

heat

aqua terra
leisure



Wild Cardy

Aquaterra gets a new chief executive



Jonathan's farewell



It's life 'gym' - but not as we know it



A new home for Central Services

Celine's Scene



It's all change in this issue of Heat, what with Head Office moving locations, staff shifting from one centre to another, and a number of centres having undergone some fundamental changes. Oh and not forgetting a new Chief Executive Officer, of course! We say farewell (but not goodbye!) to Jonathan Gibbs and give a warm welcome to Peter Cardy.

This issue sees some great success over recent months, from Bath Sports and Leisure Centre and Highbury Pool ranking high in the Swimathon fundraising contributions, and members of staff gaining qualifications in Personal Training and Exercise Referral, to Aquaterra being awarded second place in this year's South West Skills Award as Employer of the Year, and also achieving our highest ever customer satisfaction ratings.

It seems as though a few of our General Managers have been busy in more ways than one. We hear how Craig McIntyre got on with the London Marathon, how Glenn Branch went from 'flabs to abs', and how Glen Danbury, along with Gym Instructor Roma Rudewicz, underwent gruelling diet and fitness regimes to reach their perfect build.

Mike MacNeill has a few words to say about the World Cup, and a couple of new additions to his footie team. Meanwhile, if you ever wondered how to bring work to exercise, Mary Brown shows us how it's done!

We also see a few new digital introductions to our organisation, including our Facebook and Twitter pages, our purpose built Prospector system, and our new Splashpath swimming timetables.

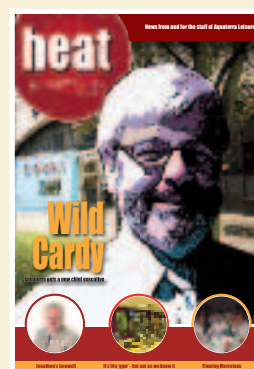
Don't forget – YOU make Heat what it is. Contributions are always welcome. Please email me with your ideas, articles or photos: celine.bilham@aquaterra.org

Happy reading!

C. Bilham



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Executive Decisions

The Chief Executives...Hello/Goodbye



Its good-night

... and its good-m

And so farewell then...

After working with Aquaterra for over ten years – six as Chief Executive – I have decided it's time to move on. We have record levels of customer satisfaction, services are expanding, and change is in the air with a new government agenda on the way. A good time for a new start.

I am delighted to be handing over to Peter as your new Chief Executive. He brings a huge wealth of experience and knowledge from across the Third and Public Sectors, and I am certain that Aquaterra is in excellent hands for the next stage of its adventures.

It will be sad not to be working so closely with such a committed and energetic team any more, of course. And especially sad to be missing Linda, who personified so much of what's great about Aquaterra people – part of the community she served, always ready to help, and as selfless as they come.

But it's not a complete departure. At the suggestion of the Trustees I have set up a separate company in partnership with Aquaterra, called Isledon Partnership, to explore new markets for delivering public services outside the arena of leisure and health. I am based at the new Isledon Road head office. This is a time of huge change in the public sector, and a great opportunity for new thinking that builds on all that I've learned from Aquaterra.

So – a new head office, a new administration in Islington, a new government, a new Chief Executive for Aquaterra, and a new company to establish and grow.

I wish everyone in Aquaterra the very best for the future. Have fun, and be active!





from him...

orning from him



...and hello Peter

Being selected to succeed Jonathan as Chief Executive of Aquaterra is a real honour! The trust has such a big reputation for the quality of services and its work for the wellbeing of the community. When I mentioned the name to friends, it turned out that several of them use facilities we run and are impressed with them, and especially with our customer service.

In the past I've run a variety of educational and medical charities and have always enjoyed the learning curve of new people and new businesses. My last job was a bit different: a three-year contract running the Maritime and Coastguard Agency for the government.

Moving into the leisure industry is another big change, and in my first month I found it fascinating visiting the sites and learning a little about running gyms, swimming pools, golf courses, a theatre, the tennis centre and the ice rink – but I haven't been let loose in the Zany Zone yet.

The best part so far has been meeting you - the people who make Aquaterra special. Your enthusiasm and commitment to what we do is so obvious. I'm quite good with names but several hundred is a lot to learn, so don't hesitate to remind me when we meet.

The biggest bonus is that Jonathan will still be working alongside us. His knowledge of the trust and the industry is legendary and we're very fortunate that he has agreed to stay in the Aquaterra 'family' and help develop new markets.

Everybody can see that the public sector is under the cosh financially and although we are indirectly affected, there is bound to be some impact. But we are inventive and adaptable, the public values our services, and the longstanding relationships with our local authority partners mean that we can support each other with new ideas and new models of working. The only limits are our imagination!

Peter Candy

DIGITAL DIRECTIONS



Aquaterra Gets social!

Zoey Keeble, Marketing & Communications Manager (Central Services)

I commute to work everyday by train so whilst I'm sitting there with not much to do, I find myself nosing at what's going on in the world of Facebook! I'm not mad at updating my status regularly but I do inbox my friends, 'like' the odd post and comment on others.

With most mobile phones now providing internet access or dedicated apps, it's so much easier to get online whilst on the go. So whether you are an avid fan or loath this virtual world, there is no denying that for many, this has become the normal and accessible channel to simply chat, share photos, research, shop, watch videos and listen to music online. Even celebrities have found a voice away from the distorted world of print media by micro blogging on Twitter.

With such a huge shift towards online use, many retailers and well known brands are now getting social with their customers online and so are we! The Marketing team have been busy setting up the Aquaterra Facebook and Twitter pages for our customers to get bite-sized blogs and updates in an instant.

Since the launch of the official Aquaterra Leisure Facebook page on 1 June we have had over 2038 visits to the page plus 208 'like' and follow us. The Bath Pavilion official Facebook page launched in July and has received over 1828 visits with 242 people liking and following the page (figures quoted as of 5th November).

We have been posting regular updates about our promotions, swimming lessons, holiday activities, new classes, fun days and lots more and want to encourage more customers to follow us so that we can build an online Aquaterra community, keeping all informed on new activities, health tips, promotions and events.

How can you help? Our objective is to attract as many customers as we can to our Facebook and Twitter pages with your help. We are looking to you all to spread the word to the customers. We have links on the website and will be providing posters for display at sites. So if you are on Facebook help us to push up our followers. Select the 'like' button on the Aquaterra page! It's so viral your Facebook friends will see who you like and might choose to like us too!



www.facebook.com/aquaterraleisure



www.twitter.com/aquaterrall

DIGITAL DIRECTIONS

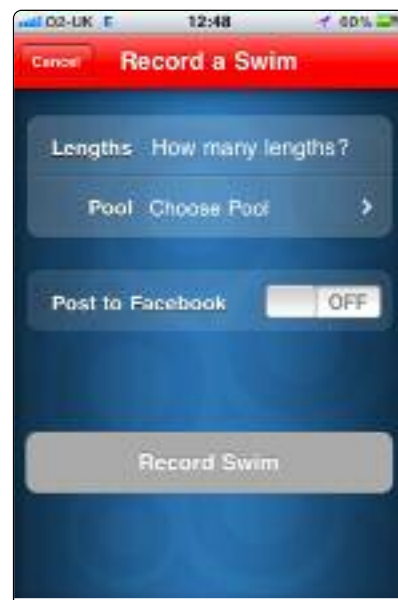
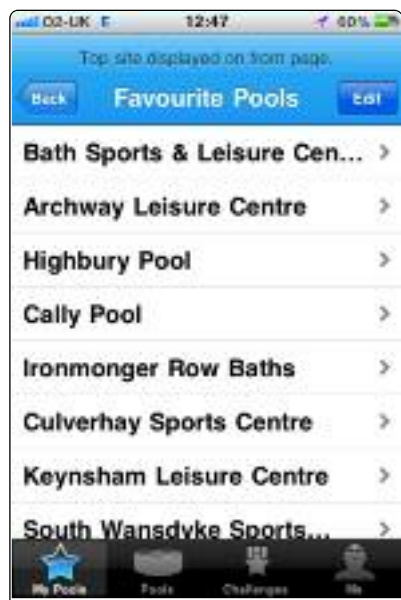


