

Item: 9

Education, Leisure and Housing Committee: 8 February 2023.

Pickaquoy Centre Trust – End of Year Performance.

Report by Corporate Director for Education, Leisure and Housing.

1. Purpose of Report

To review Pickaquoy Centre Trust's end of year usage and performance for 2021/22.

2. Recommendations

The Committee is invited to note:

2.1.

That recovery from the effects of the COVID-19 pandemic was the main focus for the Pickaquoy Centre Trust in 2021/22.

2.2.

That staff retention was the biggest challenge faced by the Pickaquoy Centre Trust in 2021/22.

2.3.

That the Pickaquoy Centre Trust was successful in securing £660,358 of external funding during 2021/22.

2.4.

That the Council paid the full annual management fee for 2021/22, amounting to £776,592, to the Trust.

2.5.

That Pickaquoy Centre Trust's audited annual accounts for 2021/22 have been submitted and indicate an operating deficit of £52,651.

2.6.

That the Pickaquoy Centre Trust end of year usage figures and performance covering the period 1 April 2021 to 31 March 2022, attached as Appendix 1 to this report, indicate overall annual usage of 266,009 which represents an increase of 213,855 in overall usage against the same period in 2020/21.

The Committee is invited to scrutinise:

2.7.

The Pickaquoy Centre Trust end of year usage figures and performance covering the period 1 April 2021 to 31 March 2022, attached as Appendix 1 to this report, in order to obtain assurance that the aims and priorities as detailed in the Service Agreement 2019-22 are being met.

3. Background

3.1.

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.

3.2.

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. The amount paid for the services is reviewed annually to determine the requisite annual payment for the agreed level of service provision.

3.3.

A number of meaningful aims and priorities, as detailed below, are included in the Service Agreement which provides a clear link between the aims and priorities of the Council and partners such as Sportscotland and Orkney's Community Planning Partnership.

3.3.1.

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 SportsScotland Institute of Sport/Performance Development Programme.
- Contribute to delivery of the Council's Pitch and Facilities Strategy and Physical Activity and Sport Strategy.

3.3.2.

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.

4. Monitoring of Pickaquoy Centre Performance

4.1.

The main focus of the Pickaquoy Centre Trust during 2021/22 was recovery from the effects of the COVID-19 pandemic.

4.2.

During 2021/22, the Pickaquoy Centre Trust was successful in securing £660,358 of external funding as follows:

- Creative Scotland: Recovery Fund for Cultural Organisations £242,434.
- Orkney Islands Council: Loss of Income COVID-19 grant £200,000.
- HMRC Job Retention Scheme: £76,804.
- Highlands and Islands Enterprise: E-bike project £55,980.
- Orkney Islands Council: Renewable Heat Incentive £31,060.
- Creative Scotland: Recovery Fund for Independent Cinemas £27,580.
- Orkney Islands Council: no one left behind £12,000.
- VAO; Third Sector COVID-19 Emergency Fund £7,300.
- Scottish Ballet: Elevate Programme £7,000.
- Other: £200.

4.3.

The General Manager of the Pickaquoy Centre Trust highlighted staff retention as one of the biggest challenges presented to the Trust in the reporting period, with a number of staff leaving during the course of the year.

4.4.

The General Manager of the Pickaquoy Centre Trust has provided usage figures and performance for 2021/22, together with commentary for each of the Service Agreement priorities detailed in sections 3.3.1 and 3.3.2 above, which are detailed in the Annual Service Level Agreement Report attached as Appendix 1 to this report.

4.5.

Performance data for 2021/22 shows all areas of the Trust operation experienced a significant increase in usage when compared to the previous year, which although positive was to be expected following the easing/ removal of COVID-19 restrictions. The overall facility usage of 266,009 visits for 2021/22 represents an increase of 213,855 visits against 2020/21 facility usage.

4.6.

ActiveLife membership sales remain lower than pre-pandemic levels, however, there continues to be a steady growth in membership uptake.

ActiveLife and ActivesIslands Membership Numbers:

Date.	Total Memberships.	Difference relative to 2020.
31 March 2020 (pre-pandemic).	2,691.	N/A.
31 March 2022.	1,989.	(702).
11 January 2023.	2,199.	(492).

5. Annual Accounts

5.1.

The annual accounts for the year ending 31 March 2022 have been submitted and indicate an operating deficit of £52,651 compared to an operating surplus of £113,843 in 2020/21. Incoming resources increased by 24% from £2,181,412 in 2020/21 to £2,711,082 in 2021/22.

5.2.

The additional external grant funding secured in the reporting year by the Pickaquooy Centre Trust totalling £660,358 give it a better than anticipated position at the end of the financial year.

5.3.

Staff costs, including social security and pension costs, increased by 24% during the reporting year from £1,396,318 in 2020/21 to £1,727,717 in 2021/22.

5.4.

The overall expenditure for the Pickaquooy Centre Trust also increased by 33% from £2,067,569 in 2020/21 to £2,763,733 in 2021/22.

6. Corporate Governance

This report relates to the Council complying with governance, scrutiny and performance monitoring processes and procedures and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

7. Financial Implications

7.1.

