



ORKNEY
ISLANDS COUNCIL

Item: 11

Education, Leisure and Housing Committee: 12 November 2025.

Pickaquoy Centre Trust – Annual Performance Report.

Report by Director of Education, Communities 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 existing Service Agreement was extended until September 2025 to allow time for the recommendations for the Sport and Leisure review to be clear. A further extension of the Service Agreement until 31 March 2026 has been agreed.

2. Recommendations

- 2.1. It is recommended that members of the Committee:
 - i. Note the Pickaquoy Centre Trust end of year usage figures and performance covering the period April 2024 to 31 March 2025, attached as Appendix 1 to this report.

3. Monitoring of The Pickaquoy Centre Performance

- 3.1. Council Officers continued to work closely with the Board of Trustees, the General Manager and Financial Controller for the Trust in providing support through regular monitoring meetings, and most significantly the continuation of the annual management fee which continued to be £792,200 in 2024/25.

4. Performance Information

- 4.1. 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.

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

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 Orkney Swimming 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.
- 4.2. The General Manager of the Pickaquooy Centre Trust provided performance information for 2024/25, together with commentary for each of the Service Agreement priorities detailed above. This is attached as Appendix 1 to this report.
- 4.3. Performance data for 2024/25, as detailed in Appendix 1, shows most areas of the Trust operation experienced an increase in usage. The overall facility usage of 436,545 visits for 2024/25 represents an increase of 9,283 visits or a 2.17% increase against 2023/24 facility usage, with the areas of operation seeing the most significant increase being:
- Fitness, including strength and conditioning: +6,514.
 - Other indoor leisure: +7,362.
 - Synthetic grass pitch: +2,727.
 - Squash: +2,279.
 - Cinema: +4,323.
- 4.4. Usage information, attached as Appendix 2 to this report, has been provided by the General Manager giving details for any increase or decrease in usage.
- 4.5. ActiveLife membership sales for 2024/25 remain lower than pre-pandemic levels, however, there continues to be some growth in membership uptake shown in Table 1 below.

Table 1: ActiveLife and ActivesIslands Membership Numbers:

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)
31 March 2025	2547	(144)

5. Annual Accounts

- 5.1. The annual audited Pickaquoy Centre Trust accounts for the year ending 31 March 2025 have been submitted and indicate an operating surplus of £20,395, with incoming resources rising from £2,990,828 in 2023/24 to £3,349,929, with income from donations and grants increasing from £848,760 in 2023/24 to £925,171.
- 5.2. Expenditure during financial year 2024/25 increased by £280,023 from £2,973,746 in 2023/24 to £3,329,534. The audited accounts show an increase in expenditure across a number of charitable activities, with the largest increases being:
- £125,453 staff costs.
 - £16,098 other direct costs.
 - £85,371 electricity.
- 5.3. Expenditure also reduced in some areas, with the largest being £17,549 for heating oil.
- 5.4. The Trust's accounts for financial year 2024/25 show an increase of cash the Trust has at bank and in hand from £505,958 in 2023/24 to £577,429.

For Further Information please contact:

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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:** An Equality Impact Assessment is not required for performance monitoring.
6. **Island Communities Impact:** An Island Communities Impact Assessment is not required for performance monitoring.
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.
 - ☐ Improving Population Health.
9. **Environmental and Climate Risk:** None directly related to the recommendations in this report.
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.

Background Papers

None.

Appendices

Appendix 1 – Pickaquoy Centre Trust –performance for 2024/25, including commentary for each of the Service Agreement priorities.

Appendix 2 – Pickaquoy Centre Trust – usage information.

ANNUAL SERVICE LEVEL AGREEMENT REPORT 2024/25

The following aims and priorities are those to be achieved by The Pickaquoy 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.

We continue our development of relationships to bring increased external capital funding for the betterment of the facility on behalf of the Orkney Community. Challenges around revenue funding and ever increasing costs are becoming more apparent and will continue to present issues over the coming years if adequate core funding is not available, it is highly likely that significant service reductions will be required. We are grateful once again to OIC for their ongoing support and hope that the soon to be adopted PAW Strategy will show the importance of The Pickaquoy Centre and ensure that the local authority funds the centre accordingly given its pivotal role in the majority of the desired outcomes. 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)	£8,000
OIC - Renewable Heat Incentive	£26,748
Film Hub Scotland - Film Exhibition Fund	£500
Orkney Rape and Sexual Assault Service - Film Screenings	£2,000
Scottish Swimming – Teacher Qualification	£1,100
Scottish Ballet – SB Elevate	(£1,000)
Orkney 2025 – Internet Upgrade	£7,500

Operational 24/25 **£837,048**

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

Swimming Pool LED Display Screen: (Project completed financial year 24/25)

Sportscotland - Sports Facilities Fund	£46,040
OIC - Community Development Fund	£42,083

Capex 24/25 **£88,123**

Funding Total 24/25 **£925,171**

Mountain Bike Track: (Project to now begin financial year 25/26)

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

Capex 25/26 **£374,186**

Grand Total **£1,299,357**

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 24/25 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. Risk Assessment documentation was a focus for PCT during the year to ensure we are well placed ahead of the 2025 Orkney International Island Games.

