

Nadder Centre Steering Group Update

Management Re-structure Update

A Leisure management restructure was undertaken in November 2022 with the following appointments supporting The Nadder Centre:

Justine Foster – Service Manager Leisure

Edd Pooley – Area Manager South (Amesbury, Durrington, Five Rivers, Nadder and Warminster)

Lee Calver - Centre Manager Nadder and Warminster

It is the intention of Edd and Lee to hold a Steering group scoping meeting in July to seek clarification on:

- Group representation
- Data inclusion
- Group objectives
- Frequency of meetings

6-Month Plan

A review of The Nadder Centre business plan is underway. A new 6-month plan will be generated by Lee Calver and Edd Pooley to enable focus on broad objectives in the following categories:

- **FINANCIAL** – To achieve 2023/24 income target whilst managing within expenditure targets.
- **MEMBERSHIP** - To achieve membership target of 410 for fitness by end of review period.
- **HEALTH AND SAFETY** - To achieve a reduction in staff and customer incidents, whilst mitigating any financial and reputational risk to organisation
- **HUMAN RESOURCE** - To achieve and increase in employee satisfaction, reduction in sickness days lost and greater employee retention.
- **QUALITY / STANDARDS** - To achieve/maintain 65% NPS and Facebook review score of 4.75/5
- **PRODUCTS (HEALTH AND FITNESS)** - To achieve increase participation and membership to meet monthly income targets.
- **PRODUCTS (CHILDRENS AND YOUNG PEOPLE ACTIVITIES)** - To achieve increase participation to meet monthly income targets.
- **CUSTOMER EXPERIENCE** - To achieve/maintain 65% NPS and Facebook review score of 4.75/5
- **ENVIRONMENTAL** - To achieve a reduction in our carbon report.

Membership

April – 356 (19 Junior)

May – 356 (22 Junior)

June – 371 (23 Junior)

Children & Young People Activities

We are offering both After School and Holiday Activities. These include Fun and Games, Bouncy Castle sessions Nerf Wars and Roller Discos. Sessions have at least two members of staff to set up and tidy away the equipment as well as supervise the children.

Holiday programmes

Easter

28 Sessions with 251 participants. 45% occupancy.

Mon 03-Apr-23	Tue 04-Apr-23	Wed 05-Apr-23	Thu 06-Apr-23	Tue 11-Apr-23	Wed 12-Apr-23
35%	45	55	30	30	55
55%	60	55	50	50	60
60%	85	65	30	55	
20%	45			45	

May Half Term

14 Sessions with 97 participants. 37% occupancy.

Tue 30-May-23	Wed 31-May-23	Thu 01-Jun-23	Fri 02-Jun-23	Tue 11-Apr-23	Wed 12-Apr-23
55%	25%	40%	30%	30%	55%
85%	40%	30%	40%	50%	60%
50%	40%	30%	30%	55%	
10%		20%		45%	

Soft Play Area

April – 66 children

May – 79 children

After School Activities

We are offering 2 hour long sessions on a Monday Tuesday and Wednesday between 3:30 and 5:30 pm. On a Thursday we also run a football session for 10 – 14 year olds.

March 40% capacity 182 spaces filled

April 37% capacity 88 spaces filled (EASTER)

May 32% 128 spaces filled May Half term

Partners Update

NHS Midwife unit has now opened. Nadder centre are starting to host Baby massage classes mother and baby workout classes.

New Trampoline club started offering trampolining for pre-school and up.

Tisbury Swimming Pool

Pool now open offering school lessons throughout June and July and September