The Council paid the Pickaquooy Centre Trust a management fee of £776,592 for 2021/22 to deliver a range of services, subject to the performance targets as set out within the Service Agreement being met.

7.2.

In addition to the £776,592 annual management fee, there has been significant investment costs of £245,750 in 2021/22 in the upgrade of lighting throughout the centre to LED.

7.3.

In accordance with the Code of Guidance on Funding External Bodies and Following the Public Pound, the Council has a duty to ensure adequate stewardship of Council funds at all times. It should be viewed as good practice that the Council ensures that the necessary systems and controls are in place to protect its investment.

8. Legal Aspects

8.1.

The Council makes payment to the Pickaquooy Trust for the services provided by the Trust on behalf of the Council. The amount of payment for services is reviewed annually to determine the requisite annual payment, against an agreed level of service provision. Integral to this process is usage and performance monitoring.

8.2.

The current Service Agreement between the Council and the Pickaquooy Trust was entered into in September 2019 for a fixed three-year period. In the absence of a new Service Agreement having been entered into, the service continues to operate on the same terms pending conclusion of a new agreement.

9. Contact Officers

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

10. Appendix

Appendix 1: Pickaquooy Centre Trust – usage figures and performance for 2021/22, including commentary for each of the Service Agreement priorities.



ANNUAL SERVICE LEVEL AGREEMENT REPORT 2021/22

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 recovery and continuing to identify external funding opportunities whilst our revenue streams were lower than pre-pandemic levels. The Senior Management Team at Picky once again worked diligently throughout to manage expenditure where possible and identify opportunities to bring additional external funding into the business. We are particularly appreciative of the ongoing support from OIC through both our 'Management Fee' & the additional 'Loss of Income' grant which was forthcoming this financial year.

The external funding we were successful in bringing in:

Creative Scotland; Recovery Fund for Cultural Organisations	£242,434
VAO; Third Sector Covid-19 Emergency Fund	£7,300
Creative Scotland; Recovery Fund for Independent Cinemas	£27,580
Orkney Islands Council (OIC); Loss of Income Covid-19 grant	£200,000
OIC; No one left behind, Employer recruitment incentive	£12,000
Scottish Ballet; Elevate Programme	£7,000
HIE; E-bike Campsite Project	£55,980
HMRC; Job Retention Scheme	£76,804
OIC; Renewable Heat Incentive	£31,060

Total **£660,158**

We were extremely pleased to get our offering back to the level we have given the ongoing Covid restrictions in the early part of this operating year and customer feedback in this regards has been extremely positive throughout the period.

Staff retention was one of the biggest challenges presented to the Trust this year with a number of staff whom were multi skilled, qualified and with significant experience leaving the business for jobs which gave higher rates of pay. (Some within sector, many out with)

It is anticipated that this will continue to be a concern for the year ahead and presents an ongoing risk to the Trust across all levels of our staffing structure. Strategic development of the team in preparation for events such as the Orkney Island Games 2025 is not possible whilst the current turnover continues and it is imperative that a solution is found as soon as possible to allow knowledge to be retained and retrained prior to this major community event.

With a finite amount of revenue achievable within our small community and the ongoing challenges of recovery, post COVID, the Trust will be opening discussions with Orkney Islands Council regarding a re-evaluation of the current management fee paid for the operation of The Pickaquooy Centre and the correlation within that for future staff remunerations.

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. Continued focus on COVID-19 guidance from UK/Scottish Governments, as well as more specific advice from sportscotland on facility management. We maintained our close working relationship with OIC over 21/22 to have consistency where possible within local leisure facility operations. The PCT Team continually review the procedural documentation and training requirements, with continued emphasis on our ever changing Risk Assessments, COSHH updates for enhanced cleaning protocols and general efficiencies identified within our operating procedures.

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

After school activities returned from September 2021.

- | | | |
|---|--------------------|--------------------|
| 2.1. Glaitness | Outdoor Football – | no hours booked |
| | Indoor Football – | 96.0 hours booked |
| | Badminton – | 88.0 hours booked |
| | Netball – | 96.0 hours booked |
| 2.2. St Andrews | Indoor Football – | 64.0 hours booked |
| 2.3. Primary School | Swimming | no sessions 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 two participants attending during 2021-2022. Thorfinn Kerr & Christopher Williamson who both 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 | 28,534 available: 1,825 used. |
| 3.2. Bouldering | 27,309 available: 1,486 used. |
| 3.3. Squash | 28,925 available: 1,144 used. |
| 3.4. Main Pool | 17,455 available, unable to quantify used hours. |
| 3.5. Leisure Pool | 1,213 available, unable to quantify used hours. |
| 3.6. Cinema | 119,643 available, 18,785 used. |
- *Based on 94 shows with 43 seats, 70 shows with 67 seats, 137 shows with 103 seats & 440 shows with 220 seats per show.