Splashpath Swimming Timetables

Celine Bilham, Marketing and Design Assistant (Central Services)

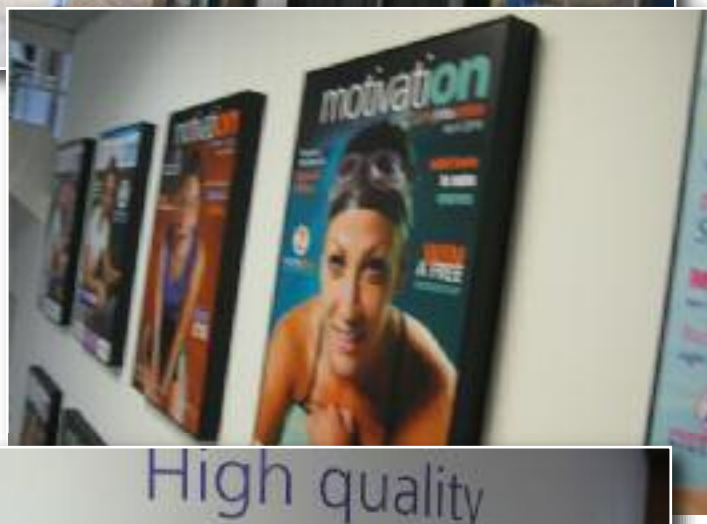
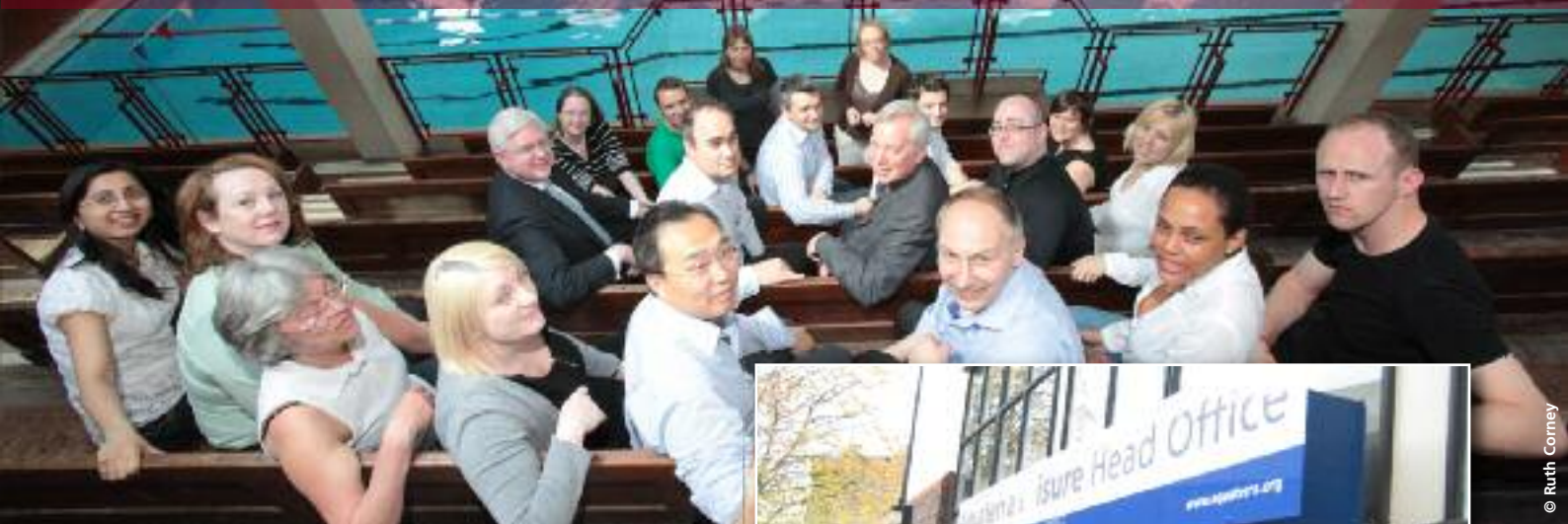
Back in May 2010 we introduced new and improved swimming timetables to our website as a result of Splashpath; a Channel 4 funded project that brings all pool timetables in the UK into one place. We were the first pool operator in the country to provide embedded timetables within our website for each of our pools as part of the project, which now presents an easier and clearer way of viewing our swimming timetables.

Since then, Splashpath has introduced a free iPhone application available for download. This was launched back in August 2010 and not only enables us to view pool timetables whilst on the go, but also includes some bonus features such as finding nearest pools and displaying maps, adding certain pools as favorites, becoming friends with other swimmers at favorite pools, recording swims and distances, and taking on various challenges. For those that don't own an iPhone, the above features are also available on the Splashpath website www.splashpath.com, so you don't miss out!



Goodbye Ironmonger Row, Hello Isledon Road!

Tara McNicholas, Marketing and Communications Officer (Central Services)



In May 2010 Head Office staff said goodbye to their familiar old desks in Ironmonger Row Baths and hello to the Isledon Road office, positioned right next to the Sobell Leisure Centre in Islington.

The move itself was a gargantuan task, with years' worth of filing, office and IT equipment to be moved and re-instated, including all the finance records and marketing materials which had been stored in the rabbit warren that was the disused 'slipper baths' area. It's a credit to everyone involved that the move went so smoothly.

Whilst it was a little bit sad and more than a little bit strange to leave Ironmonger Row Baths, staff based in the new offices at Isledon Road are already reaping the benefits. The building is light and airy, with well-designed open plan offices and meeting rooms, and attractive new signage and branding inside and out. The design also enables staff to liaise more easily for working purposes and the large private outside patio has already hosted a couple of get-togethers (for purely bonding purposes, of course).

It's a great place to work and a great little showcase for Aquaterra, so do come and see for yourself if you're in the area. Everyone welcome!

The London Marathon 2010

Craig McIntyre, (Central Services)

Applying for next year's marathon always seems like a good idea just after you've watched it on the television, or witnessed the experience along Embankment. Seeing the runners in the final miles always seems so easy watching and you find yourself saying "I'll do it next year!" So when October came along and I found out that I actually had a place through the ballot, it was a stark contrast to the spring day in April, which had seemed such a good idea.

What is it that went through my head first? Which training plan should I follow? How many days should I run a week? Will playing hockey through my training really be possible? Should I really take up such a time consuming event? But I finally decided I would take the place and booked a date in my diary to line up in Blackheath on Sunday 25th April 2010.