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

- 2.1.** Glaitness Outdoor Football, 1 hour booked
Indoor Football, 93 hours booked
Badminton, 101 hours booked
Netball, 113 hours booked
- 2.2.** St Andrews Indoor Football, 45 hours booked
Netball, 4 hours booked
- 2.3.** Primary School Swimming 94 hours booked
- 2.4.** Curriculum Support Swim Classes -no sessions booked

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

- 3.1.** Arena 22,931 available: 2,612 used.
- 3.2.** Boulderling 37,521 available: 2,056 used.
- 3.3.** Squash 26,315 available: 2,902 used.
- 3.4.** Main Pool 18760.5 available, unable to quantify used hours.
- 3.5.** Leisure Pool 2832.5 available, unable to quantify used hours.
- 3.6.** Cinema* 229,285 available, 28,399 used.
- *Based on 944 screenings.

4. Provide specialist venues for use by sports clubs;

- 4.1.** Athletics 399.5 hours (arena), 158.75 hours (track, reduced from previous years due to track refurb over summer 2024), 20 hours (Studio)
- 4.2.** Badminton 1083 hours
- 4.3.** Boulderling 1500.5 hours (cave)
- 4.4.** Climbing 70 hours
- 4.5.** Cycling 18 hours
- 4.6.** Fencing 232 hours (arena)
- 4.7.** Football 643.75 hours (pitches), 189.75 hours (AWP), 876.25 hours (arena), 4 hours (studio), 13.5 hours (squash courts)
- 4.8.** Gymnastics no longer using facility
- 4.9.** Hockey 454.25 hours (AWP), 62 hours (arena), 9 hours (S&C)
- 4.10.** Kayak 231 hours (pool)
- 4.11.** Martial Arts 0 hours (arena), 140 hours (Quayside)
- 4.12.** Netball 1610.5 hours (arena)
- 4.13.** Octopush 651 hours (pool)
- 4.14.** Roller Derby 630 hours (arena)
- 4.15.** Rugby 618 hours (pitches), 24 hours (AWP), 64 hours (arena), 60.75 hours (S&C)
- 4.16.** Swim Club 2078 hours (pool)
- 4.17.** Squash Club 1,284.75 hours (squash courts), 24 hours (studio)
- 4.18.** Volleyball 208 hours (arena)
- 4.19.** Triathlon 10 hours (pool)

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.
- 5.2.** 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 NHSO and Leisure colleagues at OIC we continue to review how collaborative working can benefit the community as a whole in meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese.
- 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.** Chair-Based Exercise classes, delivered by specialist instructor Emma Ratter, remain a well-attended provision for older adults and those referred through the NHS. The sessions form a regular part of the Group X timetable and provide a safe, accessible venue for participants. NHS clients frequently attend with carers, ensuring appropriate support is available while they engage in structured exercise aimed at improving strength, mobility, and balance. This targeted provision helps to reduce the risk of falls within the ageing population and demonstrates the value of offering specialist facilities for specific groups, such as exercise referral and disability services. In addition, the programme contributes to wider health and wellbeing outcomes by promoting independence, enhancing quality of life, and helping to alleviate demand on NHS and social care services.
- 5.5.** Women's-Only Circuit classes, instructed by trainer Emma Ratter, this class provide a supportive and accessible environment designed specifically for female participants. Delivered as part of the Group X timetable, these sessions address barriers to participation by offering a private, comfortable setting free from the potential intimidation sometimes associated with mixed-gender gym environments. The circuit format combines cardiovascular and strength-based exercises using a range of equipment, including dumbbells, kettlebells, and air-resistance machines, to deliver a comprehensive full-body workout. This targeted provision not only recognises the importance of female-specific physiology but also promotes inclusivity by encouraging participation among women who may otherwise be reluctant to engage in traditional fitness settings. In addition, the programme contributes to wider health and wellbeing outcomes by supporting confidence, improving physical health, and reducing health inequalities within the community. Importantly, the classes also provide social value, offering opportunities for empowerment, peer support, and community connection, which can help to reduce social isolation and enhance overall quality of life for participants.
- 5.6.** Women's-Only Strength and Conditioning sessions provide access to a dedicated gym space where female participants can engage in their own training within a supportive and inclusive environment. This provision addresses common barriers to participation by offering a private setting that reduces the potential intimidation of mixed-gender gym environments, thereby encouraging greater engagement in strength-based exercise. The sessions utilise a range of equipment, including free weights and functional training apparatus, to support improvements in strength, endurance, and overall physical capability. By focusing on female-specific needs and promoting confidence in the use of gym facilities, these sessions help participants develop long-term exercise habits that contribute to sustained health and well-being. In addition, the provision delivers wider social benefits by empowering women, reducing health inequalities, and fostering peer support networks that enhance community connection and help alleviate social isolation.
- 5.7.** Women's-Only Swimming sessions provide a dedicated and inclusive environment for female participants to access aquatic exercise in a supportive and comfortable setting. These sessions help to remove barriers to participation by offering privacy and reassurance for women who may feel uncomfortable in mixed-gender swimming environments, including those from cultural or religious backgrounds where gender-specific provision is essential. Swimming is a low-impact, full-body activity that supports improvements in cardiovascular fitness, muscular strength, and overall well-being. Highly suitable for individuals with joint or mobility concerns. By providing a safe and accessible venue, Women's-Only Swimming encourages greater engagement in regular physical activity, empowering participants to build confidence and independence in the water. In addition to the health benefits, the programme contributes to wider social outcomes by reducing

inequalities in access to exercise, fostering peer support, and helping to reduce social isolation through shared participation in a welcoming community environment.