4. Provide specialist venues for use by sports clubs;

- | | |
|-----------------|---|
| 4.1. Athletics | 394.5 hours (arena) & 533 hours (track) |
| 4.2. Badminton | 1,313.5 hours |
| 4.3. Bouldering | 558.5 hours (cave) |
| 4.4. Climbing | 43.5 hours |
| 4.5. Cycling | 26.0 hours |
| 4.6. Fencing | 162.0 hours (arena) |
| 4.7. Football | 600.75 hours (pitches) 200.75 hours (AWP) 974.0 hours (arena) |
| 4.8. Gymnastics | no longer using facility |
| 4.9. Hockey | 432.5.75 hours (AWP) 100.5 hours (arena) 72.0 hours (squash) |

4.10.	Kayak	246 hours (pool)
4.11.	Martial Arts	74.0 hours (arena) 54.0 hours (Quayside)
4.12.	Netball	1,003.5 hours (arena)
4.13.	Octopush	705.0 hours (pool)
4.14.	Roller Derby	246.0 hours (arena)
4.15.	Rugby	180.0 hours (pitches) 3 hours (AWP) 68.0 hours (arena)
4.16.	Swim Club	1,990.5 hours (pool)
4.17.	Squash Club	474.0 hours (squash)
4.18.	Volleyball	188.0 hours (arena)

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

- 5.1. PCT collaboration with the 'Ageing Well' team at NHSO to develop a formal pathway to standardise support for 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 to be offered a supported taster session on site prior to the uptake of a 10 pass activity booklet. These booklets have been funded from the NHSO endowment funding which was previously allocated to PCT.
- 5.2. James Linklater and Garry Burton in early discussions with NHSO, Michael Dickson and Specialist Cardiac Team at Balfour regarding use of Leisure facilities to support the local health board in the rehabilitation of cardiac patients within the Orkney community. Training and funding being investigated with the hope of providing a sustainable programme through partnership working.
- 5.3. James Linklater/Katie Rafferty sit on the NHSO 'T2DP Steering Group', looking at the prevalence of type 2 diabetes in the County. Amy Davis, NHSO and Leisure colleagues at OIC also now engaged with the group as progress is made with a Physical Activity Project Pilot. NHSO funding will be used to provide ActiveLife membership free of charge to participants within the pilot scheme with the objective of increasing the number of NHSO weight management programme participant's meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese.
- 5.4. PCT have supported 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.
- 5.5. Katie Rafferty, PCT, has been the Orkney lead for the 'Elevate' programme from Scottish Ballet for people living with Multiple Sclerosis and was successful with a grant application to deliver these classes to local people. Collaboration with MS Orkney, NHSO, private dance instructors and local musicians is ongoing to provide a sustainable programme which will have clear and reportable outcomes for the community.
- 5.6. PCT lead by Katie Rafferty collaborated with [versusarthritis.org](https://www.versusarthritis.org) to deliver 'Escape Pain' training to our team. This will allow us to deliver classes' specific to customers dealing with arthritic pain. A funding application of £5,000 is pending ready for classes starting in the new financial year if successful.
- 5.7. 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.
- 5.8. PCT upgraded and rebranded our 'Wellbeing Clinic' with new Therapists brought into the team. These included a registered Osteopath, Sports Therapist, Massage Therapist and a Massage & Mobility Therapist.
- 5.9. Our weekly disabled swimming sessions within the pool remained suspended as the group haven't felt comfortable in returning to the facility. We will continue to liaise with them so that the space is available when they feel the time is right. In the meantime we have been investigating a Family Sensory session within both pools for families with children who have Additional Support Needs (ASN)

- 5.10. PCT collaborated with Jo Cairns, OIC re Orkneys first Para-sport festival held on 25th March '22. The sports included at the festival were Badminton, Boccia, Athletics, Swimming, Kayaking & Rugby.
- 5.11. PCT collaborated with OIC on the Scottish Government 'Summer of Play' initiative with free spaces offered to children, including a modified offering for children with additional support needs through engagement with the Inclusive Orkney Team
- 5.12. We continue to engage with the 'Inclusive Orkney' forum and will liaise with 'Disability Sport Scotland' and 'Disability Equality Scotland' (DES) on a periodic basis. An accessibility audit was undertaken by DES May '21 and we continue to work with them on the introduction of the 'Hate Crime Charter' for public spaces such as ours. Public consultation sessions facilitated by DES at Picky in March '22.
- 5.13. DES staff survey undertaken with the PCT Team to gauge their understanding and confidence in dealing with 'Hate Crime' and general Disability Awareness. This will inform ongoing training for our team in collaboration with DES.
- 5.14. The Phoenix Cinema offers designated wheelchair spaces, Autism Friendly /Relaxed screenings, an audio description service for blind and visually impaired cinema goers, 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, which allows a carer to accompany them for free.

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. 2021/22 saw the programme restarted, albeit with limited numbers due to coach availability. Katie Rafferty, Fitness, Health, and Wellbeing Manager at Picky continues to lead on PDP for PCT and liaises with Joanne Bamford, Community Sports Officer/Catriona Munro re the programme on a day to day basis. Further coach development being investigated for the year ahead and PCT will support through free use of facilities where possible.

6.2. sportscotland/OIC ATAS applications. PCT continue to provide input into the review and allocation process. PCT also continue to provide meeting facilities free of charge. James Linklater & Katie Rafferty lead in this respect.