Between October and January I researched what training plan I was going to follow and set myself a goal of what time I would like to achieve on the day. I decided to go with a training plan I had read in a book titled; Run Less, Run Faster. It sounded too good to be true, and after reading the content of the book, I actually had to train very hard! Five days a week were spent training, which included running three times per week. This meant I could still cycle, train in the gym, and play hockey in between some quality sessions.

So with my plan set, the next 16 weeks was pretty much as follows.

- Monday - intervals for 30-50 minutes, which could range from 10 x 400m to 3 x 1600m, normally as fast as I possibly could.
- Tuesday - 40 minutes swim, bike or row.
- Wednesday - threshold for somewhere between four and ten miles, but again at a pace that was just about as quick as possible.
- Thursday - 40 minutes swim, bike or row.
- Friday - long run of between 13 and 20 miles at a pace close to my marathon target pace.

I really enjoyed the Monday to Thursday sessions, even if they were a little quicker than I'm used to training, and I was motivated to complete them. Andrew Ktorides, who also works at Highbury, was following the same training plan; however, we each had different targets for an overall finish time on the marathon day, so we couldn't complete long runs together. I decided that I would try to complete most of my long runs before work, which meant I was getting to Highbury at 6am and stepping out into the great British winter alone.

Week one and week two were fine; no problems with speed or distance. But would it always go

so smoothly? Week three and I had to run 18 miles. I'd set off onto Highbury Crescent, then onto Highbury Corner, down Canonbury Road, and then the thought of running past Battersea filled my heart with dread. I was relieved once I got back to work before 9am.

Overall, the training went well, with around 70-75% of all planned sessions being completed. Although I do have to admit; I used the excuse that I was 'too busy' a few too many times. I should have just been honest with myself and said "I'm really not motivated today".

Four weeks before the big day and I decided I really should try and have a push for sponsorship for the charity I was running for. I had selected Macmillan Cancer Support as my uncle had died some 10 years ago, and I thought it was a good cause to run for. Then I set up a Justgiving sponsorship page, posted the event on Facebook, and waited for the money to roll in. But how much did I raise in the first week? £45 - a full £955 short of my fundraising target. So I decided to do what I said I would never do and sent out a begging email to all of my Outlook contacts. It worked a treat and I raised £800 in total.

The run on the day is now a bit of a blur. The event didn't kick off to a great start, as when we were getting changed into our race gear; the heavens opened and soaked us. In addition, I hadn't put the usual amount of Vaseline on my feet, which I really struggled with from mile six onwards. This resulted in some very nice blisters bursting at mile 17. The reception of the crowd was exceptional all the way around the course, but especially so over Tower Bridge and most of the way from mile 22 to the finish line. The noise was just outstanding; much different from what I was used to on Friday mornings. Everyone was shouting my name, which was on my Macmillan shirt, to a point where I considered taking it off as I was so sick of people's good wishes.

I finished in a time of 3hrs 25mins and 50 seconds, which was 10 minutes better than my PB. I was a little disappointed that I hadn't achieved my target of completing within 3 hours, but I guess it means I just need to do it all over again next year!

Other challenges I have completed this year include the National 3 Peaks challenge, which I completed in June with a time of 22 hours 55 minutes and the British 10k run, which I completed in July with a time of 43 minutes.

My question for you all is: What are your training goals and when do you want to achieve them?



New Faces...



Les Prigg, HR Advisor (Central Services)

Hello! I joined Aquaterra Leisure at the beginning of July as the HR Advisor and I'm really enjoying my time here. I previously worked for Royal Mail for over 35 years, spending over 28 years working in the HR department. Leaving them after all that time was a big decision for me and starting over with a new company is never easy. It's a whole new adventure but what I've encountered here so far has really helped me to settle in.

I have lived in Enfield since 1980, but being a fairly local lad from Islington, I have known the Sobell Leisure Centre since it was opened back in the 1970s. Yes, I'm that old! I am married with one daughter and a lot of my spare time has been taken up by renovating her flat for her (no charge of course, being dad). I enjoy DIY, which I seem to have done a lot of recently, and I also enjoy motor racing and science fiction.

I would like to thank everyone at Aquaterra for giving me this new opportunity, a big warm welcome, and of course, for their support.

Bola Olatunde, Management Accountant (Central Services)

Hello, my name is Bola and I am the newest grown kid in the Finance department. Filling the shoes of my predecessor Anna Ahmed who is currently on maternity leave is a much anticipated challenge. Prior to working here my experiences sprang from the charity, education and housing sectors. As a part qualified accountant, this role enriches me with not only the professional experience that I seek, but also a suitable environment that enables the full utilisation of my accounting and systems skills. It is a privilege to be an employee of Aquaterra, and living reasonably close to work allows me to wake up and enjoy some good quality cartoon programmes, stumble off to work thinking I'm in Lala land, and return home to more mid-afternoon cartoon programmes.

In the real world, I tend to do some theatre outings, good fitness ranging from the simple exercise at the gym to practising Wu Chun martial arts, trekking for 10 miles in the beautiful Welsh valleys, and exploring the seas and land.



Kelly Walker, Women and Girls Football Development Officer (Sobell Leisure Centre)

I will be working as the Women and Girls Football Development Coach and based at Sobell Leisure Centre. I have been playing football for 10 years and I'm currently playing for Brentwood Town Ladies FC in Essex. As a Level 2 football coach I have worked with the Millwall community scheme and the Girls' Centre of Excellence, as well as doing some work with the West Ham community scheme working in schools in and around London.

In my new post I hope to set up a women's 7-a-side football league to run at Whittington Park and a girls' football league to run at the same venue. Since starting with Aquaterra, I have also taken on the Football Development administrative role. I am very optimistic and excited about the new challenge ahead!

Adrian Pettigrew, Football Development Officer (Sobell Leisure Centre)

Originally a professional footballer, I have now decided to turn my experience to football development. As part of my role as Football Development Officer, mainly conducting sessions at the Whittington Park 3G pitch, I am going to develop as well as deliver football opportunities for people in Islington.

My hobbies include watching and playing football, of which I support Arsenal F.C. and my favourite player is Robin Van Persie. I also enjoy going to the cinema and socialising with friends.



Old Faces...



Barnaby Rich, Operations Manager
(Bath Sports & Leisure Centre / Culverhay Sports Centre)

I started working in the leisure industry in 2001 at the age of 17. My first role was as an Apprentice Recreation Assistant (for one year) at Bath Sports and Leisure Centre. I then moved onto a full-time Recreation Assistant role. After two years, and at the age of 20, I became a Supervisor at Keynsham Leisure Centre. However, having been born and bred in Bath, it was always my goal to move back to Bath Sports and Leisure Centre. Luckily, after only 10 months into the role, Bath Sports and Leisure Centre restructured its management team and I was successful in my application to become one of their Duty Managers. I worked as Duty Manager at Bath for five years before another restructure gave me the opportunity to become Operations Manager. Once again, I happened to be in the right place, at right time!

Since May 2010 I have been working as Operations Manager. My role is to assist Jason Curtis with the running of Bath Sports and Leisure Centre, as well as taking on General Manager responsibilities for Culverhay Sports Centre. My two roles allow me to see very different sides of the leisure industry. Bath is very much finance and business driven, due to it being one of the biggest sports centres under the Aquaterra umbrella. Culverhay, on the other hand, is one of the smallest centres, and is focused on delivering a personal service to the local community.

