoing funding has been available this year and we hope to continue this great initiative for the year ahead. We had **262** individuals register for Hub activities and throughout the year, **1369** youngsters attended these fantastic sessions over the 35 weeks.

S1	118
S2	53
S3	52
S4	28
S5	7
S6	4
KGS	245
SA	15
Other	2
Total	262

2. Develop and monitor a range of physical activity and sport opportunities:

2.1. The Pickaquooy Centre Trust operates a continuous review and improvement policy, taking every opportunity to collaborate with partners across the Leisure sector and beyond. Regular engagement with sportsScotland, Community Leisure UK, Scottish Leisure Network Group, O.I.C. as well as other Leisure Trusts across Scotland leaves us well positioned to keep up to pace with the sector at national and local level.

2.2. The 'LeisureLink Partnership' where Orkney's ActiveLife members are able to access leisure facilities across Scotland continues to do well, with 'AngusAlive' joining the scheme in April 2023. It is hoped that 'Live Life Aberdeenshire' will come on board spring of 2024 increasing the scheme membership to nine Scottish regions over and above Orkney.

- Aberdeen
- Angus
- Argyll and Bute
- The Borders
- Highland
- Moray
- Shetland
- The Western Isles
- Aberdeenshire

2.3. Reporting functionality is in place through our 'Scuba' booking system, allowing us to drill down to understand past and present trends. Management continues to drive this area of focus within the business with a view of providing greater levels of data for all relevant partners.

2.4. Reports such as this and our Service Level Agreement allow both parties (PCT & OIC) to have a clear benchmarks for future monitoring and development aspirations.

2.5. PCT continues to have a robust Customer Comments/Complaints process in place with monthly reporting to Trustees as well as OIC's Client Officer. These vital items of feedback are used within our continuous improvement programme and all responses are always open to challenge, with items reviewed within Trust Meetings on a regular basis. PCT continue to be proactive in seeking customer feedback to understand how we best provide an exceptional service to our community.

2.6.The Pickaquooy Centre Trust continues to undertake an Annual Customer Survey to monitor our performance through the eyes of our users. Some of the pertinent results for 2023 are detailed below;

1,475 respondents, a fantastic response & the highest we have seen.

1,390 respondents were ActiveLife Members.

**99% of customers were Extremely Satisfied/Satisfied with opening hours.
98% of customers were Extremely Satisfied/Satisfied with centre cleanliness.**

98% of customers were Extremely Satisfied/Satisfied with Customer Service.

98% of customers were Extremely Satisfied/Satisfied with the Services we provide.

This information is shared with customers through social media channels, as well as infographic posters throughout the centre. In addition, a staff format is also completed and shared to highlight the good work being done by the team, as well as the areas where further focus is required.

3. Develop and retain specialist staff for disability & exercise referral delivery:

3.1.The Pickaquooy Centre Trust currently has one employee, Kenny Brown who has successfully completed an Active IQ Level 3 Diploma in Exercise Referral Qualification. Training provided by North Devon Exercise Specialist/Active IQ. Further training required to upskill the new Fitness Team.

3.2.PCT continue to reach out to a number of disability organisations as well as NHS Orkney. Continue to engage with, Disability Equality Scotland, 'Inclusive Orkney' and Scottish Disability Sport colleagues.

3.3.James Linklater, Amy Davis, NHSO and Leisure colleagues at OIC continue to engage with the T2Diabetes/Weight Management group.

3.4.The table below shows the amount of training that continues to be undertaken to upskill our team during 23/24.