6.3. The Pickaquoy Centre Trust continued its sponsorship programme this year which was available to athletes across Orkney. The programme awarded successful applicants with an annual ActiveLife membership. Sponsorship was 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. We were delighted to support 10 athletes across a wider range of sports during 2021/22. Memberships were extended into 21/22 given our period of closure due to the pandemic:

- Nicola Croy: Football
- Charlene Nicolson: Rugby
- Erika Marwick: Athletics
- Jo Donaldson: Cycling
- Rebecca Reid: Badminton
- William Sichel: Ultra-running
- Taylah Spence: Athletics
- Tegan Spence: Athletics
- Maggie Tait: Fencing
- Paul Scott: Badminton

Our application and award process for 22/23 was completed in March '22 with a greater level of applicants and some new sports included. The successful applicants are detailed below:

- Findlay Scott: Squash
- Donna Wilson: Rugby & Hockey
- Ewan Foubister: Athletics
- Kathryn Moar: Climbing
- Rebecca Reid: Badminton
- Craig Moar: Athletics/Marathon
- Taylah Spence: Athletics
- Parys Hamilton: Netball
- Maggie Tait: Fencing
- Paul Scott: Badminton

William Sichel was also awarded a lifetime membership by Trustees in recognition of his achievements and unwavering support to The Pickaquoy Centre Trust.

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. The Pickaquoy Centre team continue to work with the OIC/sportscotland Active Schools team inputting into the refreshed PAW strategy where required. Discussions continue with Michael Swanney, Catherine Johnson and the wider group in this regard.
- 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'. Whilst the level of voluntary work was somewhat curtailed by COVID-19 restrictions, VAO were once again able to host an online awards ceremony for youngsters, which PCT supported through facility passes. Planning underway already for offline ceremony for the coming year.
- 1.3. James Linklater engaged with the 'Growing up in Orkney' project commissioned by Orkney Children and Young People Partnership (OCYPP) through collaborative working with OIC CLD Team.
- 1.4. PCT and the CLD Team at OIC collaborated this year on providing a safe and engaging space for secondary school children for activities on a Friday afternoon following community feedback. 'The Hub' was provided through the CashBack for Communities Youth Work Fund which CLD were successful in receiving. This pilot scheme will be continued by PCT if popular and future funding successful.

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

- 2.1. The Pickaquoy 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 sportscotland, 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 ActiveLife members are able to access leisure facilities out with Orkney restarted October 2021 with Shetland Recreational Trust joining the scheme in November 2021. Including ourselves, this now means that there are 9 partners allowing free use of facilities to each other's members, with Picky being the predominantly used facility for those from outwith Orkney.
- 2.3. Reporting functionality is in place through our 'Scuba' booking system, allowing us to drill down to understand past and present trends which will form part of our future strategic plans. 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 the refreshed Service Level Agreement of 2019 will allow both parties (PCT & OIC) to have a clear benchmark for future monitoring and development aspirations. The refreshed model for Monitoring meetings has continued to show great benefit to both parties.
- 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 M.D. 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 Pickaquoy 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 2021 are detailed below;

421 respondents *still down on previous years.

363 / 94% felt safe with COVID-19 measures put in place by PCT. (34 skipped question)

410 / 97% of customers were Extremely Satisfied/Satisfied/Neutral with opening hours.

417 / 99% of customers were Extremely Satisfied/Satisfied/Neutral with centre cleanliness.

405 / 96% of customers were Extremely Satisfied/Satisfied/Neutral with Value for Money.

402 / 95% of customers were Extremely Satisfied/Satisfied/Neutral with Customer Service.

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 Pickaquoy Centre Trust currently has three employees who have successfully completed an Active IQ Level 3 Diploma in Exercise Referral Qualification. This training was provided by North Devon Exercise Specialist/Active IQ: Participants Kenny Brown, Katie Rafferty & David Hamilton. Further training will be undertaken to upskill the new Fitness Team.
- 3.2. PCT continue to reach out to a number of disability organisations as well as NHS Orkney. We have engaged with 'Inclusive Orkney' via Jo Cairns, Community Sports Officer, who also facilitates a valuable link into Scottish Disability Sport colleagues.
- 3.3. Katie Rafferty, Amy Davis, NHSO and Leisure colleagues at OIC now engaged with the T2Diabetes group as progress is made with a Physical Activity Project Pilot.

3.4. Although the table below is not entirely relevant to disability and exercise referral training it shows the amount of training that continues to be undertaken to upskill our team.