Damien Swan, General Manager
(Sobell Leisure Centre)

I started at Aquaterra as a Casual Lifeguard at Cally Pool back in 2000. I soon became a Receptionist at the centre and in 2002 I progressed one step further and became a Duty Manager. In 2004 I moved to Sobell as the Customer and Sales Manager where I was responsible for looking after Reception and the sales team. After a couple of years working at Sobell, I landed my first General Manager role and moved back to Cally in March 2006. After two years of managing Cally I reluctantly moved to Archway in August 2008 as General Manager. This turned out to be a great experience and I wish I had agreed to move sooner!

Having left Archway in September 2010 I recently started my new role as General Manager of Sobell Leisure Centre. I intend to build on the solid platform that has been left by Martyn and Penny and by the time I leave Sobell I hope to have made a noticeable difference and to have brought a fresh and innovative approach to all matters and services.

At some point in 2012 I will become Mayor of London. I have a great idea of introducing a bike scheme, which I foresee having legs. If you have any other great ideas on how to improve London, park them until I'm in office. ;-)



Old Faces contd...



**Glenn Branch, General Manager
(Highbury Pool and Fitness Centre)**

I joined Aquaterra in June 2007 after being successful in applying for the role of Recreation Manager. At the time, the role was placed at Sobell Leisure Centre, which was the only centre to hold this position within the organisation. I worked at Sobell for around 18 months, during which time I had a great opportunity to work closely on a vast array of operational aspects, including staff, facility and programme management. In January 2009 I was transferred to Highbury Pool and Fitness Centre as part of my development plan, in which I gained some new experiences in facility and systems management. My experiences and developments continued and as a result I was recently appointed to a six month term as General Manager of Highbury Pool and Fitness Centre.

Something that was said to me when I first joined Aquaterra was "you never stop learning", which is completely accurate. In economic climates such as these, this is an essential part of moving forwards and playing an active role in the success of Aquaterra. I am delighted to be making my contribution in my new role, and I look forward to a successful term at Highbury!

**Glen Danbury, General Manager
(Archway Leisure Centre)**

Having worked for the company for over a decade, I am now one step closer to getting Adrian's job! When looking back, Aquaterra has more or less been my working life. I joined Aquaterra back in 2000 as a fresh-faced casual worker in the Islington Tennis Centre gym, working every Saturday late shift whilst I did my degree. After completing my degree and knowing I wanted to continue in the fitness industry, Aquaterra seemed the perfect fit.

Over these ten years I have worked at almost every Islington centre that has had a Premier Gym. Aquaterra continues to provide ample scope for progression, and within two years of working full-time I progressed from Gym Instructor to Personal Trainer and from Supervisor to Gym Manager. Aquaterra's flexibility allowed me to complete my post-graduate degree during my time as a Gym Supervisor, which empowered me personally.

After learning a lot from some great General Managers, I am now in their shoes, although I am wondering how Damien and others made it look so easy! I look forward to working with some of the best people at Archway to drive the centre forward.



Ironmonger Row Baths Refurbishment Works

Celine Bilham, Marketing and Design Assistant (Central Services)



Since Ironmonger Row Baths (IRB) closed in May 2010, Head Office and IRB staff have settled into their new locations, and the extensive refurbishment work on the centre is now underway.

Islington Council has invested £16m into the project, co-funded with EC1 New Deal for Communities. Originally constructed in 1931, the refurbishment of the grade II-listed building includes restoration of the main pool, a new teaching pool with moveable floor, the creation of a new larger gym, a significantly expanded Turkish bath and spa area, the provision of two new exercise studios, the installation of brand new changing rooms, the restoration and refurbishment of the seating gallery and other key historical features of the building, the improvement of accessibility and usability throughout, including a central lift serving all floors, the creation of a new park-facing entrance and atrium foyer area, and the re-provision of the public laundry.

So far both the main pool and small pool have been drained, archaeological pits have been dug in the laundry and basement areas, and the majority of the reception and changing room areas, as well as the Turkish baths, have been cleared for stage two of the works to begin. The project is still on schedule and due to reopen in May 2012.

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Success Stories

Tara McNicholas, Marketing and Communications Offices (Central Services)



43 sports centre staff celebrate awards

Forty-three sports centre staff in Islington and Bath and North East Somerset have successfully passed high level qualifications in 'Personal Training' (Level 3) and 'Exercise Referral' (Level 3). The staff are now qualified to deliver two of Aquaterra's most popular services: personal training and the exercise referral scheme.

Quality achieved

Our customer service standards are advertised in our leaflets, foyers and website and are independently monitored by anonymous shoppers and customer comment cards. They cover elements such as cleanliness, equipment maintenance, temperatures and advertising.

In Islington overall in 2009/10 we met 20 out of 21 standards. This is an improvement on last year when 18 standards were met. The target we failed to meet was for the standards related to telephone answering times. We answered 76% of monitored calls within six rings which was short of our target of 80%. Last year we did not meet our target for phone answering style and response time to customer comments, but this year we exceeded both of the targets of 90%.

In Bath & North East Somerset overall in 2009/10 we met 23 out of 25 standards. This is an improvement on last year when 22 standards were met. The targets we failed to meet were for the standards related to changing room cleanliness and

comment response times. At 83% changing room cleanliness was short of our target of 90% and at 87% comment response times was short of our target of 90%. Last year we did not meet our targets for phone answering times and answering style, but this year we exceeded the target of answering 80% of calls within six rings and the target of answering 90% of calls Aquaterra-style.

2nd place in the South West Skills Award

Aquaterra were proud to be awarded second place in the recent South West Skills Award 2010 as Apprentice Employer of the Year (medium size) and received a highly commended certificate for our achievements. There were 100 entrants in total for this category and Aquaterra were awarded second place after Kawasaki. This is a great achievement for Aquaterra and celebrates the support and individual development we provide to our young apprentices.

Swimathon fundraising - Highbury Pool 2nd in London and Bath Sports Centre 1st in the South West

Eighty-seven swimmers who participated in Swimathon 2010 at Highbury Pool raised **£14,035** for Marie Curie Cancer Care. This earned Highbury Pool a second place ranking for the entire London region and third in the whole of the UK.

Eighty-five swimmers who participated at Bath Sports and Leisure Centre raised **£7,315**, earning Bath

Success Stories contd...



Sports and Leisure Centre its first-ever first place ranking for the South West region.

Aquaterra Leisure pools hosted seven Swimathon events nationally, with participants raising a grand **total of £43,404** and making a significant contribution to the £2 million raised across the UK. Swimathon was also one of the last events hosted by Ironmonger Row Baths before it closed for extensive refurbishment, raising £9,971. Cally Pool raised £3,766, Keynsham raised £3,467, South Wansdyke raised £3,126 and Culverhay raised £1,722.

370 participants took part overall, with Bath Sport and Leisure Centre achieving first place in the South West region for swimmer numbers and Highbury Pool, who took part for the first time, achieving 6th place in the London region.

Highest ever rating for customer satisfaction

Customers in Bath and North East Somerset have awarded their leisure facilities their highest ever rating for customer satisfaction. In the Aquaterra Leisure annual customer satisfaction survey conducted by research agency FDS International, the average **overall satisfaction score was 8.6 out of 10**. In addition, customers' **satisfaction with staff** was very high yet again at **8.9 out of 10**.

Customers in Islington also awarded their leisure facilities great ratings for **customer satisfaction** with

the average overall satisfaction score being **8.1 out of 10** and the average score for **satisfaction with staff** being **8.4 out of 10**, maintaining the score over three years.