Course	Names
Scottish Swimming – National Framework Conference	Tom Lynch, Lisa Kirby
Save a Life Workshop & AED Training	Jamie Sutherland (Skills for Work)
First Aid at Work	Ross Slater, Morven Donaldson, Lee Rendall, Taylor Scaife, David Berstan, Calvin Reid
First Aid Trainer Assessor	Lisa Kirby
Costa Coffee Training	Kerry Leask, Karin Younie
SSTQ – Scottish Swim Teacher Qualification	Jacob Heal, James Leslie, Calvin Slater, Bradley Cormack, Caitlin Smith, Gabby Shoemsmith, Tom Lynch, Finn Dufort-Kennett
RLSS 10 th edition national updates	Lisa Kirby, Calvin Reid, Morven Donaldson
AED renewal	Kerry Leak, Katrina Laing, Rory Pearson, Calvin Reid, Hannah Cursiter, Louise Stewart, Laura Olsen
AED refresher	Hannah Cursiter, Neil Cormack, Darren Dalrymple, Rory Pearson, Tom Lynch, Laura Olsen, Ross Slater, Morven Donaldson
First Aid refresher	Kerry Leask, Katrina Laing, Rory Pearson, Calvin Reid, Hannah Cursiter, Neil Cormack, Darren Dalrymple, Tom Lynch, Laura Olsen, Ross Slater, Morven Donaldson
Staff trained to deliver Evacuation Chair Training	Lisa Kirby

Child Protection & Wellbeing in Sport training	Lisa Kirby, Tom Lynch, Hannah Cursiter, Neil Cormack, Rory Pearson, Ross Slater, James Leslie, Kenneth Towers, Angela Ross, Dylan Price, Lee Findlay, Sam Davidson, Calvin Slater, Skye Taylor, Craig Drever, Hudson Thomas-Johnson
Plant Room Training	Kenneth Towers, Angie Ross, Jacob Heal, James Leslie, Rory Pearson
Aquatics Conference (online)	Calvin Reid, Lisa Kirby
Cleaning Standards Training (Wetside)	James Leslie, Kenneth Towers, Angie Ross, Payton Johnston, Yolanna Kirby, Jacob Heal, Finn Dufortt-Kennett, Calvin Slater
Scottish Swimming Tutor Conference	Lisa Kirby
Modern Apprenticeship	Jacob Heal
NHS – Suicide Prevention Training	Lisa Kirby, Amanda Spence, Calvin Reid, Taylor Scaife, Erlend Grieve, James Linklater
Hate Crime & Disability Awareness Training	Lisa Kirby, Hannah Cursiter, Amanda Spence, Neil Cormack, Surinder Sekhon, Ross Slater, Lewis Gray, Calvin Slater, Yolanna Kirby, Ella McArthur, Bea Copland, Toria Rhodes, Craig Drever, Caitlin Smith, Taylor Scaife, Euan Harcus, Ryan Linklater, Jacob Heal, Tara MacIver, Linda Scollie, Lee Findlay, Dylan Price, Rhys Flett, Emma Ratter, Morven Donaldson, Calvin Reid, Andy Hayes
Business Gateway – Microsoft Excel Intermediate	Calvin Reid
Pool Plant Operator	Craig Horne, Thorfinn Kemp, Taylor Scaife, Morven Donaldson
Scottish Swimming CPD – Breaststroke	Kenneth Towers, Jack Wallace, Carrie Tulloch, Bradley Cormack, Tom Lynch, Payton Johnston, Yolanna Kirby, Erika Poke, Michaela Ratter, Gabrielle Shoemith, Angie Ross, James Leslie, Lisa Kirby
Scottish Swimming CPD – Skills Acquisition	Kenneth Towers, Jack Wallace, Carrie Tulloch, Bradley Cormack, Tom Lynch, Payton Johnston, Yolanna Kirby, Erika Poke, Michaela Ratter, Gabrielle Shoemith, Angie Ross, James Leslie, Lisa Kirby
Scottish Swimming CPD – Observing to Assess	Kenneth Towers, Jack Wallace, Carrie Tulloch, Bradley Cormack, Tom Lynch, Payton Johnston, Yolanna Kirby, Erika Poke, Michaela Ratter, Gabrielle Shoemith, Angie Ross, James Leslie, Lisa Kirby
Scottish Swimming CPD – Butterfly	Kenneth Towers, Jack Wallace, Carrie Tulloch, Bradley Cormack, Tom Lynch, Payton Johnston, Yolanna Kirby, Erika Poke, Michaela Ratter, Gabrielle Shoemith, Angie Ross, James Leslie, Lisa Kirby
NPLQ Course	Douglas McRae, Emily McArthur, Hannah Allan, Emily Fisher, Max Linklater, Leah Robertson, Fraser Cooper, Finlay Waterson, Annie Spence, Josh Shirreffs, Kavan Kynoch, Konrad Kirby, Lucy Kenyon, Samantha Walker, Callum Lycett, David Berstan, Fiona Blair, Einar Towrie, Liam Budge, Natalie Rose, Emily Heal
AED Course	Lee Rendall, Taylor Scaife