- 5.8.** Aqua Natal classes, delivered in partnership with NHS's Maternity Team, provide a specialist form of exercise designed to support the health and wellbeing of expectant mothers. These sessions take place in a safe, accessible aquatic environment that reduces impact on joints while promoting gentle cardiovascular fitness, muscular strength and relaxation. The programme is tailored to the specific needs of women during pregnancy, offering a supportive environment that encourages safe participation in physical activity while also helping to prepare the body for childbirth. By working in partnership with healthcare professionals, Aqua Natal ensures clinical oversight and alignment with maternity care pathways, enhancing the quality and safety of the provision. In addition to the physical benefits, these sessions contribute to wider social outcomes by offering peer support, reducing feelings of isolation during pregnancy, and providing opportunities for women to build confidence and connections within their community. This targeted service demonstrates the value of specialist provision in addressing the needs of specific groups, while also reducing health inequalities and supporting positive maternal health outcomes.
- 5.9.** Over the Winter months, our Walking Football group meet twice weekly. The sessions are available through ActiveLife or pay as you go on Mondays and Thursdays 1230-1400. Each year the group contest the 'Walking Football Christmas Cup' and this year 'The Rest of The World' overcame Kirkwall to claim bragging rights.
- 5.10.** Parkinson's UK 'come try' sessions were held in Arena/Pool on 11 April as part of Parkinson's Awareness Week where a variety of activities including pickle ball, badminton and long mat bowls were available for those with Parkinson's/families to try.
- 5.11.** Yoga MoveS instructed by Jane Rawle restarted on the 21st September in partnership with MS Orkney and ran until 7th December.
- 5.12.** 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.
- 5.13.** PCT offer the 'Wellbeing Clinic' with Therapists who include a registered Osteopath, Sports Therapist, Massage Therapist, a Massage & Mobility Therapist and a collaboration with a Neuro Physiotherapist.
- 5.14.** Our Family Sensory Friendly Pool session on a Saturday evening continues to include swimming lessons for children with additional support needs (ASN). The environment during this session is altered to remove any unnecessary sounds or distractions of a public session. These sessions help a variety of goals of whether 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.
- 5.15.** The Sport & Leisure team at Orkney Islands Council arranged an opportunity to attend the Working with Autistic Participants in Sport & Physical Activity workshop, delivered by Scottish Disability Sport. We had members from our Fitness, Junior Course and Holiday Camp teams attend. The course was developed to support coaches, leaders and participants to include participants with autism in meaningful, quality and challenging sport and physical activity opportunities.
- 5.16.** As part of our Learn to Swim Framework agreement, Scottish Swimming deliver annual CPDs for our Swim Teaching Team. For this year's allocation we chose the new 'inclusive Swim Teaching' Module. Across Scotland it was calculated that 33% of swimmers within the programme have additional support needs, so this training helped prepare our teachers for the our classes.
- 5.17.** Barbara Balcome, Hearing Support Teacher, ran a session with our Swim Teaching and Lifeguard team to support Deaf Friendly Swimming. Those with hearing aids are not able to use their devices whilst swimming, so Barbara ran a session on awareness, signing and issued the team will resources to help them support deaf swimmers.
- 5.18.** Through our partnership with Scottish Swimming, we have been issued with SwimPix. This is a series of cue cards based on the Learn to Swim syllabus to aid the delivery of the programme with children who may have additional needs, where English isn't their primary language and generally where a visual aid is more effective.
- 5.19.** ASN Climbing Group sessions introduced which were positively received.
- 5.20.** The fourth annual Orkney Parasports Festival took place at the centre on Friday 28th of February. The Parasport Festival provides a range of opportunities for young people with a physical, visual

or hearing impairment or Down Syndrome to try new and exciting sports and learn more about the pathways that are available in their local community. This years sports included Swimming, Kayaking, Rugby, Athletics and Climbing. 12 Children took part in this years sessions. Instructors from Picky were present along with those from local clubs and Orkney Islands Council. The event is a collaboration between The Pickaquoy Centre, Orkney Islands Council, Scottish Disability Sport & Sportscotland.

- 5.21.** Scottish Disability Sport Week 2024, ran from 25th November through to 1st December. Picky partnered with 'The Lifestyles Centre' by offering 3 free afternoon session for their clients.
- 5.22.** 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.
- 5.23.** To mark Dementia Awareness Week, in collaboration with Age Scotland we held two dementia friendly screenings of the sing-a-long version of classic film Calamity Jane on 29 May. These were attended by 46 people, including those from care homes across Orkney, and received very positive feedback on their inclusive and welcoming atmosphere.
- 5.24.** 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 past year saw further developments within the programme with increased numbers across a range of sports. Louise Stewart and Michael Schinkel have worked closely with sportscotland and OIC, liaising with Elaine Marcus, Community Sports Officer/Catriona Munro re the programme on a day-to-day basis. Coach development has moved on with the introduction of the new UKSCA S&C Trainer Award which PCT staff members Lee Rendall and Angie Ross are undertaking. PCT continues its support through free use of facilities where possible and has given facility use for those attending from Shetland, Orkney and Caithness who are undertaking the S&C Trainer training, September & December '24.
- 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 partnership with the OIC Active Schools Team through it's sponsorship of the 'Young Sportsperson of the Year' award for the 2024 Orkney Sports Awards. This year we were delighted to present the award to Emily McArthur for her fantastic athletics achievements throughout the year.
- 6.4** The Pickaquoy Centre Trust continues its own 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: The sponsorship programme was created to support athletes who compete at the elite level, but equally those who demonstrate great commitment, and act as a role model to young people who are new to the sport. The 2025 Orkney International Island Games were very much in our thought process as we decided on recipients this year.