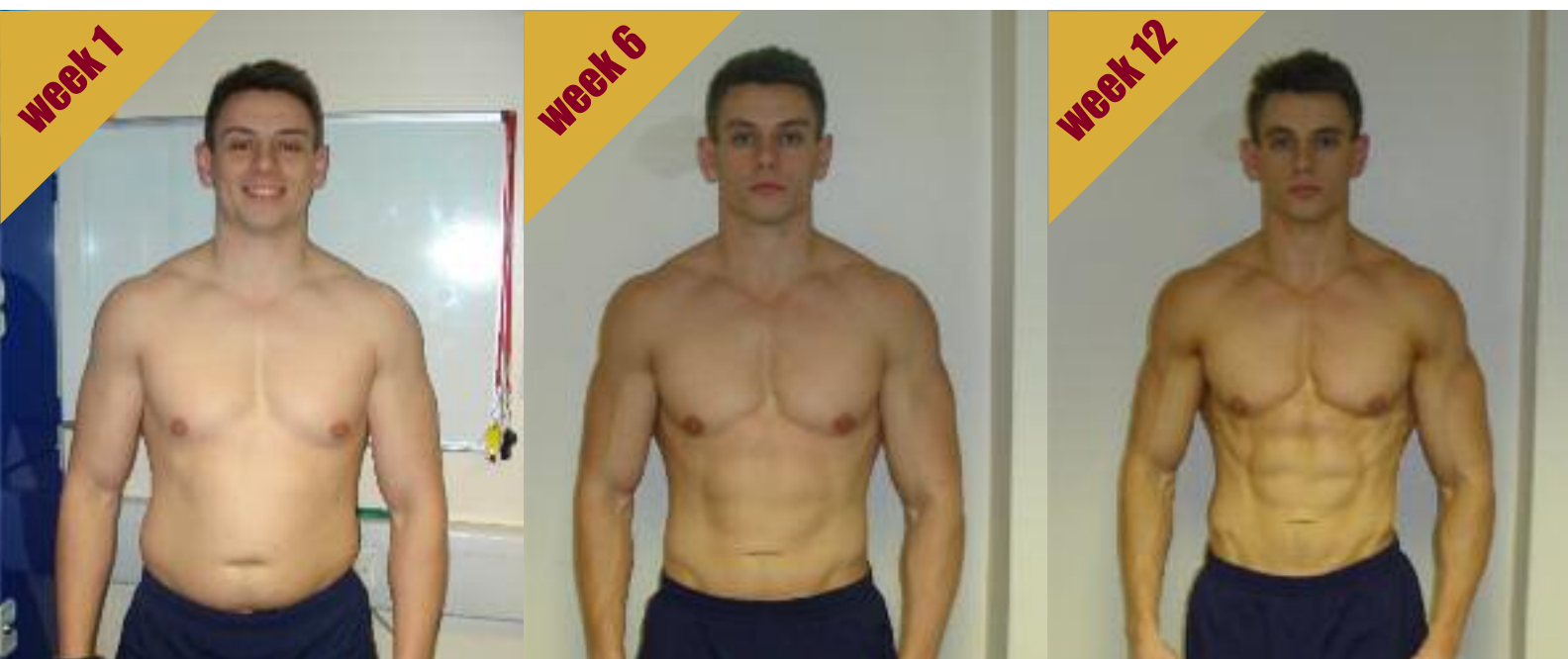
Performance was benchmarked against the CompariSat® database which contains ratings for over 30 major UK service providers in retail, utilities, communications and the public sector. For both overall customer satisfaction and satisfaction with staff, Aquaterra scored significantly higher than the 7.6 average score for major service providers.

South Wansdyke Sports Centre first open day a great success

On Saturday 21 August South Wansdyke Sports Centre threw open its doors to over 190 local residents for its very first Fun Day, giving them the opportunity to try out a range of activities and gaining twenty new members in the process. The new outdoor courts were particularly popular with families and children trying out the tennis and five-a-side facilities.

Keynsham Spinathon raises £950

This year's Spinathon event took place in July outdoors at the Clocktower and raised £950 for the local charity Off theRecord. The seven hour event was a great opportunity to raise the profile of the centre and our staff while generating leads and raising money for a great cause.



Glenn's Flabs to Abs Challenge

Glenn Branch, General Manager
(Highbury Pool & Fitness Centre)

Like many of us, I had been looking to set myself a goal and stick to it. This was something I previously struggled with, mainly due to lack of planning and a lack of establishment in what it would mean to me to achieve what I had in mind. I exercise regularly but committing to dietary changes has always been the issue. I love all types of food and it has always been easy for me to over-indulge, resulting in my overall calorie intake being too high. Finally though, I had had enough of the feelings (emotional and physical) I had been experiencing and decided to plan my goal.

The challenge: 12 weeks of dietary change while maintaining my existing exercise pattern, in order to achieve my goal weight of 82 kilograms (kg).

So it all started on Monday 19th July 2010, weighing in at 93kg, with a body composition of 22.4% body fat (20.8kg fat mass, 72.2kg fat free mass), and my challenge was set to end on 10th October 2010. I had designed my dietary changes around the principle of low fat and low-moderate carbohydrates. My understanding of my own personal food habits is that I tend to intake far too many carbohydrates towards the end of a day, when I am even less likely to use them efficiently,

and therefore store the excess as fat. My idea was to cut back on saturated fats and reduce my carbohydrates intake as the day went on and as my demand for them decreased. Part of my plan consisted of monitoring my statistics regularly in order to keep motivated and to assist in deciding whether to review any of my goals and actions.

Because I am a type one diabetic and my challenge involved changing my eating habits, it was particularly important to monitor my blood glucose levels regularly and adjust my insulin units accordingly. This is essential for me in order to maintain good health, both in the short and long term. Each week I made detailed records of my insulin patterns and body statistics, and took photos of my physique at the start, middle and end of my challenge.

Although I was making various cut-backs in my diet, I didn't want my challenge to become a complete sacrifice and therefore decided to allow myself to eat and drink whatever I wanted on Saturday evenings. After all, sacrifice without a little compromise isn't particularly rewarding, in any challenge. I also had a lot of social events coming up and wanted to show that these things

can still be included while achieving results. So come Saturday evening, if I fancied a takeaway and a beer (or maybe four or five) I would have them. I found that the further I was into my 12 week challenge, the less I wanted my Saturday evening 'treats'. Perhaps this was due to the fact that I was becoming more aware of what I was consuming and simply made better choices.

I soon found that controlling my diet and planning my meals was not only improving my energy levels and mood, but also improving my organisation in all other aspects of my life, including making the time for regular exercise. I was noticing changes in my physique very quickly, having dropped 5kg in three weeks. By the time I got half way through my challenge (six weeks) I was noticing significant changes. I was now 84kg (9kg lost) and had a body composition of 17.2% body fat. At this point I was really pleased with my results and was receiving lots of comments from members and colleagues who were also noticing the changes. This is always motivating and a great help to keeping focused on the end goal. Also, my average blood glucose levels were continually improving and my insulin requirements had dropped by more than half, helping me to maintain even better control of my diabetes.

Having set an original target weight of 82kg and already weighing 84kg half way through my challenge, I adjusted my target weight to 80kg. I was a little unsure of whether I was going to achieve this, purely because I hadn't been below 82kg in over four years; however, I was determined to stick to what I had planned.

