



## Overview

Waterside Community Trust was formed in 2011 to rescue the centre from closure by the Isle of Wight Council.

The trusts aims are to benefit individuals whatever their age, infirmity, disablement, social or economic circumstances as well as the public at large in the interest of social welfare and the improvement of life for the local population.

The centre is managed by Todd Miller, who's objectives over this year have been to:

- Operate swimming at Waterside Pool, providing a range of community benefits and securing the short-term future of the centre
- Provide a safe, healthy, fun, and beautiful environment for swimmers, volunteers and staff
- Contribute to the longer-term future of Waterside Pool through expanding and strengthening swimming provisions
- Safeguard jobs, provide training and career pathways and opportunities for local people
- Promote and lead on water safety education locally, as well as becoming a centre of excellence for lifesaving training and education.



### Our team:

**Todd Miller**  
General Manager

**Dominique Singleton**  
Duty Manager

**Jeannie Hunnybun**  
Assistant Manager

**Jeanette Eldridge**  
Admin

**Frankie Trotman**  
Duty Manager

**Lifeguard Team**  
**Teaching Team**  
**Fitness Instructors**

**Sam Goddard**  
Duty Manager

## Overview

2019 has been another busy year for Waterside Pool with the centre still open whilst managing to keep our heads above the water, just.

At the start of the year, we had a period of closure during the Christmas break where we have extensive works completed to keep the centre up to date, usable and safe. As well as allowing for a dive team to grout and polish the pool tiles, which isn't always possible during normal opening times.

We have had no unplanned closures due to maintenance issues this year, due to preventative maintenance schedules, meaning we were able to keep the centre open everyday.

Following some customer feedback, we have increased water time by opening the pool up to the public for an additional 3.5 hours. Additionally we have expanded our range of swimming accessories and clothing, with a dedicated display in the reception foyer, which has led to increased sales.

Our sensory swimming classes have expanded, with two additional classes being added to our programme. With the children achieving great results, most now being able to swim independently.

School swimming lessons have also been successful, with nearly all the children being able to swim independently by the end of their lessons with us. Achieving the requirements for the national curriculum for the schools and ensuring we increase water safety across the island. Each school is also provided with a water safety lessons, teaching them how to rescue a friend if they are in trouble. As well as having a drowning prevention talks from Ryde Beach Lifeguards before the summer holidays.

Thanks to a successful bid to Island Roads, as well as fundraising from our pool users group. We were able to successfully refurbish our disabled room. The room in its original state was not suitable, as customers in wheel chairs were unable to access the shower, because it was raised and the toilet was in the way. The shower was an electric shower which often broke.

The new facilities are fully accessible for all users, with a flush and full length shower floor, with shower seat. The toilet has been moved to allow wheelchair access, as well having a hoist which carers can use to move non mobile users from the poolside chair to their own, or from a wheelchair onto the toilet. Alleviating them from having to manually lift the users and allowing access for a much wider range of disabled users to use the pool.

As with any year, we have had unscheduled maintenance costs, which have included a new flight pump for waste water and new parts in our heat exchange unit. The main area for unscheduled maintenance was the splash park, which took the General Manager away from his usual duties for a considerable amount of time this summer, as well as high costs in rectifying issues at the site.

Through all these activities and achievements, we consider we have delivered public benefit in accordance with our charitable purposes by providing healthy recreation through swimming; improving the health of locals; increasing the accessibility to our facilities; providing employment opportunities and professional training.

Being one of a handful of independent swimming pools across the UK that remains open all year round, I think this is a huge achievement to be in its 8th year.



## Swimming Numbers

**407** Members

**621** Adult Swimming Lessons

**17,851** Children's Swimming Lessons

**1,200** Free Sensory Swimming Lessons

We are the first pool on the island to offer sensory swimming lessons, initially securing funding for the lessons from the Isle of Wight Council Sports Department. The lessons are specifically for children with sensory or learning disabilities.