Our application and award process for 24/25 was completed in April '24 with a good level of applicants again. The successful applicants are detailed below:

- Andrew Reid - Badminton
- Cailynn Williamson - Rugby
- Craig Moar – Endurance Running
- Emily McArthur – Athletics
- Eve Wood - Swimming
- Finlay Scott – Squash
- George Ewing - Football
- Maggie Tait – Fencing
- Rebecca Reid - Badminton
- Zara Flett – Netball

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. PCT continues to investigate the potential for a covered synthetic surface on the Pickaquoy Centre campus.

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 continues to work with the OIC/sportscotland/ Active Schools team inputting into the refreshed PAW strategy where required.
- 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 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 **222** individuals register for Hub activities and throughout the year, **1,464** youngsters attended these fantastic sessions over the 35 weeks.

S1	87
S2	88
S3	37
S4	8
S5	8
S6	10
KGS	216
SA	1
Other	21
Total	238

- 1.4. For our Friday Hub sessions in the run up to the Island Games, along with Active Schools Orkney, we are running themed sports sessions. The 28th of February session saw the Kirkwall Kayak club staying on after the Parasports Festival to run a session for the young people in the pool.
- 1.5. For a ten week block over October and November, a Youth Strength & Conditioning course was run in association with the Hub. The Community Learning and Development team at Orkney Islands Council selected 10 young people that the work with on a regular basis to attend and Fitness Advisor Lee Rendall took the group through an age appropriate programme, introducing them to the fundamentals of Strength and Conditioning.
- 1.6. In June we participated in the "Lunch Time with an Employer" event at Stromness Academy. We organised an engaging session that included bubble football, which proved to be a fun activity for the students. Alongside this, we set up our career milestone stand, distributing leaflets and providing information about our organisation. This event provided a fantastic platform for us to connect with students and share insights into the diverse career paths available within our centre.
- 1.7. In September, we visited Sanday Community School where we enjoyed a day filled with engaging activities for the pupils. Students from nursey to S4, along with their teachers, participated in a variety of games, including RJT, and the ever-competitive tug of war. The highlight of the day was the Bubble Football, which brought excitement to everyone involved. This event not only provided team building skills among the pupils but also provided an excellent opportunity for them to learn about the diverse activities available at the centre.
- 1.8. Later in October, we attended the Orkney Careers Fair, where we introduced a basketball arcade as an interactive attraction for attendees. This proved to be a success, as we received feedback from the organisers indicating that our stand was the most popular of the day. During this event, we had the opportunity to discuss potential career paths within our centre and promote our National Pool Lifeguard Qualification (NPLQ) and Scottish Swimming Teacher Qualification (SSTQ) courses, which accumulated significant interest from participants.
- 1.9. We engaged in the Health and Wellbeing event at Kirkwall Grammar School in February, where our basketball arcade once again attracted considerable attention. We took this opportunity to discuss the benefits of our facilities and activities on individual health and wellbeing, receiving positive feedback on our current offerings. Additionally, we hosted a lunchtime activity in the gym that was well attended, further enhancing our outreach efforts.

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 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 the scheme membership now boasting nine Scottish regions over and above Orkney. [LeisureLink](#)
 - 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 (as also used by OIC), 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. PCT Monthly Management Reports for Trustees and OIC Officers have developed into a valuable tool for all parties, with great levels of detail and transparency for audit purposes.
- 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 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 2024 are detailed below;

306 respondents this year.

196 respondents were ActiveLife Members.

92% of customers were Extremely Satisfied/Satisfied with opening hours.

88% of customers were Extremely Satisfied/Satisfied with centre cleanliness.

92% of customers were Extremely Satisfied/Satisfied with Customer Service.

88% of customers were Extremely Satisfied/Satisfied with the centre value for money.

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 had one employee, Kenny Brown who had successfully completed an Active IQ Level 3 Diploma in Exercise Referral Qualification. Training provided by North Devon Exercise Specialist/Active IQ. Unfortunately, Kenny left the business in October of this reporting year.
- 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.** Louise Stewart, Michael Schinkel, 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 24/25.