From week seven, it was planned that I would introduce small amounts of cardiovascular training into my routine, so each morning I trained on the cross-trainer for 15 minutes at a low-moderate intensity. However, by the end of the week I decided to drop this from my training as I found I was losing too much weight too quickly. The change in dietary habits was proving to be more than enough to continue a progressive weight-loss programme.

As time went on my weight continued to drop and my condition continued to improve. Each small change continued to help me stay focused on achieving what I wanted and I soon looked forward to the next gym session. When week 12 approached it was time to take the measurements and body statistics.

The results

My final recorded weight was 79kg, with a body composition of 10.9% body fat (8.6KG Fat Mass,

70.4KG Fat Free Mass). I had achieved my goal, but in reality I felt I had achieved much more. I was absolutely flabbergasted with the changes in the photos, and I never expected to achieve a weight below 80kg when I first set out. Nor had I expected to reduce my body fat and fat mass by more than half. I was also taking less than 25% of my original insulin dosage, with even tighter controlled blood glucose. I couldn't have really hoped for more. And what pleased me the most is that I had achieved all of this with what I believe to be moderate dietary change with minimal social change.

I was still going out for meals with friends, attending the same social events and living the same lifestyle as I was before (Nando's is great for this!), but ultimately, there wasn't a complete loss or sacrifice as many people might think. There were days when I craved food I would have previously eaten, but I stayed focused and looked forward to Saturday when I would allow myself those choices.

Typical Training

- 45 minutes resistance training 4-5 times per week, covering one major body part per session.
- Abs included 2-3 times per week.
- Cardiovascular – 40 minute run 1 time per week (I didn't run every week, but over the 12 weeks, my cardio exercise averaged to less than 45 minutes per week).

Typical Daily Dietary Intake

- 2 x Weetabix made with 40g chocolate whey and water.
- Prawns with iceberg lettuce, cucumber and cherry tomatoes.
- Grilled chicken breast with spinach and broccoli.
- Mackerel with iceberg lettuce and peppers
- Post workout: 40g chocolate whey, 35g Dextrose.
- Chili con-carne (made with extra lean beef mince, tinned chopped tomatoes, onions, mushrooms, chili powder, chilli peppers / jalapenos, red kidney beans).
- Snacks/mid meal intakes: small fruit portions such as a plum, or two clementines.

One member of my gym team once stated "a goal with no plan is just a wish". He couldn't have been more correct - good statement Matt!



Sobell Refurbishment

Tara McNicholas, Marketing and Communications Officer (Central Services)

The sports hall, gym, squash courts, sauna & steam suite and ice rink at Sobell Leisure Centre have all been recently refurbished following a £1.7m investment from Islington Council.

The contemporary designed gym provides a great environment for an energetic workout with improved accessibility, new flooring, enhanced lighting and a bright, fresh modern colour scheme. The sports hall has a new Gransprung sports floor, improved lighting, new court dividers and nets. The completely refurbished sauna and steam suite offers a tranquil environment to sit back, relax and unwind following a strenuous workout or just to take some time out. The ice rink now has a new protective viewing surround, new ice hockey safety netting and a new coolant gas supply.

The centre also now hosts a plaque to Sir Michael Sobell, the Islington businessman and philanthropist who set up a charity to build and manage the leisure centre in 1970. The plaque was installed in September as a lasting tribute to honour his work.

Sobell Leisure Centre has also been selected as the Olympic 2012 indoor volleyball training venue.



News from the Senior Management Team

Peter Cardy, Chief Executive Officer



The Senior Management Team (SMT) hasn't appeared much recently, but as CEO I think it's a very important part of Aquaterra, so I've been giving it a lot of my attention since I started in June.

First of all, who is the SMT? There are six of us in addition to me and you'll know some better than others, so here they are with the job titles (reading left to right with the pictures above).

- Andrew Powney, Systems Manager**
- Mary Brown, Head of Marketing**
- Jamie Brown, Contract Manager for Bath Me - your Chief Executive Officer**
- Marc Jones, Sales and Fitness Manager**
- Adrian Tribble, Contract Manager for Islington**
- Orla Bance, Director of Finance and Resources**

(As far as they know, the two Browns aren't related.)

We've started a weekly meeting that lasts for just an hour: in this we tell each other what's happening this week under the headings of People, Money and Reputation, so that we all have a picture of what might affect the areas for which we're responsible and we make quick decisions.

We also meet monthly to look at bigger issues that affect Aquaterra as a whole. This always includes safety and finance (pushing costs down and getting income up) as well as an update about Islington and Bath as a whole. Other recent topics include developing an outdoor programme, assessing the risks to the organisation, staff appraisals, and policy on attendance at conferences.

As well as individual objectives, the SMT has a shared objective of becoming the visible leadership for our charity as a whole. So in addition to managing their specialist area efficiently, each of the SMT members has to think 'What's best for Aquaterra?'

The first opportunity to demonstrate this was at a Summit for all managers in Aquaterra, led by the SMT, where the theme was how we survive and grow the charity in the coming financial austerity. We all concluded that we don't need to change the Mission, Vision and Core Values*, but that we should start to diversify our services, based on what we already do well. But there are some things we need to improve, among them being clear about who makes decisions, and improving our communication with each other. Watch this space to see whether we succeed!

*** Our mission** To improve the quality of life and health of whole communities through leisure, fitness and sports activities that are accessible for all.

Our vision Customers, partners and employees want to come to Aquaterra first, for our service quality, professionalism, inventiveness, and ability to help people meet their goals.

Our core values High quality, equality, energy, innovation, integrity and care.



Bigger, Better Gym for Keynsham

Tara McNicholas, Marketing and Communications Officer (Central Services)

The gym at Keynsham Leisure Centre has been renovated to provide a bright, modern, spacious area with 29 state of the art gym stations and large areas for free weights and mats. The gym floor area has been increased by 65%, there is new laminate flooring, a lively colour scheme re-decoration, extra air conditioning units and mirrors, and another wall mounted wide-screen TV. Increased floor space means more group-based activities can now take place.

The changes have been received well, with positive feedback from the customers!



Baby Boom

Katherine Knight,
Finance Supervisor and
Sam Thomas,
Information Systems
Specialist
(Central Services)



Name: Nicholas Peter Thomas
DOB: 29/04/10
Weight: 7lb 3oz

“Being a Mum is wonderful but challenging. It's all worth it though when you get a great big smile from little Nick at 4am!”, Katherine.



Ben Leslie,
Membership Advisor
(Archway Leisure Centre)



Name: Layla James Leslie
DOB: 30/09/10
Weight: 8lb 11oz

“Some of you may know me and my partner Rahma. We met about four years ago in the Membership Office at Archway - not the most romantic setting but it was still love at first sight!

Being a dad is immensely rewarding. Even the sleep isn't too bad, there's just less of it - they call it sleepless!

I still work in that same office four years on, and I'm looking forward to returning from paternity leave to make some sales with the added gusto of having little Layla in my heart”.



Bodybuilding

Glen Danbury, General Manager (Archway Leisure Centre)

Roma Rudewicz, Gym Instructor (Highbury Pool & Fitness Centre)

Glen Danbury

Having won my class at the British Natural Bodybuilding championships in 2007, I proceeded to tell anyone who would listen that I had retired, having achieved the goal I had set myself. However, this turned out to be a very short retirement as my competitive urges got the better of me. I decided to once again embark on nearly half a year of self torture all in a somewhat narcissistic target of building the perfect physique.

