

You said we heard!

All-Aboard!'s core team of staff (Administrators, Seasonal instructors, Watersports Manager and CEO) embarked on a fun-packed day of team building activities and solving problems at Swallet Farm, Mendips. Along with building the strongest A-frame made out of straws - thanks to Phil, defusing a real bomb (No Duff!), lowering a bamboo stick balanced on all of our fingers (which turned out to be the hardest activity!) and hoisting Tilly up a 30 ft wall; we had problem solving tasks and questionnaires on each other's job role to complete.



Hoisting Tilly



Testing the A-frame of straws



Tilly and Harry working hard



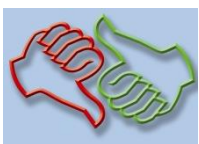
Defusing the Bomb – yes it was real

Though it wasn't all fun and games as the hard work began by examining what we felt the organisation did well in and what needed to be improved on, in the following categories:

- Internal Communication,
- External Communication,
- The People.
- Policies & Procedures
- Equipment & Resources

This is when we came back and opened this discussion to you at the Planning & Review Meeting on 7/4/17– asking you what your hopes of AllAboard's development was and what you felt was good or needed improvement in the categories mentioned above.

We had some great feedback, giving us ideas about delivery (i.e. utilising all of our boats) and how to improve our volunteer experience. We plan to address each comment and implement



procedures which improve our volunteers, staff's and customer's experience. We acknowledge there is always improvement to be made, though overall the feedback was very positive indicating AllAboard is a friendly, welcoming centre to volunteer in with a growing community atmosphere.

We would like to re-iterate that if you as a customer, instructor or volunteer ever have a comment on how we can improve our services or wish to share an idea please do not hesitate to visit us or e-mail admin@allaboardwatersports.co.uk. We may not be able to address or introduce your ideas immediately and they will have to comply with our policies, but we promise to listen and consider every suggestion seriously.

We would also like to applaud the amazing work our volunteers do, without which we would not be able to deliver the service we do and would not have the same community feel to our centre. We look forward to working with you closely for the upcoming season.



We will update you on our changes and post these on the noticeboards upstairs.

Changes at AllAboard!

Staff Leaving – Hannah Trent

It is with great sadness for us to announce that Hannah Trent will be leaving AllAboard in May. Hannah fulfilled the challenging role of Watersport Activities Manager for 3 years and helped to develop AllAboard to where it is today. Hannah feels that her time at AllAboard has come to a close and it is time for her to embark on some new challenges.

We wish Hannah all the best in the future and hope that she won't be a stranger to us.

Booking System

Many changes are happening behind the scenes at AllAboard. We will shortly be implementing a new booking system which should improve our clients' booking experience. Clients will be able to have a login which means that their information will be saved – stopping them from having to enter their information for every booking and speeding up the process.

Touchscreen Tablet: To view calendar and book online courses



We will shortly have a tablet mounted on the wall where you can view the online calendar and book courses online. This will allow customers, instructors and volunteers to view the most up-to-date calendar and see what sessions are coming up.

It will also allow customers to book onto courses during out of office hours, when there is a queue of people, or when parents are waiting for their child's session to end.

We would like you to bear with us during this time of change. It is a very exciting time for AllAboard although there may be a few bumps in the road whilst staff get used to new systems.

Lanyards & ID Badges



Improving on our name badges, we are now having photo ID's with AllAboard lanyards. These lanyards will enable you and the public to identify our volunteers and staff members. For those individuals who are both staff and volunteers we ask you to wear the appropriate lanyard based on your position for that day. They are now part of the uniform so please wear them at all times when volunteering or working at AllAboard.

These badges complement the 'My name is...' campaign – so please can instructor and volunteers continue to remember to introduce themselves to our clients and groups.

Please can all volunteers and instructors bring a passport sized photo to the office for their ID card.

What's been happening on the water

This month we started the season with a bang! We welcomed visitors through our doors 764 times and delivered 2286 hours of contact tuition. Out of the 764 visitors, 455 were children (aged under 18 years), 82 had declared a disability and 156 were over 55 years old. This busy start is great to see as we welcome back old friends and new faces. See below for more information about this month.

Let the Games Begin!



This month was the start of the School Games, where 10 schools from Bristol come and learn to sail, row and canoe for 6 weeks and then compete against each other in June. This event is fully inclusive as each school must have at least 3 students with SEN needs. This gives them the opportunity to represent their school in sport, which they would not normally be chosen or have the opportunity to do so.

We love delivering the school games as it introduces watersports to new children and develops their team building skills, confidence and co-ordination. We will need lots of volunteers on the school games day so please let the office now if you are able to volunteer on **Tuesday 20th June**.

St. Christopher's School

It is lovely to welcome back St. Christophers School back after a 2 year period where the school was unable to visit us. Thanks to funding facilitated by Quartet Community Fund, we were able to offer St. Christopher's 12 weeks of sessions where their students enjoy a powerboat trip up the river.



St. Christopher's is a Special Educational Needs (SEN) school which specialises in severely Autistic children. Many of the children's needs require 2:1 (carers: students) support, making it very difficult for the students to explore the community and participate in various activities; so we are delighted that they can come down and enjoy the watersports.

Easter Holiday Club



It was great to kick-start the season with a sunny and busy Easter Holiday Club We had many new and regular customers enjoying the Multiport and Sailing activities during the two weeks.

In light of asking for feedback we asked the children on their thoughts.