**17** Schools provided Swimming Lessons for 17 local schools, teaching just over 1,500 local children to swim as well as teaching vital water safety skills

**6,513** Child Swims

**1574** Concessionary Swims

**18,053** Total Public Swims \*This is based on individual entries and doesn't include our members  
Increase in available water time

### **Other groups include:**

The blind society, underwater hockey, Ryde rowing club, Shanklin rowing club, scouts, women institute, EF and many more





## Ryde Swimming Club

In 2019, Todd Miller took over as Chairman of Ryde Swimming Club as the club was making a loss and being fully funded by Waterside Community Trust for their pool time. Having taught quite a few of the swimmers to swim, Todd felt strongly about securing the future of the club.

It is also important that the children in Waterside's learn to swim programme have an athlete development pathway should they complete the higher stages of the learn to swim programme.

### What we have achieved in 2019

- Swim England Swim Mark Accreditation. Formerly called swim21, SwimMark accreditation is Swim England's quality standard for clubs. It recognises high standards of governance, sustainability and effectiveness. Ryde Swimming Club is the only Swim Mark accredited club on the island
- Introduction of talent lanes - Through successful funding from Swim England, the highest stages of Waterside's learn to swim programme were provided with a coach who is able to recognise potential talent in swimmers, encouraging and developing them to transition into the club. This has grown club membership by 10%
- New head coach taken on, to lead the coaching team to deliver effective training sessions for all squad sessions with a yearly training plan in place
- One of our swimmers (Joe Carter) has been ranked number one for his age group for 50m freestyle in the UK, as well as breaking a 17 year island record for 100m freestyle. Joe learnt to swim at Waterside, progressing all the way up the learn to swim stages until starting at the club. This is a huge achievement for Joe, Waterside Pool and Ryde Swimming Club.



## Employees & Training

Waterside Community Trust provides jobs for up to 50 members of staff in the summer months and roughly 30 in the winter months. As well as providing employment, we invest heavily in staff development and training. We offer a training agreement with young people from the age of 14, providing them with professional qualifications and guaranteed employment. All courses and training has been fully funded by the charity, and a yearly summary of the training provided in 2019 is below.

- 1** Level 4 Management Qualification
- 5** Level 3 Management Qualification
- 1** Level 3 Business Admin Qualification
- 6** Maths, English and ICT (GCSE equivalent)
- 7** RLSS National Beach Lifeguard Qualifications
- 10** RLSS National Vocational Pool Lifeguard Qualifications
- 17** First Aid at Work & defibrillator specialism
- 5** Level 1 Swimming Instructor Qualifications
- 6** Level 1 Swim England Swimming Coach Qualifications
- 2** Level 2 Swim England Swimming Coach Qualifications
- 1** Level 2 Pool Plant Management Qualification

We also provide professional training to external companies and candidates, which is outlined below.

- 37** RLSS National Pool Lifeguard Qualifications
- 16** RLSS National Beach Lifeguard Qualifications
- 31** First aid at work



In 2019 we have created jobs for the following:

- 7** Management
- 1** Admin
- 1** Receptionist
- 28** Pool Lifeguards
- 20** Swimming Teachers
- 7** Fitness Instructors
- 6** Apprenticeships
- 4** Teaching Assistants
- 9** Volunteers



## Wight Wave

This summer Waterside Pool hosted the first lifesaving event seen on the island in over two decades. The event was part of Wight Wave, and enabled local RLSS rookie lifeguards take part in various events on the beach and in the pool to be in the running for a medal for best rookie lifeguard and best team.

This followed on from the Rookies Week run by Ryde Beach Lifeguards and was a great opportunity for the various lifesaving clubs on the island to come together, as well as allowing the rookies to put their skills and knowledge to the test.