The competitive experience this year was once again rewarding, if not more so, as another Aquaterra employee would be stepping on stage in the same pursuit. Having won the lightweights in 2007 I had another three years of training under my belt and I realised that I would have to step up a weight class (it is bodybuilding after all!). First up I had to qualify. I decided to travel to Wales as the Welsh show was one trophy I had not yet managed to win for the middleweight class. Even as a qualifier I could see I was going to be giving away around ten pounds of bodyweight to bigger competitors as I

was at the lower end of the middleweights. Come the finals, after even more dieting, my weight was border-line between lightweights and middleweights. I was indecisive as whether to push on dieting and make the lightweights or fill my body up with carbohydrates and step on stage as light middleweight. It was probably my undoing as I left it too late once I had made the decision to go as a middleweight. I ended up not filling out in time as I wasn't at my best at the daytime prejudging. Having scoffed copious amounts of carbohydrates I filled out properly and looked one hundred percent better come the evening. Unfortunately it was too late and I got second place losing out by two points (the equivalent of one judge giving me second instead of first).

The naturally competitive side of me hurts deeply, losing by such a slim margin, but overall I was happy with the performance I brought having moved up a weight class and narrowly missing out on a national win. No talk of retirement this time as I already have everything mapped out for my return to the natural

physique stage in 2012. Until then you will see me around, no doubt enjoying my food, probably a little too much!

Roma Rudewicz

I began teaching aqua aerobics when I was 19 and my trainer at the time introduced me to bodybuilding, which inspired me. With a new found direction I left my country to pursue my dream. My first few years in England were tough; I worked in numerous industries before I finally landed a job with Aquaterra which helped to motivate me and regain my passion for bodybuilding. My colleagues at Highbury helped me to set my specific goal and supported me throughout.

In May 2009, my manager Glenn Branch introduced me to Glen Danbury, a professional bodybuilder with years of knowledge and experience. I spoke with him regarding my goal and felt at that time that he did not take me seriously. I continued training hard with Glenn Branch, improving my muscle tone, strength and size. I met Glenn Danbury again in December 2009 when we discussed my bodybuilding goal and the changes I had made to my lifestyle. In January 2010 Glen Danbury asked me if I would like to compete in my first British Natural Bodybuilding Federation (BNBF) competition. This was the moment I was waiting for. I was beside myself with excitement and I was now motivated to train harder and focus on getting all aspects of my lifestyle right. Glenn Branch, Glen Danbury and Annabel Ottey provided support with regards to my resistance training programmes, diet and supplements, and posing practice respectively.

As time passed I noticed changes in my physical appearance, as did those close to me. Dietary restrictions and the pressure to achieve my goal were severely testing my will power. I prioritised my actions in an attempt to make my dreams come true; opting to train, eat and sleep as opposed to socialising and drinking. I was unaware of the financial implications linked to entering the competition. I had to get new shoes, bikinis, supplementation and fake tan, so I was very grateful when I was offered a sponsorship contract with the EQ Nutrition Athlete Support Package.

On the day of the competition I was excited, yet extremely nervous, especially when I found out there would be 16 girls competing. In spite of the profoundly exhausting and restricted diet in the





last few days leading up to the competition, coupled with the extraordinary amounts of fake tan I had to wear, I still had to look as natural and pretty as possible. With my first few steps on to the stage I thought I was going to faint. I composed myself and after a few minutes those feelings subsided as my confidence grew.

Although the standard of the competition was very high, I achieved 3rd place, which was unfortunately not sufficient to qualify for the British finals. I desperately wanted to be a British finalist so I decided to compete again the following week in the northern qualifiers held in Manchester. This meant I had another week of starvation, but on the other hand I had a further week to perfect my posing techniques. I competed the following week and was placed 3rd again, however the judges made a special request that I should be in the finals. I was overwhelmed and so proud of myself as this was not regular procedure. A few days later I was offered the opportunity to model for a tanning and beauty shop, the photos of which will be coming out soon. Before the finals I was also approached to go on the BBC's One Show to talk about female bodybuilding as people have different opinions and ideas about the topic.

Just before the finals I came down with a very bad chest infection. However, I still had to continue focusing on my diet and my training even though this was taking its toll on my mood and I was running out of patience.

On the 18th September I arrived in Glasgow, where the finals were taking place and where all of the top bodybuilders in Britain would be competing. I couldn't believe I was there taking

part with them. It was very stressful and overwhelming, however; I was looking forward to meeting the other girls and talking to them about their experience in training and their journey to making it to the competition. The one thing we all had in common was dreaming about chocolates and luxury foods. All of the contestants had to go through a polygraph test to ensure that no steroids or performance enhancing drugs had been used as these were forbidden. Needless to say I passed!

On Sunday 19th September the Girls British Finals in Natural Bodybuilding took place. I felt well prepared and very professional on stage. The first round was for prejudging purposes and consisted of 'Quarter Turns' where the judges would have a chance to make a note of each contestant's physique at various angles, muscle definition, muscle symmetry and presentation. The next round was in the evening so after the longest wait of my life we continued with the 'T Walk' section of the show. As soon as I heard my Lady GaGa introduction track I felt a mixture of emotions, however, I managed to control myself and I proceeded with my routine that I had rehearsed a million times before. As soon as the music faded and I knew my 60 seconds were up I was relieved it was over!

Sadly I didn't get first place and although I was upset, I felt that I had done my best and gained some positive feedback from the head judge. I was told that my physique is beautiful and everything was well balanced, however, I still require more muscle mass. I have since realised that I will progress with every competition and I am very proud of what I have achieved in my first year of bodybuilding training. Not only did I qualify for the finals, I was also offered sponsorship, an appearance on a television show, and photo shoots for various promotions. Now it's time to prepare for next year's competition.

Bodybuilding is a great passion of mine, which requires determination, hard work and discipline. It has taught me how far I can push myself to achieve my goals. It was not easy, however, the results were worth it. If you put your mind to something and put the effort in you can achieve anything you want.

South Wansdyke Sports Centre Welcomes a New Skate Park

Zoey Keeble, Marketing and Communications Manager (Central Services)



The recreational areas to the front and side of South Wansdyke Sports Centre have recently been redeveloped and now feature an outdoor adventure playground area with mini trampolines and an impressive sized skate park.

These facilities are the responsibility of Bath and North East Somerset Council but given their location it might be easily mistaken by passers-by and those using them that they are part of the Sports Centre.

These are great outdoor facilities for the local community to enjoy and the skate park has attracted visitors far and wide due to its size. We have also seen an increase in customers coming into the centre but there have been some problems with customer car parking and first aid requirements!

Our outdoor multi use games area has recently been resurfaced and has had new lighting installed plus a new parameter fence. There are new courts marked for netball, tennis, basketball and five-a-side activities which we are sure will be a hit in the warmer months. Since opening, we have already attracted some block bookings.

Mary Brown: even brings work to exercise



Central London's 5k Your Way

Celine Bilham, Marketing and Design Assistant (Central Services)



On Wednesday 28th April 2010 a number of Aquaterra employees joined fellow Islington workers at Regent's Park to take part in this year's 5k Your Way. Known as the fun event for Council and PCT employees, participants can choose to either walk, jog or run the course.