Course/Training	Staff Members
Personal Licence Refresher	Louise Stewart
Youth Strength & Conditioning Coach	Lee Rendall
Youth Strength & Conditioning Specialist	Lee Rendall
Child Wellbeing and Protection in Sport Course	Louise Stewart, Michael Schinkel, Emily Fisher, Emma Ratter, Rebecca Farley, Payton Johnston, Finlay Grayson, Robert Adamson, Douglas McRae, Frank Keenan, Gabrielle Shoesmith, Erlend Ballantine, Ryan Linklater, Sam Louttit, William MacDonald, Kenneth Towers, Angela Ross, Callum Lycett, Kavan Kynoch
Trainer Assessor Course	Natalie Rose
Scottish Swim Teachers Qualification (SSTQ)	Annie Spence, Max Linklater, Emily Fisher, William MacDonald, Jake Ross, Dylan Price, Natalie Rose, Aleisha Womack, Leah Robertson, Lucy Kenyon
Skills for Line Managers	Michael Schinkel
InDesign 2022 Essential Training	Hannah Cursiter, Jenna Flett
RLSS UK Level 2 Award in Automated External Defibrillator – AED	Katrina Laing, Neil Cormack, Tom Lynch, Hannah Cursiter, Louise Stewart
RLSS UK Qualifications Level 3 Award in First Aid at Work	Katrina Laing, Hannah Cursiter, Tom Lynch, Louise Stewart
Designated Child Protection Lead Scotland	Tom Lynch, Louise Stewart, Hannah Cursiter

Deaf Awareness Course	Kenneth Towers, Douglas McRae, Natalie Rose, Angela Ross, Max Linklater, Jamie Adam, Bradley Cormack, Gabrielle Shoesmith, Tom Lynch, Louise Stewart, Caitlin Smith
Leadership and Management Training Day	James Linklater, Lauren Warnock, Calvin Reid, Louise Stewart, Victoria Rhodes, Tom Lynch, Hannah Cursiter, Neil Cormack, Katrina Laing, Michael Schinkel, Calvin Slater,
RLSS UK Qualifications Level 3 Award in Pool Lifeguarding	Payton Johnston
Active IQ Level 3 Award in Managing Pool Operations	Natalie Rose, Katrina Laing, Michael Schinkel, Douglas McRae, Calvin Slater, David Halliday, Fiona Blair
Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6	James Linklater, Laura Olsen, Tom Lynch
ACAS Line Management Training for Developing Managers	Katrina Laing
ACAS Line Management Training for New Managers	Calvin Slater, Karin Younie, Iryna Starovoit
Level 2 Certificate in Group Indoor Cycling	Ali Hepburn
RLSS UK Qualifications Level 3 Award in Pool Lifeguarding	Finn Aberdein, Euan Harcus, William MacDonald, Caitlin Smith
Managing Conflict training	Hannah Cursiter, Tom Lynch, Neil Cormack, Lauren Warnock, Karin Younie, Katrina Laing, Louise Stewart, Calvin Reid, Calvin Slater, Erlend Grieve, Michael Schinkel, Victoria Rhodes
Level 2 Exercise to Music Instructor	Maureen Swannie
Level 2 Hygiene Training	Bonnie Seblante, Giedre Jones
UKSCA Diploma in Strength and Conditioning (ongoing)	Lee Rendall, Angie Ross
Highfield Award in First Aid at Work at SCQF Level 6	Joanne Cairns, Tyla Whitehead
Award in Awareness of First Aid for Mental Health at SCQF Level 4	Tom Lynch, Louise Stewart, Iryna Starovoit, Calvin Reid, Erlend Grieve
NEBOSH National General Certificate (ongoing)	Louise Stewart
YMCA Level 2 Certificate in Group Exercise Instructing: Exercise to Music – Freestyle	Maureen Swannie
National Pool Lifeguard Qualification (NPLQ)	David Halliday, Katie Joss, Alisha Underwood, Elke Stevens, Angus Robertson, Mabel Zhang, Kaylee Linton, George Ewing, Ben Sibley, Thorfinn Scott
Working with Autistic Participants in Sport & Physical Activity	Ian Rendall, Emma Rendall, Ella Spence, Payton Johnston, Angela Ross, Lee Rendall
RLSS UK Qualifications Level 3 Award in Pool Lifeguarding	Ryan Linklater, Dylan Price, Jake Ross, Calvin Reid
Fire Risk Assessment Training (Low-Medium Risk Premises)	Louise Stewart
Website Training	Hannah Cursiter, Jenna Flett, Victoria Rhodes, Tom Lynch, Teri Nicolson
First Aid at Work	Natalie Rose
Licensing Training	George Wolstenholme, Danny Moar, Caitlin Smith, Emily Fisher, Ella McArthur, Lee

	Findlay, Finlay Grayson, Bonnie Seblante, Bradley Cormack, Jamie Sutherland, Jake Ross, Ruth Smith
LCD Screen Training	Calvin Reid, Calvin Slater, Erlend Grieve, Tom Lynch, Hannah Cursiter, Jenna Flett
PureStretch Instructors Course	Maureen Swannie
Child protection: an introduction (3.0)	Hannah Cursiter
Inclusive Swimming Teaching CPD	Payton Johnston, Max Linklater, Tom Lynch, William MacDonald, Dylan Price, Jake Ross, Angela Ross, Calvin Slater, Annie Spence, Carrie Tulloch, Aleisha Womack, Lucy Kenyon
Skills & Drills/Powerswim CPD	Payton Johnston, Max Linklater, Tom Lynch, Dylan Price, Natalie Rose, Jake Ross, Angela Ross, Calvin Slater, Annie Spence, Carrie Tulloch, Lucy Kenyon
Adults CPD	Payton Johnston, Max Linklater, Tom Lynch, William MacDonald, Dylan Price, Natalie Rose, Jake Ross, Angela Ross, Calvin Slater, Annie Spence, Carrie Tulloch, Lucy Kenyon
Scottish Certificate for Personal Licence Holders at SCQF Level 6	Calvin Reid
SRSA Rope Access Setter revalidation	Ella Spence, Ian Rendall