## Awards

Becca, one of our lifeguards and swimming teachers was recognised by the Royal Lifesaving Society for being the youngest Beach Lifeguard Trainer Assessor in the UK. Becca completed her trainer assessors course, as part of her training and development at Waterside, following her dedication to delivery of the Beach Lifeguard service, being a Beach Lifeguard since the age of 16 at Ryde. As well as Becca, our General Manager Todd was also in receipt of an award in recognition of his huge voluntary efforts for the RLSS and lifesaving across the island.



## Promoting Lifesaving

This year our General Manager Todd Miller awarded Lucy Hole, 8, and Hayley-Louise Andrews, 15, a Young Persons Certificate of Commendation following 2 separate incidents - both of which could have had very different outcomes had the girls not reacted when they did. awards for their bravery during their selfless rescues on the island this summer.

The youngest Lucy is now part of our Rookie Lifeguard programme, which she attends each week and thoroughly enjoys.

On 21st November, Lucy Hole was spending some time away with her little brother, Jack, and their nan and grandad at Luccombe Hall Hotel near Shanklin.

After swimming with grandad, Jack's nan was drying him off and removed his arm bands. Suddenly, Jack turned around and ran across the room before jumping into the deep end of the pool. Before either grandparent could react, Lucy had jumped in herself and dived down to get Jack from the bottom of the pool. Amazingly, Lucy pulled Jack up and swam him to safety.

Lucy has had swimming lessons since she was little and this summer attended a swim safe day at Sandown, a drowning prevention scheme that our general manager voluntarily manages in the summer months. To further enhance Lucy's skills, Todd awarded Lucy with a term of rookie lifeguarding lessons. Which she is still attending, despite having to come from Cowes to attend and thoroughly enjoying.

## Waterside Journeys

### Marco

Marco started group swimming lessons at Waterside Pool in 2005, where he slowly progressed up the learn to swim stages, finally progressing onto Lifesaving Rookies Club at the pool.

In 2014 Marco successfully qualified as a pool lifeguard and started to work at the centre. During his time at the centre, Marco has gained the following qualifications:

- RLSS Pool Lifeguard
- RLSS Beach Lifeguard
- RLSS Open Water Lifeguard
- Level 1 & 2 Swimming Instructor
- First aid at work
- Aqua fitness instructor
- Level 3 NVQ in customer service

Marco is now progressing onto a career in the Royal Airforce, where no doubt his experience and qualifications will put him in good stead, as well as aiding a successful application in the first instance.

Marco is one of many members of staff that have benefited hugely from employment at Waterside Pool.



Marco pictured above being an RLSS mascot during our lifesaving championships this summer

### Quote:

*"I have enjoyed over four years of working at Waterside Pool, working alongside a great team of people. Waterside have given me some great memories and foundation, which I cant thank you enough for"*



## Supporting the local economy

Where possible, Waterside Community Trust we actively try to support local businesses by using their services or by promoting a local business through our friends of Waterside membership scheme.

Local businesses used for services/ products:

FW Marsh	Front Runner
Lake Cleaning	Flemming Building
SP Developments	Heatstar
Island Office Supplies	Hursts
Betapak	Hydro Actif
Biltmore Printers	ICR
Class 45	Iseeclear
Coast and Country Marquees	Island Skip Hire
DTS Plastering	Isle of Wight Council
Smart Training	PC Consultants
The Family Directory	Tim Knight Roofing
Toney Hydraulics	W J Nigh
Wight Fibre	Wight Fire
Wight Vending	



### Our team:

Local businesses on our friends of Waterside scheme:

Isle of Wight Pearl  
Wight Karting  
Isle of Wight Steam Railway  
Isle of Wight Distillery  
Hong Kong Express  
Wight Sight  
Rosemary Vineyard  
Tack-isle Adventures  
Zhik Store



## Events

As a charity we have consciously been increasing public awareness of the charity this year, as well as holding events specifically to raise money for the pool.

### Swan the Solent

Swan the Solent was an idea the beach lifeguards thought of a couple of years ago, but we weren't able to do the crossing due to our pedalo's not being suitable for use in the sea. However in 2018 we purchased two new pedalo swans that were suitable for the crossing, enabling the idea to become a reality.