The event proved to be a great success with Islington achieving the Fittest Borough award and our very own Active Health Trainer, Ben Harding, winning the 'First Male' award and winning the race overall with a time of 16 minutes 23 seconds.

Ben Harding, Active Health Trainer (Central Services)

"I always enjoy taking part in the 5k Your Way because running as part of a team adds an extra dimension compared to races I normally do. With this in mind, it was satisfying to see Islington as the Fittest Borough once again! It was also great to see people, who had been coming to the running clubs at Highbury Pool and Fitness Centre for several months in preparation, achieve their individual goals."

Andrew Ktorides, Personal Trainer (Highbury Pool & Fitness Centre)

"After running 26 miles in the London Marathon on Sunday 25th April, I never expected to be talked into being a run buddy for my fiancée; Katy Summers, for the 5k Your Way event a few days later! Having not been able to walk for a few days after the marathon, it was nice to loosen the legs up and help Katy beat her time for a 5km run. Hopefully next year she will run again and go even faster!"

We hope next year will be another great success!



Bath

Pavilion



Bath

Pavilion

For live entertainment in a great intimate venue, check out the latest events at the Bath Pavilion.

Colin Fry

Friday 12th November | 7.30 – 11pm

A registered healer and certified medium with united spiritualists, in 2009 he was made a patron of the world federation of spiritual healers.

Price: £25

Marina & the Diamonds

Sunday 14th November | 7.30pm

Marina's biggest tour yet – 14 dates across the UK.

Price: £15 plus booking fee.

Knuckleup: The New Breed

Saturday 27th November | 5.30 – 10.30pm

Presented by Dane Bowers and Matthew Hand, high level Mixed Martial Arts action returns to the cage when several of the sport's up-and-coming fighters take centre stage.

Price: £25 / £30 plus booking fee.

CSF Superstar Wrestling

Sunday 28th November | 5.30 – 7.45pm

The CSF Superstar Wrestling team arrive in Bath for another night of hard hitting, body slamming action.

Price: £10 adult / £8 concessions.

Christmas Party Night - Elvis is in the building!

**Friday 10th & Saturday 11th December
7.30pm – 1am**

Entertainment this year will include the charismatic Tim Bassett as Elvis, plus the Sweet Perspirations!. Included in the price is drinks on arrival, three course dinner, and fun casino with prizes.

Price: £37.50 in advance.

New Year's Eve Party

Friday 31st December | 8pm – 1am

Fabulous Elvis impersonator Tim Bassett is back, getting you in the swing to welcome in 2011! Fun casino with prizes, supper and disco included.

Price: £30 in advance.

Coming soon...

The Cider Festival will be returning in February, as well as the 'I Do Wedding Fayre'. We also look forward to an appearance from comedian Tim Vine in April 2011.

For full event listings and details, please visit the Bath Pavilion website www.bathpavilion.org or become a fan of Bath Pavilion on Facebook for all the latest information, and your chance to win tickets for various events throughout the year.

Changing Faces of Football Development and the World Cup

Michael MacNeill, Football Development Manager (Sobell Leisure Centre)



The Islington Football Development Partnership (IFDP) has been evolving of late, with changes in staffing and structure. As mentioned in the previous edition of Heat, I'm now part Football Development Manager and part Youth Sports Development Manager, seconded to the Council.

This has meant a full-time role running the day-to-day business of the IFDP for Warren Clarke and we have been boosted recently by the addition of two part-time staff; Kelly Walker, Women and Girls Coach and Football Development Administrator, and Adrian Pettigrew; Football Development Officer. You can find out more about them in the New Faces section. Some of these posts have been funded by the Football Foundation linked to the new changing rooms in Whittington Park and should provide a better focus for the pitch there and the surrounding area.

Funding for projects is getting harder to come by and many grass roots schemes and teams are cutting back on delivery or ceasing altogether. Hence, that's why it's important that the IFDP is even more active in getting out there to deliver opportunities for young people at affordable levels. We all know it's getting tough financially, so it's even more important that we get better at what we're doing.

The World Cup was a bit of a disappointment, with England failing to perform decently in any of their four games, teams being very scared to express themselves in the early games (I watched 10 of the first 12 games and was bored rigid far too often!), and a final that devolved into a martial arts competition. The teams that did well tended to be those that could pass and retain the ball better and were slightly more adventurous in attack.

After the World Cup in 1994, Carlos Alberta Pereira, the Brazilian Manager, gave a talk to FIFA's technical committee and made the bold prediction that in ten year's time most teams would play with a lone striker. Having looked at the more successful teams of this year's World Cup, most played with a lone striker; Spain with Villa or Torres, Germany with Klose, and Holland with Van Persie. Or if they played with a front pair, they had one that played very deeply off the forward line and had license to roam; Uruguay with Forlan. Dominance of the midfield with the ability to penetrate 1v1 or on the counter-attack seems to be the order of the day.

It was noticeable that half of the top scorers in the Championship last season were midfielders, with a lot of teams adopting a 4-3-3 / 4-5-1 formation. It will be interesting to see what teams adopt in the forthcoming season.

Leisure News

Confidence High Within Fitness Sector

Leisure Management magazine
24 September 2010

Confidence in the future of the fitness industry remains high among fitness professionals, according to a report by research company Leisure-net Solutions.

The Fitness Industry Confidence Survey (FICS), backed by the Fitness Industry Association (FIA) and sponsored by Leisure Industry Week (LIW), revealed that more than three quarters of those surveyed (78 per cent) were as confident as, or more confident about the future of the industry than they were three months ago.

Dave Stalker, executive director of the FIA, said: "The economic climate will continue to provide a level of uncertainty in the year ahead. However, despite the downward economic trend, the industry still managed to report a 1 per cent growth to £3.8bn last year."

The DCMS 'Taking Part' Survey Released

The Department for Culture, Media and Sport
August 2010

The Department for Culture, Media and Sport (DCMS) released the results of the Taking Part Survey in August.

Headline sport findings were that:

- Over half (53.4%) of adults had done active sport in the last four weeks.
- Almost 7 per cent of adults do sport every day. Nearly a quarter (24.3%) of adults did active sport on 11-28 days within a four week period.
- Unlike cultural participation, there is no significant variation by deprivation, between regions, or between rural and urban areas.

The ten most reported activities based on the proportion of adults who had done these activities with the last 4 weeks were:

Activity	2009/10 (%)
Health, fitness, gym or conditioning activities	15.1
Swimming or diving [indoors]	14.7
Cycling [health, recreation, training, competition]	10.5
Football (include 5-a-side and 6-a-side) [outdoors]	6.7
Jogging, cross-country, road running	6.6
Snooker, pool, billiards (exclude bar billiards)	5.8
Keepfit, aerobics, dance exercise (include exercise bike)	5.7
Cycling [to get to places, i.e. work, shops]	4.4
Golf, pitch and putt, putting	4.1
Swimming or diving [outdoors]	3.6

Fitness Industry Bucks National Trend

www.fitpro.com
23 July 2010

The UK health and fitness industry has shown continued growth for the 10th consecutive year, despite the recent economic downturn, according to the 2010 Fitness Industry Association State of the UK Fitness Industry report.

The market report, compiled by The Leisure Database Company, found 122 new facilities opened across the UK in the 12 months leading up to 31 March 2010.

During this period, the fitness industry also grew its membership base to 7.4 million members, bringing its market value to an estimated £3.8 billion, despite a contraction in the national GDP of 4.9%.