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, collaborating on the PDP programme as well as a number of other initiatives including the Annual 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, which 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 2024/25 The Pickaquoy Centre Trust provided Orkney Amateur Swimming Club with **1165.5 hours £18,181.80 of free lane time** as per the terms of our Service Level Agreement. A further 912 paid lane hours £14,227.20 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 286 participants
- 7.3. Pre-school, Swim Skills 1-4 and 'Club Ready' 18,334 participants
- 7.4. 1:1 Classes 117 participants
- 7.5. ASN Swimming 162 participants
- 7.6. Adult Swim Classes 452 participants
- 7.7. Skills & Drills 31 participants
- 7.8. Powerswim 13 participants
- 7.9. Masters Swimming 40 participants

- 7.10.** In order to maintain teacher levels for our Learn to Swim Programme, we ran an internal Scottish Swim Teaching Qualification (SSTQ) with local Scottish Swimming Tutor, Lisa Kirby. Completing the course were Annie Spence, Max Linklater, Emily Fisher, William MacDonald, Jake Ross, Dylan Price, Natalie Rose and Leah Robertson. We had a further opportunity to add candidates to a SSTQ course being run by Orkney Islands Council at Stromness Swimming Pool. Here Lucy Kenyon and Aleisha Womack completed the course.
- 7.11.** Barbara Balcome, Hearing Support Teacher, ran a session with our Swim Teaching and Lifeguard team to support Deaf Friendly Swimming. Those with hearing aids are not able to use their devices whilst swimming, so Barbara ran a session on awareness, signing and issued the team with resources to help them support deaf swimmers.
- 7.12.** Over the '25 February midterm break, our Swim Teachers attended annual CPD training as part of our framework agreement with Scottish Swimming. The three CPDs this year were Inclusive Teaching, Skills & Drills/Powerswim and Teaching Adults. Petur Petursson & Lisa Kirby were the Scottish Swimming tutors across the three sessions. The Inclusive Swimming CPD will help our teachers support children with additional support needs withing the programme, whilst the remaining two CPDs will help bolster our programme for adults.

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

Term Courses

8.1. Jnr Climbing	1,605 participants (Includes family climb & NIBAS)
8.2. ASN Climbing	162 participants
8.3. Adult Climbing	41 participants (Includes family climb & NIBAS)
8.4. Run Jump Throw	2,017 participants
8.5. Adult Swimming	452 participants
8.6. Early Years Swimming	286 participants
8.7. 1-1 Swimming	117 participants
8.8. ASN Swimming	155 participants
8.9. Learn to Swim	18,334 participants

Holiday Sessions

8.10. One to one Swimming	6 participants
8.11. Learn to Swim	630 participants
8.12. Early Years Swimming	no sessions during holidays
8.13. Climbing	481 participants (includes adult, ASN and NIBAS sessions)
8.14. Run, Jump, Throw	113 participants
8.15. Other sessions	67 participants (Bubble Football)

Group X

- 8.16.** 28,352 spaces booked
- 8.17.** 26,800 attended
- 8.18.** 1,570 classes run

9. Develop and deliver holiday programmes:

9.1. Easter 2024	188 participants
9.2. Summer 2024	530 participants
9.3. October 2024	142 participants
9.4. Christmas 2024	29 participants
9.5. Mid-Term 2025	59 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. NHSO Oral Health Team also attended Holiday Camp sessions throughout the year.

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.** Picky 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. Our ASN sessions during holiday periods such as ASN Climbing, dedicated ASN Inflatable and regular 'Relaxed' Cinema screenings have become permanent activities within our programming. 'Inclusive Orkney' continue to help 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.** To mark Refugee Awareness Week, we collaborated with OIC's Resettlement Services team to screen the Ukrainian animation Mavka: The Forest Song, which was shown in both the original Ukrainian with English subtitles and the English overdubbed version. OIC funded tickets for 29 Ukrainian refugees currently living in Orkney, so that they could see the film for free. To show further support, our June Phoenix Fringe film was also refugee themed, the Oscar nominated fantasy Io Capitano.
- 11.9.** During our 'Paddington' screenings in Phoenix Cinema we supported the charity 'Action Medical Research for Children' (for which Paddington is the mascot) by having a Paddington shaped and sized collection box outside the cinema, and supporting a raffle giving customers the chance the chance to win their own Paddington at the film's final weekend screenings. The Paddington collection box has proved popular, especially with young children, and has remained outside the cinema.
- 11.10.** 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 fourth year in a row we collaborated with ORSAS, with a free screening of NT Live's Prima Facie in September attracting a full house of nearly 240 people and the usual programme of free film screenings to celebrate Women's History Month in March. The films shown this year were Raya & The Last Dragon (PG), The Six Triple Eight (12A), Lee (15) and The Outrun (15) (all film licenses and staffing costs covered by ORSAS). All screenings were supported by an information stand on display in the cinema kiosk area, and introductions by ORSAS where appropriate. Once again, we received very positive customer feedback and saw another increase in numbers, with 500 people attending the free screenings in March.

We continued our collaboration with the Japan Foundation for a second year and screened four films from their Touring Film Festival Programme in February and March, collaborating with the Orkney Japan Association to promote these locally. These films were provided with a reduced licence fee, so we were able to make tickets cheaper, with 57 people attending the screenings. Feedback from attendees was again very positive, with comments asking for more films and events like this in the future.