The event was totally new, having to obtain clearance from the royal navy for the crossing after detailed planning and organising a safety boat. We were unsure on how the pedalo's would handle in the solent so the event was kept fairly low key, with 7 participants signing up for the crossing to Portsmouth and back.

On the 31st August the participants left Ryde Sands being seen off by Michael Lilley, with a successful voyage, returning to Ryde Sands just over 3 hours later.

In total, the teams raised just over £500.

### Pearl Dive

Thanks to Isle of Wight Pearl, we were able to deliver another pearl dive. This event gives swimmers the chance to dive for real pearls and prizes, worth up to £250. With the addition of a visit from real mermaids this year, and dyeing the pool water. The event was well attended, raising nearly £1,000 for the centre.





## Splash Park

The Splash Park is a great facility, and we are extremely pleased to be able to keep the facility open for members of the public to use. It is extremely well attended during the summer months, particularly by those with young toddlers. It provides a safe environment for the children to play and cool off in the paddling pool.

The facility is however ageing, so the decision was made to remove some of the old equipment that was no longer safe and install a new feature. The new feature is a tipping bucket, which originally was quoted at a colossal £40,000 from a splash park company. We then looked locally and found a fabricator that would make the feature for £10,000. Ryde Town Council kindly agreed to fund the feature so installation started in May.

When the Splash Park was filled with water and started up, there was an issue with one of the pumps, which kept losing prime. Additionally some of the pipework had to be reworked to take into account the new feature, which was meant to run on a secondary pump. This secondary pump was too powerful and emptied the pit of water, quicker than it could be filled back up resulting in it losing prime and all the features and filtration stopping. At this point, contractors had to be called in to help rectify the issues and the below was completed at the site:

- Replacement Pump
- Secondary pump removal and overhaul
- New RCD spur unit and new starter unit
- Sand filter collapsed. So new frame built and fitted, with new sand installed into filter and fitted
- Replace and reconfigure pipework to each feature supply and repair leaks
- Supply and fit new 6" check valve to main water tank
- Replace brass valve on pressure pipework

Additional to this, these issues meant that the fabricator couldn't complete his works when he had intended to and then his father fell very ill. Which resulted in the feature not being completed for the summer season.

This also took our General Manager away from his usual duties for a considerable amount of hours this summer, which did have a knock on effect to the running of other areas of the business.

In 2020, the new feature will be finalised and we hope will bring great enjoyment to visitors of the park. However there will still be some works to be completed, as some pipework located below the ground is leaking water which requires rectifying. The way the paddling pool is chlorinated will also be reviewed to allow for some more room in the small plant room and to alleviate some manual handling and COSHH risks, which will also have financial implications.



## 2020

To secure the future of Waterside Pool in 2020, our priorities are:

- To continue to deliver on our aims and objectives, keeping the facility open for another year
- To secure funds to improve areas of the centre, such as a replacement pool cover and refurbishment of our changing facilities which are showing their age and letting the site down, when compared with other local facilities
- To secure funds to develop the centre, with the addition of a building to house a studio, classroom or gym space. This will not only mean that we can provide more services to locals, but it will provide an additional income stream to subsidise and secure the future of the pool
- To continue to strive to become the most admired leisure facility on the island
- To continue to grow lifesaving, drowning prevention initiatives and training at the centre, to become a centre of excellence
- Implement a new leisure management system, to improve the experience for children and their parents/ guardians through more streamlined and automated feedback on swimmers progress. As well as producing more accurate figures, to better manage the business and alleviating admin staff from time consuming tasks that are currently undertaken
- To increase public awareness of the charity, as well as increasing fundraising efforts through events and attending events

From all the team at Waterside, we would like to take this opportunity to thank Ryde Town Council for their continued support of Waterside Pool.

We look forward to 2020.

A handwritten signature in black ink, appearing to read 'Todd Miller'.

Todd Miller

General Manager



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