Quotes: *'Holiday club is great fun'*

'It was my first time, I was nervous coming but I had fun'

'I like it'

After-School Clubs

After-school clubs have started back up for the season with a great start. We have a growing interest in these clubs. Once again our instructors and volunteers have stepped up to run these sessions every week. These clubs were the starting point of AllAboard (previously known as



WESSA), so it is great to see them still thrive and introduce new children to watersports . We are happy to offer rowing to individuals– there are spaces for you to book on our website : www.allaboardwatersports.co.uk.

A Successful Open Day!



AllAboard! opened the doors over the Easter Bank Holiday. This allowed individuals from of all ages, abilities, ethnicities and backgrounds try sailing, rowing, canoeing and powerboating. We had approximately 127 people attend, an estimated 10 % of them had additional needs and over half were children. The day was delivered by our instructors, Glyn, Tilly, Phil & Isobel and very helpful volunteers – thank you to all.

AllAboard's Monthly Challenge!

To celebrate the immense challenge 4 rowers from Bristol Gig Club are taking by rowing across the Atlantic, we will introducing a monthly mileage challenge to match their miles. Once the Atlantic challenge has finished we will continue to have monthly challenge tailoring the mileage to meet different destinations i.e. Bristol to Paris.

Upstairs in the 'Blue Room' we have a poster stating the challenge and the miles to go. If you have been rowing, canoeing, sailing or on the ergo machines, please deduct your distance per person from the mileage to go. There are distances of common harbour trips beside the poster.

Why are we doing this? We noticed during the Red Nose Day Challenge that having a goal helped to motive many people, causing an increase in the use of the ergo machines. To encourage this we feel that having the monthly challenge will help to encompass this and what better time than to start of the Atlantic Challenge. The start of the challenge will shortly be announced so watch this space!

Bristol Gig Regatta

By Sarah Cooke

Saturday, 25 March, was a bright and sunny spring day, with a strong gusty wind. It was also the day of the Bristol Gig Regatta, when teams from 13 different gig clubs based in the southwest came together to race in Bristol Harbour.



Although the AllAboard rowers are not normally a racing group (social rowing and drinking beer is a higher priority), we didn't want to feel left out, so we entered a team in the Women's Vets race. 'Vets' are anyone over 40, so we were up against people nearly 20 years younger than ourselves. We'd also had very little training before the event.



Fortunately, they say that taking part is more important than winning..... we took part and didn't win - we were in fact the slowest boat in the whole event, a position which is quite familiar to us. So WELL DONE to Fran, Alison, Vicky, Natalie, Ruth and Sarah, and a million thanks to Jerry for

coxing us. It was are a really fun event.
Better luck next time, eh?

Tony Rowlands Poem of Bristol Harbour

A Maritime Adventure

By Tony Rowlands - A seasoned volunteer

I thought I was on the starboard tack,
When the Commodore shouted 'Water!'
Then I saw the gleam in those sailor's eyes.
And knew he'd give no quarter.

He whacked my gaff with a sickening crack,
And both of us went down,
And I heard my old man's sound advice,
"Wear some cork, or down".

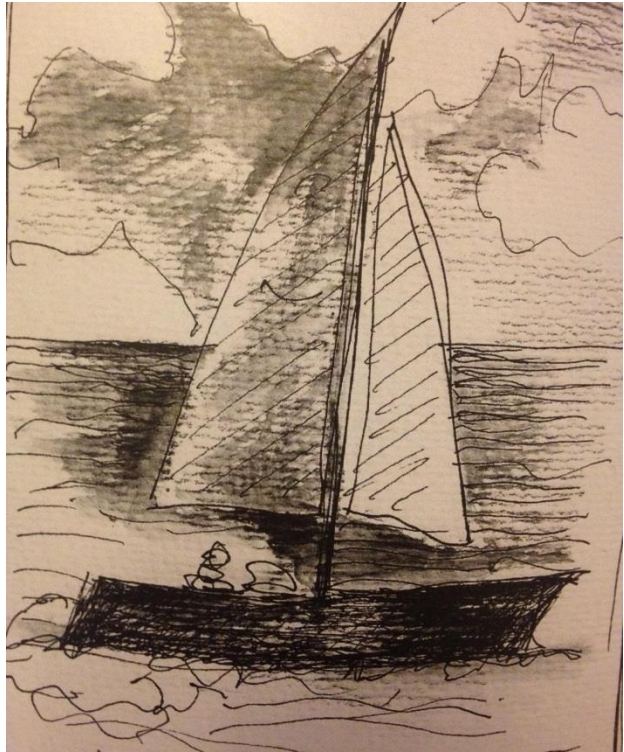
The wind was gusting five that day,
From out of Underfall Yard,
And brave men reefed the mainsail,
And pulled the sheets in hard.

In the owling foam of that dockland gale,
I thought I was bound for glory,
'Til I hear the sound that sailors cheer,
T'was Keith in his little dory.

With soothing words, and nautical skill,
He bought me back from the brink,
And towing behind him along to the wharf,
Gave me the time to think,

That I love this little patch of surf,
And the week end sailing day,
But next time I launch, I'll remember the rule,
"Keep out of the Commodore's way!".

If you would like to read more of Tony's poems you can purchase his poetry book directly from Tony.



UPCOMING EVENTS

First Aid Course

We had a first Aid Course scheduled for the 6th May, 9.00 – 5.00. The Instructor Brian Howell has unexpectedly taken ill so we are trying to allocate a replacement to carry out the course. If we are unable to allocate an instructor by Monday 1st May we will move the course back one week to the 13th May, where a replacement will carry out the course. Individuals who have booked onto the course will be offered a refund or to be moved to this date.

We hope Brian feels better soon!

