

Summary of Key Points from Nadder Centre Steering Group meeting:

13th Oct 2021

Present: Alex Norgan and Charlie Nicholls (St John's Primary School), Richard Beattie (Tisbury Parish Council), Yvonna and Steph (Tisbury Pool), Craig Angel (Leisure Manager), Dan Chaventre (Tisbury Police Officer), Jo Hamilton (Chair of Tisbury Pre School), Cllr Nick Errington (Tisbury Unitary Cllr), Karen Linaker (Community Engagement Manager)

1. The group reconvened from last meeting just before the pandemic to discuss how to help the centre increase its leisure members and restart its activities as a Health & Wellbeing Centre for South West Wiltshire
2. The attached slide on the steering group's role was discussed
3. A series of updates were offered from the leads of services and teams based at and adjacent the centre, including:
 - a) Craig Angel (CA) updated that the Sarum West NHS team was now located to the centre, receiving patients for treatment that they would otherwise need to travel to Salisbury Hospital for, and as a team base for health professionals to carry out local home visits
 - b) CA emphasised that this first steering group meeting back since the pandemic was more to set the scene as to where the centre is currently, and that subsequent meetings would bring back more detailed updates, especially in terms of a business/finance/marketing plan for the whole of the centre (a smaller core group would be convened to help with this)
 - c) CA explained that the centre was on a cautious 3 staged opening plan to ensure the business could be grown sustainably, with sessions restarting subject to the centre securing sufficient income to support the sessions and the overheads.
 - d) Various service/team leads strongly requested that a café service be brought back to the centre, as this was of clear appeal to many users and could support the business growth plans. This request was positioned alongside other strong calls for more to be done to help the centre appear to be more open and functioning than currently. Whilst the group appreciated the need for sustainable business growth, it was also firmly of the view that the centre should be taking some measured risks, to fund activities, sessions and initiatives as a more proactive strategy to attracting back users, members and the community generally

- e) The school and pre school leads in particular requested that more children's activities be reintroduced as soon as possible, including those previously delivered. CA agreed to look into this as a priority
- f) CA mentioned the half term holiday children's activity programme that was being finalised, and all agreed to help publicise this when ready. CA also explained that the Children's Centre would resume in October for a planned 10 week programme of delivery
- g) PC Dan explained that he was looking to restart police drop-ins at the centre soon. The group asked if police presence could be more apparent in the village as well, noting Dan's plan to have drop-ins at the centre and at the bottom of the village (potentially at Hinton Hall).
- h) Jo Hamilton (JH) updated that the pre-school had continued throughout the pandemic and that numbers were good and demand growing. However, she explained that the pre school desperately needed activity, facilities, profile and the appeal of the Nadder Centre to pick up to support that continued pre school success, and even more importantly the need presenting amongst young families, hard hit by the pandemic, in a village where there was no current toddler group activities
- i) Steph and Yvonna updated that the pool had been open throughout the pandemic and that it was very heartening to see the strong ongoing local support for the pool. The pool would hopefully be fully back to normal in 2022, following some upgrades to the pool surround and basin, and introduction of new disabled user facilities. The pool team had always worked well with Wiltshire Council and was very keen to do more together, suggesting a new noticeboard on the pool side to help publicise centre activities, and the potential for a triathlon / sports day event
- j) Alex and Charlie from the Primary School referred to the potential plan to transfer their after school activities to the Nadder Centre, and to both parent and staff interest in seeing more adult classes available at the centre after school. They also suggested that the potential to do more around PE support at the centre should be explored
- k) The group also requested that
- existing Nadder Centre staff help to improve the general sense of welcome and appeal of the centre, as currently the perception was that little effort in this respect was being made, and business looked as though it was going elsewhere as a consequence

- Wiltshire Council directors and senior managers provide stronger leadership for the centre to help it get back on its feet, as currently there was a real sense of disappointment about what was being offered, and anxiety that the centre will be closed in time
 - A short, medium and long term business plan be devised and presented demonstrating clearly how the centre would rebuild/develop further, as various steering group members felt unable to step up with supportive action without this
4. The group discussed the potential for an Open Day in 2022, as one plan to help the centre thrive. Recalling previous open days, there was a call for more family fun activities at the Open Day, i.e. disco or soft play. All agreed to support and be a part of the day
 5. Alex and Charlie suggested that the centre use the school (and surrounding local schools) newsletter function to assist with promotions and marketing in general. Similarly the pool team would help, as will the police team.
 6. Karen raised the issue of general promotion and marketing of the centre, and a short discussion was held on who could help, and the various local event opportunities to be present at over the coming months. Karen will review this with CA (to include a look at how high street businesses might also help)
 7. Finally, the group noted that the next meeting would be in January, hopefully at the centre, rather than online.