Course	Attendees
CIPD Level 3 Diploma in Human Resource Practice (Part 2)	Nicola Muir
CLUK Facility Safeguarding Checklist Session	Laura Olsen, Lisa Kirby
UK GDPR & Data Protection Act 2018	Laura Olsen
Data Protection Officer	Laura Olsen
How & Why to Complete a DPIA	Laura Olsen
Scottish Certificate for Personal Licence Holder	Katrina Laing, Rory Pearson
Athletics Level 1 Assistant	Tommy Ballantine, Jamie Lowe, Barbara Mackenzie,
Boxercise Instructor	Sandy Morris, Hudson Thomas-Johnson
Pool Plant Re-validation	Darren Dalrymple, David Hayne
RLSS Pool Trainer / Assessor Course	Jamie Lowe
National Pool Lifeguard Qualification Course	Zander Keenan, Conrad Johnston, Evie Allison, Yolanna Kirby, Daniel Kirkpatrick, Zander Scott, Calvin Slater, Ella Leitch, Erika Poke, Michaela Ratter, Bradley Cormack, Jamie Barber, James Leslie, Logan Allan
National Pool Lifeguard Qualification Renewal	Lee Rendall, Kalvin Clark, Erik Spence, Sandy Morris, Thomas Jacobsen, Leigh Miller, Lewis Gorn, Louise Stewart, Connor MacLeod, Jamie Adam, Angela Ross
Save an Adults Life	Thorfinn Kerr, Christopher Williamson, Alex Sinclair
AED Renewal	Mark Stillwell, Sarah Johnston, Neil Cormack, Tom Lynch
AED & Refresher FAAW	Hannah Cursiter, Lisa Kirby, Laura Olsen, Stue Dingwall
First Aid At Work	Davie Leslie
First Aid At Work Renewal	Kerry Leask, Matthew Byers, Laura Olsen, Louise Stewart, Lisa Kirby, Hannah Cursiter

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 Joanne Bamford, Community Sports Officer as and when required and have worked in collaboration on training opportunities such as Disability Inclusion and Boccia Leaders Award.

4.2. James Linklater continues to take part in the sportscotland Regional Leadership Group which meets on a regular basis with partners from across the Highland and Islands and allows direct access to Governing Bodies as and when required. This was again very beneficial this year as we transitioned back towards a more 'normal' operating model, with collaboration on facilities and customer offering between partners across the region.

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, however, we will be happy to revisit this when they feel the time is right.

6. Provide Swim Club lane hours for training:

6.1. In 2021/22 The Pickaquoy Centre Trust provided Orkney Amateur Swimming Club with 1,102.5 hours of free lane time as per the terms of our Service Level Agreement. A further 888.0 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. We continued to have some implications on our April-June term from COVID-19 restrictions, from August 2021 our main Learn to Swim programme ran to the same as pre-covid. The Learn to Swim courses are split into the following levels:

7.2. Early years	156 participants (only running April-June)
7.3. Pre-school, Swim Skills 1-4 and 'Club Ready':	14,340 participants
7.4. 1:1 Classes	not restarted
7.5. Adult Swim Classes	not restarted
7.6. Skills & Drills	not restarted
7.7. Powerswim	not restarted
7.8. Masters Swimming	not restarted

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

Term Courses

8.1. Jnr Climbing	1,191 participants (Includes family climb & NIBAS)
8.2. Adult Climbing	196 participants (restarted August 2021, as above)
8.3. Ballet	646 participants (ran to December 2021)
8.4. Modern	290 participants (ran to December 2021)
8.5. Jnr Tap	81 participants (ran to December 2021)
8.6. Adult Tap	90 participants (ran to December 2021)
8.7. Gymnastics	No longer run as part of our programme
8.8. Run Jump Throw	2,178 participants
8.9. Adult Swimming	not restarted
8.10. Early Years Swimming	156 participants (only run April-June, limited instructors)
8.11. Learn to Swim	14,340 participants

Holiday Courses

8.12. One to one Swimming	not restarted
8.13. Learn to Swim	1,458 participants
8.14. Early Years Swimming	16 participants (first 2 weeks summer limited instructors)
8.15. Climbing	233 participants (main wall sessions, NIBAS and family)
8.16. Trampolining	No sessions due to instructor availability
8.17. Dance	262 participants

Group X

Classes held in the Arena from 17th May – 16 August to ensure physical distancing guidance was met. From 17th August, all classes were back in regular studios with restricted numbers.

8.16.	18,543 spaces booked
8.17.	17,700 attended
8.18.	1,455 classes run

9. Develop and deliver holiday programmes:

- 9.1. Easter 2021 Canceled
- 9.2. Summer 2021 557 participants
- 9.3. October 2021 149 participants
- 9.4. Christmas 2021 25 participants
- 9.5. Mid-Term 2022 24 participants

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

10.1. The table below details the number of primary age children deemed obese through clinical reviews by the NHSO Public Health team. 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 Pickaquooy Centre Team understand the pivotal role we have to play in this for Orkney's youngsters.

Source: The data has been obtained from [Dashboard - Primary 1 Body Mass Index \(BMI\) statistics Scotland - School year 2020 to 2021 - Primary 1 Body Mass Index \(BMI\) statistics Scotland - Publications - Public Health Scotland](#) , Please note that while this data has been approved, care should be taken as the data collection for 2020/21 was impacted by COVID.