We began a collaboration with Escapes, a BFI and National Lottery funded scheme to put on a free film every month (these started in Feb 2024 and are currently ongoing). The films shown include independent releases, classic films and occasionally family films, with attendees ranging from 9-80 per screening. These are accessible to all, with HOH subtitles and audio description available on all films, and because they are free they are inclusive for low-income households, our costs are covered by funding from Escapes.

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

- 12.1.** The Pickaquoy Centre Trust had one employee who had successfully completed an Active IQ Level 3 Diploma in Exercise Referral Qualification, Kenny Brown. Unfortunately, Kenny left the business in October of this reporting year. Little or no appetite at corporate level from NHSO for this type of initiative at present, however, we continue to make small wins through direct collaboration with individuals within the local health authority team such as the project below. Should the landscape change we will endeavour to upskill our fitness team accordingly.
- 12.2.** 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 NHSO and Leisure colleagues at OIC we continue to review how collaborative working can benefit the community as a whole in meeting physical activity recommendations, as well as reducing the levels of individuals in Orkney who are overweight or obese.

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;

- 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, **25** children passed the club ready level.
- 13.2.** 16th November, swimmers from our Swim Skills 4 & Club Ready classes were invited to join Orkney Amateur Swimming Club's Winter Championship. During a Learn to Swim Gala section of their championships, our Swimmers were buddied up with club swimmers to give them a taste of swimming at a meet.

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

- 14.1.** 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 NHSO and Leisure colleagues at OIC we continue to review how collaborative working can benefit the community.

Usage Performance Indicators

Number of Participants	2023/24	2024/25	Variance	Variance %
Fitness including Strength and Conditioning	48,344	54,858	6,514	13.47%
Group Exercise	25,232	26,621	1,389	5.50%
Health	18,711	19,292	581	3.11%
Junior Activities & Sports Courses	116,520	112,740	-3,510	-3.02%
Arena Sports	40,658	38,991	-1,667	-4.10%
Other Indoor Leisure	15,732	23,094	7,362	46.80%
Campsite	13,575	15,479	1,904	14.03%
Track and Infield	10,824	5,395	-5,429	-50.16%
Playing Fields	13,175	12,299	-876	-6.65%
Synthetic Grass Pitch	4,393	7,120	2,727	62.08%
Swimming	75,045	70,235	-4,810	-6.41%
Squash	4,116	6,395	2,279	55.37%
Cinema	24,163	28,486	4,323	17.89%
Indoor Soft Play	12,253	11,002	-1,251	-10.21%
Climbing & Bouldering	4,521	4,538	17	0.38%
	427,262	436,545	9,283	2.17%

We continue to strive towards recovering the usage profile and membership numbers that were exhibited pre-2020, and as determined efforts to increase these continue it is pleasing to once again see marginal growth in both. During this long-term recovery period it has been essential to maintain astute and dynamic management of the business, whilst also continuing to seek out external funding opportunities. The continued global financial position around increased utility and raw material costs have added significant challenges to the current operating model of the centre, especially given core funding has not moved in line with these unavoidable expenses.

THE PICKAQUOY CENTRE TRUST 2024 TO 2025 USAGE AGAINST 2023 TO 2024 ACTUALS

Gym, Strength & Conditioning & Functional Training	2023/24 Actual	2024/25 Actual	Variance
Number of participants attending the Gym areas	48,344	54,858	6,514 (12.85%)

Gym usage very positive this year again, we have seen increased S&C usage by clubs which will contribute to this figure also. PT service reintroduced. Fitness advisors are steadily training, developing, and gaining experience. The Island Games are approaching; therefore, competitors are putting in extra training sessions. A Gym Waiver was introduced to make the gym more accessible for experienced gym users.

Group Exercise Classes	2023/24 Actual	2024/25 Actual	Variance
Number of participants attending Group-X Classes	25,232	26,621	1,389 (6.82%)

Change of instructors has lead to an updated timetable throughout the year. Occupancy has increased from 73% in 2023/24 to 81% in 2024/25

Junior Activities	2023/24 Actual	2024/25 Actual	Variance
Number of juniors attending activities	90,247	87,122	-3,125 (-3.37%)

Sports Courses	2023/24 Actual	2024/25 Actual	Variance
Number of participants Learn to Swim, climbing etc.	27,397	25,618	-1,779 (-7.32%)

Learn to Swim – Term time occupancy for 2024/25 was 78.2%, holiday occupancy for 2024/25 was 70.6%. Overall occupancy for 2024/25 was 77.7%

Occupancy levels for Preschool Swimming were lower during daytime sessions which is affected by the increased provision of Preschool for under 5s.

Climbing – Term time occupancy for 2024/25 was 59.5%, holiday occupancy for 2024/25 was 48.1%. Overall occupancy for 2024/25 was 51.0%

There was a reduction in occupancy party through instructor availability during term 3 and 4. There were spaces available in upper levels of our courses which should start to fill as climbers progress through the NICAS programme.