Alcohol License Training	Lisa Kirby
Learn to Swim Conference	Tom Lynch, Lisa Kirby
Save a Life Workshop (Skills for Work)	Morgan Halford, Jack Doyle, Finn Hough, Thorfinn Johnston
Alcohol Awareness Training	Erlend Grieve, Sian Smith, Craig Harrison, Sandy McNeish, Eleanor Dean
Managing Pool Operations	Craig Horne, Thorfinn Kemp
Highfield Scottish Personal Licence	Michael Schinkel, David Berstan

4. Work with specialist sports officers of national governing bodies and Community Sports Hub Officer to contribute to the development of Sport in Orkney;

4.1. The team at Picky continue to engage with Elaine Harcus, Community Sports Officer as and when required and have worked in collaboration on the PDP programme as well as a number of other initiatives including the Parasport Festival in February.

4.2. James Linklater continues to take part in the sportscotland Regional Leadership Group that meets on a regular basis with partners from across the Highland and Islands and allows direct access to Governing Bodies as and when required.

5. Contribute to the roll out of Orkney's Sport Club accreditation scheme to ensure the good practice and governance of facility users;

5.1. OIC currently have the further development of this scheme on hold.

6. Provide Swim Club lane hours for training;

6.1. In 2023/24 The Pickaquoy Centre Trust provided Orkney Amateur Swimming Club with 1165.5 hours of free lane time as per the terms of our Service Level Agreement. A further 933 paid lane hours were utilised by the club for Galas and additional training sessions.

7. Deliver the Scottish National Swimming Framework Learn to Swim Programme;

7.1. We run Learn to Swim courses during school term time throughout the year. The course content follows the National Framework for swimming in Scotland. The Learn to Swim courses are split into the following levels:

7.2. Early years	439 participants
7.3. Pre-school, Swim Skills 1-4 and 'Club Ready':	18,827 participants
7.4. 1:1 Classes	85 participants
7.5. Adult Swim Classes	390 participants
7.6. Skills & Drills	68 participants
7.7. Powerswim	1 participants
7.8. Masters Swimming	110 participants

8. Develop and deliver a programme of coach led activities for all age groups;

Term Courses

8.1. Jnr Climbing	1957 participants (Includes family climb & NIBAS)
8.2. ASN Climbing	202 participants
8.3. Adult Climbing	276 participants (Includes family climb & NIBAS)
8.4. Run Jump Throw	2396 participants
8.5. Adult Swimming	390 participants
8.6. Early Years Swimming	439 participants
8.7. 1-1 Swimming	85 participants
8.8. ASN Swimming	314 participants
8.9. Learn to Swim	18,827 participants

Holiday Sessions

8.10. One to one Swimming	no sessions during holidays
8.11. Learn to Swim	540 participants (summer only)
8.12. Early Years Swimming	no sessions during holidays
8.13. Climbing	615 participants (includes adult, ASN and NIBAS sessions)
8.14. Other Sessions	129 participants (includes games club and Family Hooping)

Group X

8.16.	28,396 spaces booked
8.17.	26,674 attended
8.18.	1,761 classes run

9. Develop and deliver holiday programmes;

9.1. Easter 2023	162 participants
9.2. Summer 2023	726 participants
9.3. October 2023	179 participants
9.4. Christmas 2022	no sessions run due to when school holidays fell
9.5. Mid-Term 2024	58 participants

10. Contribute to the reduction of childhood obesity in Primary School children;

- 10.1.** We believe that the wide range of activities that we offer directly, as well as the support we offer to numerous local clubs will assist in improving these figures over the years ahead. The Pickaquoy Centre Team understand the pivotal role we have to play in this for Orkney's youngsters.
- 10.2.** We continue to work directly with NHSO on weight loss initiatives and help in the promotion of healthier eating initiatives where appropriate.
- 10.3.** PCT continued to support the NHSO Oral Health team with healthy eating promotions on site and support for their local competition during National Smile Month by donating 6 x £10 vouchers for centre use.