Orkney	18/19	19/20	20/21	% +/-
Number of children measured	200	145	186	
Number healthy weight (clinical)	156	124	152	
% Healthy weight (clinical)	78.00%	85.50%	81.72%	-3.78%
Number overweight (clinical)	31	14	15	
% Overweight (clinical)	15.50%	9.70%	8.06%	-1.64%
Number obese (clinical)	9	2	12	
% Obese (clinical)	4.50%	1.40%	6.45%	5.05%
Number severely obese (clinical)	4	5	7	
% Severely obese (clinical)	2.00%	3.40%	3.80%	0.40%
Number overweight, obese and severely obese combined (clinical)	44	21	34	
% Overweight, obese and severely obese combined (clinical)	22.00%	14.50%	18.27%	3.77%
Number obese and severely obese combined (clinical)	13	7	19	
% Obese and severely obese combined (clinical)	6.50%	4.80%	10.22%	5.42%

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 also 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 collaborated with OIC on the Scottish Government 'Summer of Play' initiative where free spaces were offered to children for the varied summer activity programme. These sessions included a modified offering for children with additional support needs through engagement with the Inclusive Orkney Team.
- 11.4. 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.

- 11.5. PCT provides ten parent and child parking spaces, these spaces provide easy, safe and direct access into the Centre.
- 11.6. Ten Disabled parking bays are available with clear signage in place as to their purpose.
- 11.7. 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 and engagement with Scottish Disability Sport saw the introduction of ASN Climbing Sessions which have proved extremely popular. Inclusive Orkney are looking to use the 'Lifestyles' building as their base for monthly meetings and we hope to have this in place soon.
- 11.8. PCT are proud that The Phoenix Cinema offers designated wheelchair spaces, Autism Friendly /Relaxed screenings, an audio description service for blind/visually impaired cinema goers, 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.
- 11.9. We engaged once more in February '22 with the 'Orkney Pride' group on a number of initiatives for LGBTQ+ month, and continue to look at this important aspect of programming as an opportunity to collaborate with marginalised groups and to educate our community. We also collaborated with ORSAS (Orkney Rape & Sexual Assault Service) in March '22 to mark both International Women's Day and Woman's History Month. Further collaboration with ORSAS/OIC included showings of the 'Don't be that Guy' and the NSPCC PANTS campaigns.
- 11.10. Our 'Inclusive' policy regarding The Phoenix was extremely beneficial when applying for grant funding again this year with another successful bid to the Recovery Fund for Independent Cinemas of £27,580.

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

- 12.1. The Pickaquoy Centre Trust still has three employees who have successfully completed an Active IQ Level 3 Diploma in Exercise Referral Qualification. Kenny Brown, Katie Rafferty & David Hamilton. Further training will be undertaken to upskill the new Fitness Team as and when required.
- 12.2. Managing Director, James Linklater sits on the local 'Living Well Group' along with Garry Burton, Leisure and Culture Service Manager, OIC. To date they have both encountered barriers from individuals within NHS Orkney regarding the reintroduction of an exercise referral/social prescribing scheme. Meeting held March with Michael Dickson, Interim Chief Executive NHS Orkney and Tim Dent, Chief Executive, West Lothian Leisure to discuss the successful scheme in place in West Lothian. Further discussion to take place with Michael Dickson who is taking a paper to Integrated Joint Board to hopefully press ahead with a partnership model for the Orkney community.
- 12.3. James Linklater continues to sit on the NHSO 'T2DP Steering Group', looking at the prevalence of type 2 diabetes in the County and how we should work together to reduce this. Public Health Orkney have invested £5,000 with Picky to help encourage engagement from those at risk. Katie Rafferty, PCT and Amy Davis, NHSO also now engaged with the group as progress is made for patient programme delivery.

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

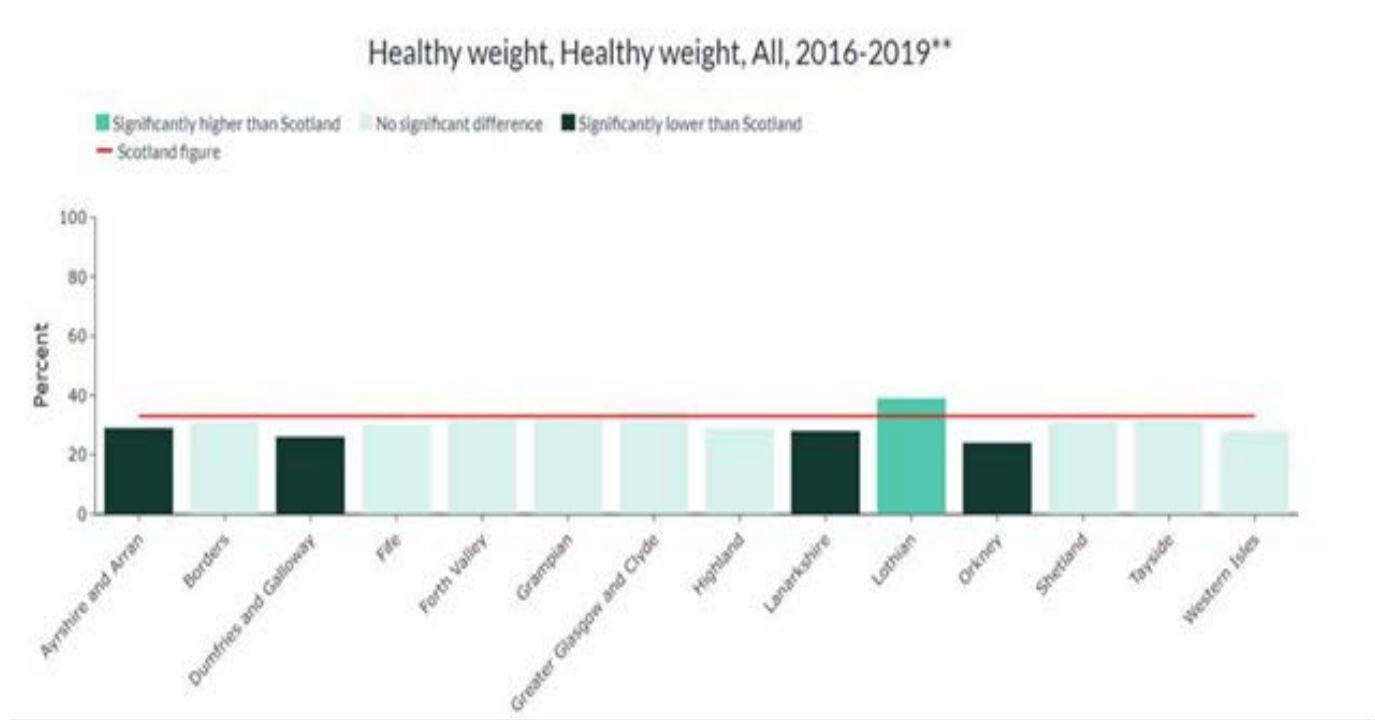
- 13.1. When children complete the 'Club Ready' stage of the 'Learn to Swim' Framework, PCT forward their details (with prior permission) onto Orkney Amateur Swimming Club. COVID-19 disruptions continued to impact the transition process significantly this year.