Run Jump Throw – Term time occupancy for 2024/25 was 68.5%, holiday occupancy for 2024/25 was 31.4%. Overall occupancy for 2024/25 was 49.7%

There was a drop in numbers in term time classes during term 4. Additional training, refreshed sessions plans and structure have allowed us to increase the quality of sessions. Numbers should increase for Term 1 2025/26. A trial of Run Jump Throw during the holiday period was successful for the p1-2 age group but little uptake for the p3-4 group.

Health Suite	2023/24 Actual	2024/25 Actual	Variance
Number of participants using the Health Suite	18,711	19,292	581 (3.21%)

Therapists continue to be busy with their availability updated to accommodate demand where needed. Wetside health facilities and sunbed have continued with steady use throughout the year.

Arena Sports	2023/24 Actual	2024/25 Actual	Variance
Number of sports participants using the Arena	40,496	38,991	-1,505 (-3.54%)

Multiple dates throughout the year where Arena availability was affected due to anchor point and floor upgrades, this mainly impacted individual use with times allocated to minimise the impact on sports clubs.

Other Indoor Leisure Activities	2023/24 Actual	2024/25 Actual	Variance
Other indoor leisure activities	15,732	23,094	7,362 (44.92%)

Larger bookings, events and conferences contributed to circa. 11,130 attendees. These included Folk Festival, Ideal Homes Exhibition, St Magnus Festival, Elections, Manran, Still Game, Science Festival, Schools Instrumental, Careers Fair and The Chair's Shindig among others.

Cinema	2023/24 Actual	2024/25 Actual	Variance
Number of customers visiting the cinema	24,163	28,486	4,323 (17.93%)

Blockbusters have again proved popular with The Outrun (including Orkney Premiere Screening) averaging 84, Moana 2 averaging 71, Wicked averaging 69 and Paddington in Peru averaging 64 per screening. Overall average attendance was slightly higher with 30 per screening compared to 25 for the past couple of years.

Soft Play – Jungle World & Inflatables	2023/24 Actual	2024/25 Actual	Variance
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Number of participants attending indoor soft play	12,253	11,002	-1,251 (-10.70%)
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JW – down 213 closed from 29 April-10 May for safety refurbishment on some items and deep clean
Higher number of cancelled inflatable sessions this year due to other activities taking place within the arena, as well as arena floor refurbishment

All Weather Pitch (AWP)	2023/24 Actual	2024/25 Actual	Variance
Number of participants using the AWP	4,393	7,120	2,727 (56.08%)

Due to the refurb taking place over June/July 2023 increase in use was expected this year. Usage higher than pre-covid years with the area being used for football and rugby bookings throughout winter along with regular hockey bookings year-round and JIC in June. Club hours increased from 567.75 in 2023 to 694 in 2024, there was an additional 87 hours booked by Science Festival for one of their exhibitions in September 2024.

Campsite	2023/24 Actual	2024/25 Actual	Variance
Number of participants staying on the campsite	13,575	15,479	1,904 (15.08%)

Campsite continues to return good figures with pre-covid number once again realised.
Numbers of bookings and participants across the year showed a strong uptake. A return to pre-Covid confidence in travel and Orkney performing well as a tourist destination may be contributory factors. Increased advertising in industry magazines and websites will also have helped generate increased bookings.

Track & Infield	2023/24 Actual	2024/25 Actual	Variance
Number of participants using the track & infield	10,824	5,395	-5,429 (-44.41%)

Area closed from 15 April – 09 September due to new track being laid and additional athletics are upgrades prior to Island Games in July 2025. Due to the refurb Orkney Athletics & Running club were unable to hold the majority of their outdoor season on the track and Orkney Football Association were unable to hold finals on the infield.

Grass Pitches	2023/24 Actual	2024/25 Actual	Variance
Number of participants using the grass pitches	13,175	12,299	-876 (-7.39%)

Although booked hours are up from previous year clubs have seen decreased attendance. Work was complete to improve drainage on pitches and allow some rugby matches to take place over the winter season.

Swimming	2023/24 Actual	2024/25 Actual	Variance
Number of participants using the swimming pool	75,045	70,235	-4,810 (-5.33%)

Pool parties continue to be popular with the Sunday slot booked 44 out of 47 weeks over the past year. This included sessions with Inclusive Orkney who have 1 session per month for their clients. Overall booked hours over both pools up by 53 with club attendance up from 7134 to 7542.

Issues with heating systems throughout 2024/25 may have contributed to lower figures. More swim galas were also held in preparation for the Island Games with some galas blocking out public use of the pools for the whole weekend.

Squash	2023/24 Actual	2024/25 Actual	Variance
Number of participants playing squash	4,116	6,395	2,279 (54.06%)

Booked hours down from 1701 to 1531, this includes Kirkwall Squash & Racketball Club (KSRC), schools instrumental course (included in OIL), Police Scotland bleep tests, and some further ad hoc bookings. KSRC hours up from 764.5 in 2023/24 to 1284.75 in 2024/25 with additional sessions booked for Island Games training.

Climbing & Bouldering	2023/24 Actual	2024/25 Actual	Variance
Number of participants climbing and bouldering	4,359	4,538	179 (4.26%)

Figures relatively good given some instructor availability issues throughout the year. Some additional offerings being investigated for the year ahead so would hope to see an increase here for 2025/26.

Total usage	2023/24 Actual	2024/25 Actual	Variance
	428,062	436,545	8,483 (1.92%)

Prepared by: Pickaquoy Centre Trust – Senior Management Team