11. Work with other agencies in contributing to delivering a reduction in inequalities in relation to physical activity and healthy weight;

- 11.1.** 'ActiveLife Budget' membership allows holders to access activities at just 50p per session.
- 11.2.** PCT continue to support refugees coming to Orkney in partnership with OIC, where we offer a free six-month membership to all who are eligible.
- 11.3.** PCT continue to offer free sanitary products in line with the Scottish Government's initiative to tackle period poverty. These products are distributed by OIC and Voluntary Action Orkney to local organisations. Customers can find these products in six of Picky's female and disabled toilets, with all other toilets throughout the Centre displaying a 'Free sanitary products' poster that lists the locations of where these items are available.
- 11.4.** PCT provides ten parent and child parking spaces, these spaces provide easy, safe and direct access into the Centre.
- 11.5.** Ten Disabled parking bays are available with clear signage in place as to their purpose.
- 11.6.** The Trust continues to engage within the 'Inclusive Orkney' forum to identify opportunities to further reduce any present inequalities and broaden our current offering to meet differing needs. Further ASN sessions were in place for holiday periods with ASN Climbing, as well as Obstacle Courses, Outdoor Athletics and Swimming Sessions. During holiday periods, PCT run dedicated ASN Inflatable sessions allowing children with additional support needs and their families to enjoy the inflatables in a more comfortable environment. 'Inclusive Orkney' helped in highlighting aspects of the sessions that would make both parents and children more comfortable.

- 11.7.** PCT are proud that The Phoenix Cinema offers designated wheelchair spaces, Autism Friendly /Relaxed screenings, HOH Subtitled screenings, an audio description service for blind/visually impaired customers, and audio enhanced service to Hard of Hearing customers, on compatible films. We accept CEA Cards for customers who aren't able to attend a screening on their own, allowing a carer to accompany free of charge. In addition, our twice monthly Fringe screenings are of non-mainstream films, including independent and art house films, documentaries and cult classics, which feature a diverse range of characters from all over the world, and often depict BAME or LGBTQ+ characters and experiences. Our policy for programming is very much one which fits with the principle of Equality, Diversity and Inclusion.
- 11.8.** We continue to engage with the 'Orkney Pride' group on a number of initiatives for LGBTQ+ history month (February) and Pride month (June), and continually include diverse films representing LGBTQ+ experiences in our ongoing programming as an opportunity to collaborate with marginalised groups and to educate our community. For the third year in a row, we collaborated with ORSAS to run free film screenings to celebrate International Women's Day and Women's History Month (March). The films shown were Encanto (PG), Barbie (12A) and On The Basis Of Sex (12A) – these were free to the public, with film licenses and staffing costs covered by ORSAS. All three films received very positive feedback and were our busiest yet for this programme, with 461 people attending the screenings. An ORSAS information stand was also on display in the cinema kiosk area during the weeks the screenings were taking place. We began a new collaboration with the Japan Foundation and screened four films from their Touring Film Festival Programme (February and March), collaborating with the Orkney Japan Association to promote these locally. These films were provided for free for our trial year, so we were able to make tickets cheaper, with 73 people attending the screenings. Feedback from attendees was very positive, with multiple comments asking for more films and events like this in the future. To celebrate Black History Month (October), we screened the film Cassius X: Becoming Ali, alongside a recorded Q&A featuring the director and writer that provided additional important context for the film.