13.2. Currently investigating a shared pool use session on a Saturday morning where 'Club Ready' swimmers can train alongside OASC 'C' Squad swimmers to aid/encourage transition into the Club environment.

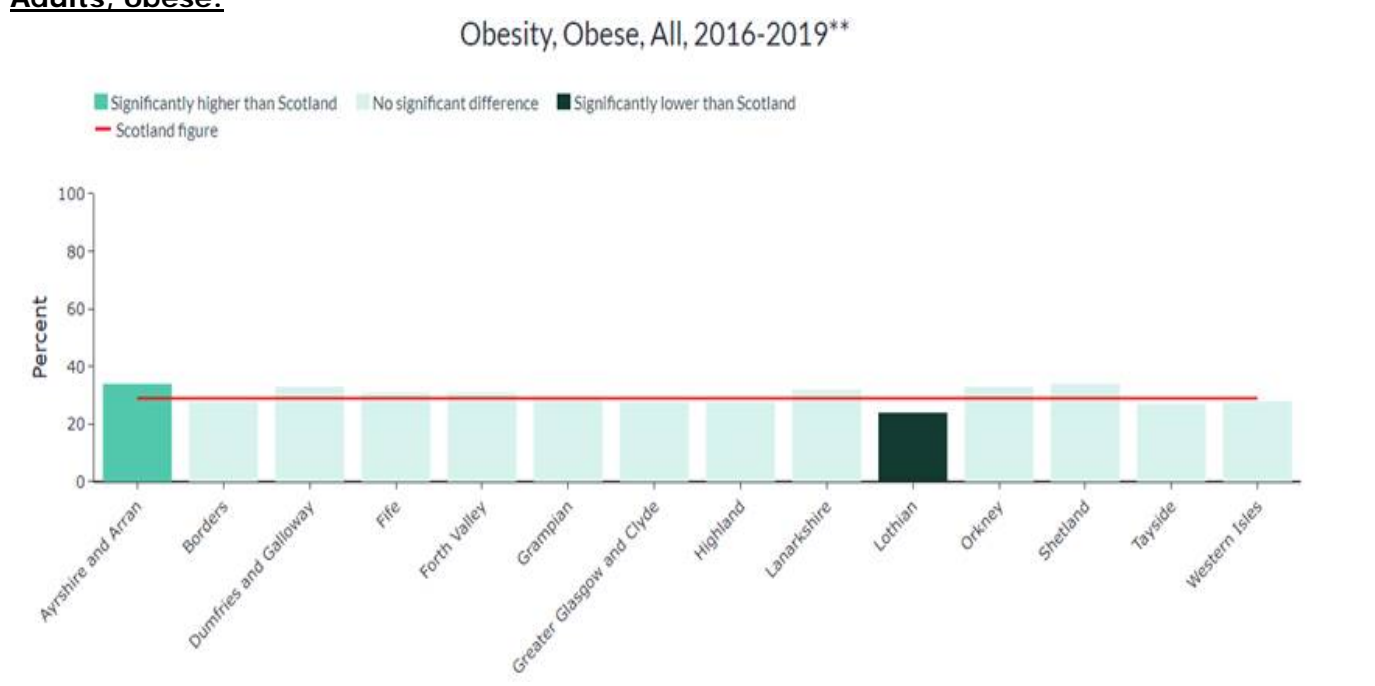
14. Contribute to the long-term outcome of increasing the proportion of Orkney's population with a healthy weight.

14.1. The adult statistics from the Scottish Health Survey are available from [Scottish Health Survey \(shinyapps.io\)](http://shinyapps.io) Current stats. show that there is some way to go in assisting members of our community to live healthier lifestyles and The Pickaquooy Centre Trust understand the pivotal role we have to play in this societal 'Step Change' for Orkney.

