

Subject	Nadder Centre Community Liaison Group Meeting
Date and Location	19 th September 2024 @ The Nadder Centre
Attendees	Edd Pooley
	Richard Budden
	Lee Calver (Chair)
	Richard Beattie
	Steph Wells
	Evonna Brooker
	Simon DaVision
	Trudy Austreng
Apologies	Karlene Jammeh, Paul Gorford

1. Welcome and Introductions
2. Round table discussion/Updates from previous meeting
3. 23/24 Finance Accounts update
4. Tisbury Outdoor Pool
5. Coffee Angels
6. Leisure Programmes
7. Community relation
8. Marketing
9. AOB

Topic	Action/decisions
Welcome and Introductions	<ul style="list-style-type: none"> • Table introductions completed, Apologies from KJ and PG
Round table discussion/ Updates from previous meeting	<ul style="list-style-type: none"> • Last meeting the marketing plan and overall finance details were requested which will be covered later in the agenda.
23/24 Finance Accounts Update	<ul style="list-style-type: none"> • Income up on Budget 22K • Expenditure currently 35K over due to Maternity cover and pending transfers to other sites. • Income £205k for the year 10% up on income • 23/24 figures £250,316 on income, expenditure £396,914 • The 20 council leisure facilities forecast £800K over budgeted income. • Nadder does operate at a loss but provides essential services to the community and is not the only facility operating at a loss. • Would be good for Justine to attend next meeting to understand where Nadder centre appears in the ranking. • Ian Blair Pilling has pledged to invest in Leisure centres and Libraries and not close any. • Edd is looking into footfall counters to get an idea of numbers using the centre.
Tisbury Outdoor Pool	<ul style="list-style-type: none"> • Start of the season went well offering lessons to local schools with regular teachers. • Pool had a significant fire that now requires the plant room to be replaced. 4 Fire appliances were in attendance. • Cause has not yet been identified.

	<ul style="list-style-type: none"> • Phase 1 of the cleanup has been completed with removal of chemicals. Heras fencing is up to protect the site. Swimming club have registered access through Edd. • Phase 2 is to remove chemical from the floor. Once stage 2 is completed the fire brigade will be back out to check the check the area and the site will be secured and Heras fencing removed. • When the plant room is replenished it will need to be modernised and prepared for the future. Chemicals moved further away and electrical cut off switch installed outside the plant room. • Swim club and council in talks regarding lease transfer, both parties keen to move forward however it's a complicated arrangement. The pool is owned by parish council who lease it to the county council who the lease it to the swimming club. • 100 year contract was drawn up in 1964 and reviewed in 1993, heavily out of date as named parties no longer exist. County council maintenance costs are £47k a year. The swim club would have a lot more funding and supplier options open to them than the council.
Coffee Angels update	<ul style="list-style-type: none"> • No more subsidiaries from the parish council • However coffee angels happy to sign a 12 month contract with a 1 month break clause. • Council has agreed to replace fridge. Coffee Angels will have flexible opening hours so they can work around centres bookings. • There will be offers linked with the Nadder centre to try and help both parties. • Great atmosphere created by the café and positive feedback from customers. No obvious correlation to increase in membership for the Nadder centre though.
Leisure Programmes	<ul style="list-style-type: none"> • Just introduced New Pickleball sessions had a very popular launch. Nadder centre purchased their own kit to offer it to customers by booking a court. • Suggested longer opening hours on weekend. • Summer holiday activities were used 444 times over the summer. Busiest session was at 98% capacity lowest was 31%. Average around 50% capacity • Soft play averaging 200 uses a month made £7510 since it opened.
Community relation	<ul style="list-style-type: none"> • Meeting with St Johns regarding wrap around care as they are required now to offer this from next year. • We advertised the holiday and after school activities in book bags before the holidays, this did not seem to have much of an impact. • New Virtual classes running in the centre on the big screen aimed at a younger audience.
Marketing	<ul style="list-style-type: none"> • Leaflets were in the focus magazine advertising membership offer and new pickleball sessions. These may be disregarded as not part of the magazine so also look at editorials in the future. • Just had an article published in the September issue of the Blackmore vale magazine of all the session that we provide.
AOB	<ul style="list-style-type: none"> • History society have raised concerns about previous leaks in their room. These were reported and rectified. Further concerns around the air con in the room. They would like the document kept at constant 18 degrees. The system throughout the building has issues with changing the set temperature in all rooms by itself. It is believed to be caused by a damaged wire somewhere in the building. There are also financial implications for the Nadder centre having the air con on 24 hours and questions if this is best for the documents as humidity maybe fore of a factor. • Swim club like to kept informed of repair progress at a separate meeting before next Liaison meeting.