12. Operate an exercise referral programme to support healthy eating and increase physical activity;

- 12.1.** The Pickaquooy Centre Trust has one employee who has successfully completed an Active IQ Level 3 Diploma in Exercise Referral Qualification, Kenny Brown. Further training will be undertaken to upskill the new Fitness Team as and when required. Little or no appetite from corporate level NHSO for this type of initiative at present, however, we continue to make small wins through direct collaboration with individual within the local health authority team such as the project below.
- 12.2.** James Linklater/Louise Stewart/Michael Schinkel sit on the NHSO 'T2DP Steering Group', looking at the prevalence of type 2 diabetes and weight management issues within in the County. Working with Amy Davis, NHSO and Leisure colleagues at OIC, we were delighted to launch a Physical Activity Project Pilot. NHSO funding used to provide ActiveLife membership free of charge to 10 participants within the pilot scheme with the objective of increasing the number of NHSO weight management programme participants meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese. The pilot went very well with the PCT Fitness team 'buddying' with participants to build a strong relationship. Below is an NHSO graphic which was used within the NHSO T2DB forum to show the success of the pilot project. Amy Davis keen to replicate project and is working with colleagues internally re ongoing funding.

13. Report on the number of children attending Learn to swim Programme and number completing the programme and progressing on the Orkney Amateur Swimming Club; and

13.1. When children complete the 'Club Ready' stage of the 'Learn to Swim' Framework, PCT forward their details (with prior permission) onto Orkney Amateur Swimming Club. This year, 6 children passed the club ready level.

14. Contribute to the long-term outcome of increasing the proportion of Orkney's population with a healthy weight.

14.1. James Linklater/Louise Stewart/Michael Schinkel sit on the NHSO 'T2DP Steering Group', looking at the prevalence of type 2 diabetes and weight management issues within in the County. Working with Amy Davis, NHSO and Leisure colleagues at OIC, we were delighted to launch a Physical Activity Project Pilot. NHSO funding used to provide ActiveLife membership free of charge to 10 participants within the pilot scheme with the objective of increasing the number of NHSO weight management programme participants meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese. The pilot went very well with the PCT Fitness team 'buddying' with participants to build a strong relationship. Below is an NHSO graphic which was used within the NHSO T2DB forum to show the success of the pilot project. Amy Davis keen to replicate project and is working with colleagues internally re ongoing funding.

Usage Performance Indicators

Number of Participants	2022/23	2023/24	Variance	Variance %
Fitness including Strength and Conditioning	43,715	48,344	+4,629	+10.6%
Group Exercise	19,519	25,232	+5,713	+29.3%
Health	18,115	18,711	+596	+3.3%
Junior Activities & Sports Courses	102,520	116,520	+14,000	+13.7%
Arena Sports	40,493	40,658	+165	+0.4%
Other Indoor Leisure	17,369	15,732	-1,637	-9.4%
Campsite	12,627	13,575	+948	+7.5%
Track and Infield	12,629	10,824	-1,805	-14.3%
Playing Fields	11,235	13,175	+1,940	+17.3%
Synthetic Grass Pitch	4,793	4,393	-400	-8.4%
Swimming	77,033	75,045	-1,988	-2.6%
Squash	4,146	4,116	-30	-0.7%
Cinema	24,112	24,163	+51	+0.2%
Indoor Soft Play	11,747	12,253	+506	+4.3%
Climbing & Bouldering	4,207	4,521	+314	+7.5%
	404,260*	427,262	+23,002	+5.7%

*Coding used to record usage was updated on the system in October/November 2023. This flagged an issue with previous coding which has shown a significant reduction in usage in certain areas (particularly swimming). The coding was initially setup for the introduction of ActiveLife in 2017 and therefore previous figures have been incorrect. Reports have been rerun with adjusted figures updated resulting in a difference to previously reported figures for 2022/23.

23/24 followed a similar pattern to the previous year with continued overall growth, albeit with increased customer numbers slowing and some departmental areas needing a fresh focus to review where numbers have been in decline. ActiveLife memberships again showed a steady rise month on month and with a small incremental increase in membership fees this helped the overall financial outturn. The high usage figures reinforce how important the facility is to the Orkney community with fantastic support from a wide demographic of users.