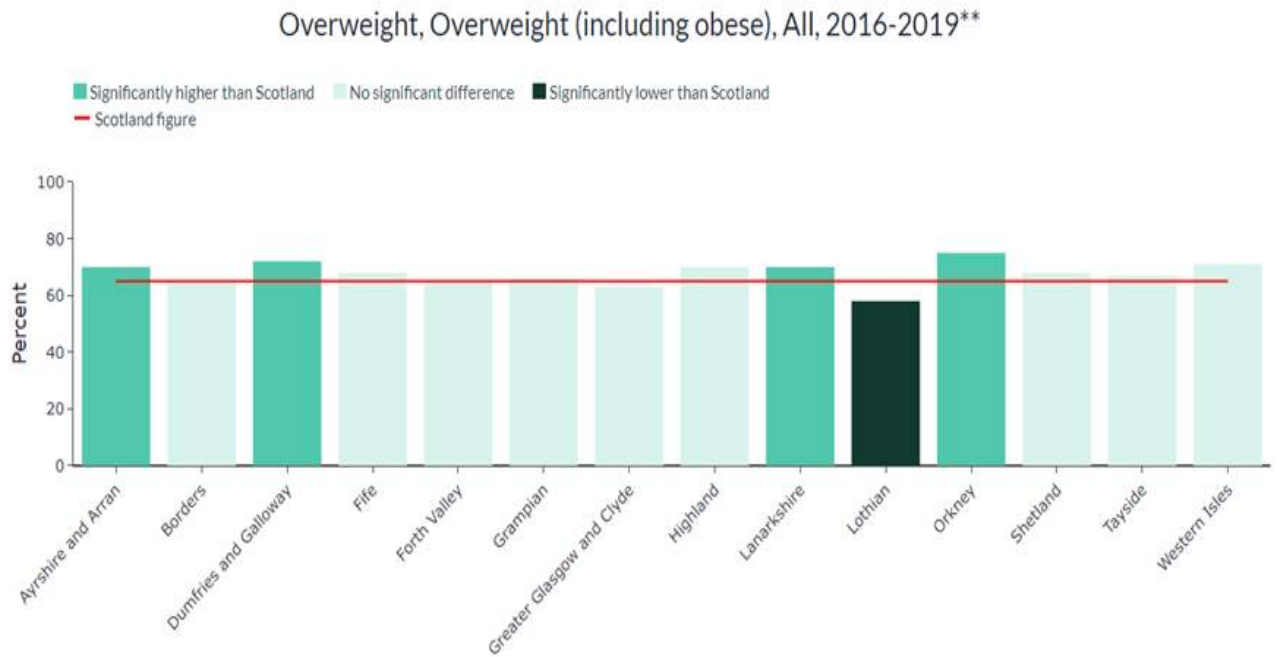
Adults, healthy weight:



Adults, obese:



Adults, overweight (including obese):



75% of Orkney's adults were recorded as overweight (including obese) compared to the national average of 65%.

14.2. James Linklater/Katie Rafferty sit on the NHSO 'T2DP Steering Group', looking at the prevalence of type 2 diabetes in the County. Amy Davis, NHSO and Leisure colleagues at OIC also now engaged with the group as progress is made with a Physical Activity Project Pilot. NHSO funding will be used to provide ActiveLife membership free of charge to participants within the pilot scheme with the objective of increasing the number of NHSO weight management programme participant's meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese.

Usage Performance Indicators

Number of Participants	2020/21	
Fitness including Strength and Conditioning	14,073	
Group Exercise	4,214	
Health	729	
Junior Activities & Sports Courses	2,121	
Arena Sports	3,282	
Other Indoor Leisure	4,665	
Campsite	14	
Track and Infield	2,901	
Playing Fields	0	
Synthetic Grass Pitch	1,373	
Swimming	17,660	
Squash	1,122	
Cinema		811
Indoor Soft Play		326
Climbing & Bouldering		1,665
	52,154	2,802

Number of Participants	2021/22	+/-		
Fitness including Strength and Conditioning	39,240	+25,167		
Group Exercise	16,855	+12,641		
Health	6,222	+5,493		
Junior Activities & Sports Courses	71,715	+69,594		
Arena Sports	32,304	+29,022		
Other Indoor Leisure	6,084	+1,419		
Campsite	12,287	+12,273		
Track and Infield	8,225	+5,324		
Playing Fields	7,909	+7,909		
Synthetic Grass Pitch	4,168	+2,795		
Swimming	58,240	+40,580		
Squash	2,760	+1,638		
Cinema			18,785	+17,974
Indoor Soft Play			4,658	+4,332
Climbing & Bouldering			4,070	+2,405
	266,009	+213,855	27,513	+24,711

During 2021/22 we continued to see the impact of Covid-19 like many other leisure facilities throughout the UK. Ongoing ventilation and capacity restrictions on our services meant that we were unable to return to our pre-pandemic operating model, however, we have seen a steady increase in customer attendance and a significant increase compared to 20/21. We would hope to see this upward trajectory continue into the 2022/23 reporting year.