

Summary of Key Points from Nadder Centre Steering Group meeting:

9th Feb 2022

Present: Alex Norgan and Lisa Portch (St John's Primary School), Richard Beattie (Tisbury Parish Council), Yvonna and Steph (Tisbury Pool), Craig Angel (Leisure Manager), Dominic Jones (Children's Centre), Tina Richards (Tisbury Historical Society), John Garland (Library), Cllr Nick Errington (Tisbury Unitary Cllr), Karen Linaker (Community Engagement Manager)

1. Craig updated about plans to produce a business plan for the centre, ensuring that this included input from all partners based at the centre. Later in the meeting he clarified that the opening hours would increase based on income, i.e. as membership and income increases, the centre would be able to afford to extend the hours and introduce new activities
2. Craig gave an update regarding the Leisure Service's budgeting for the centre, highlighting the big impact of loss in members and income due to the pandemic, which had effectively meant that nearly 50% of members had chosen not to renew their memberships. He clarified that £35k income had been made during 2020/21, and that £79k had come from government support. He highlighted that memberships were now increasing and the new business plan was intended to bring the centre back to its former self and to take it to the next level, demonstrating clear viability for the future, with targets and tasks to generate income for the rentable spaces. *(see appendix 1 for fuller info issued 4th March 2022)*
3. Craig also updated that NHS Wiltshire were now providing secure regular income for the centre by renting a range of spaces and indicating a need to rent further spaces in the future.
4. Craig and Karen then went on to explain what has been done and is planned to increase the range of children and young people's activities at the centre.
5. During the ensuing discussion, the following key points were made and further updates provided:
 - a) Whilst welcoming the children's activities that took place in the xmas holidays and planned for Feb holidays, there was a need for the centre to offer all day children and young people's activities for working parents in particular, rather than the current one hour sessions. Craig agreed to look into this request, mentioning that a first step would be to obtain Ofsted registration. Also, any marketed offer needs to be available many months in advance, not just a one or 2, as working parents get organised sometimes a year ahead

- b) Investigations were being made to re-start café facilities at the centre
- c) Open day events were being programmed, including a summer event and an upcoming April event for young people
- d) Library is still on restricted hours as it relies heavily on volunteers, but public computer usage is increasing and officers would be meeting with children centre colleagues soon to discuss collaborations to increase footfall
- e) Following a significant restructure, the children centre activities would be returning over the coming weeks and months
- f) Historical Society continues to base itself at the centre and is a much valued local facility. Tina and Craig agreed to meet to discuss who the Society's co-ordinators might be given key holder access to the building, as the current opening times made it difficult for them at times
- g) Tisbury Pool had secured area board funding to help install a new wet room facility for people with disabilities and been overseeing other improvements to the pool over recent months

Appendix 1

Membership

Listed below is the total number of Life Zone and Fitness Zone memberships showing where the centre was at in march 2020 before COVID 19, then moving to the lowest point the total membership dropped to during the pandemic and where we are as of this week, I have also listed below what the centre's targets are for the forth coming financial year to showing we are continuing to re-build.

Total Number of Members as of 16.3.20	Lowest Total Number of Members during the pandemic	Total number of members as of 28.2.22	Target Membership Total to get to by the end 22/23 financial year
460	216	281	345

Opening Hours

Total Opening hours after lockdown 1	Total Open hours as of 28.2.22	Target Open hours to get back to based on financial sustainability
52	68.50	82

Current Opening Hours

Monday – 7am-1.15pm / 5-9pm (10.25)

Tuesday 7am-9pm (14)

Wednesday 7am-11am / 5-9pm (8)

Thursday 7am-1.15pm / 5-9pm (10.25)

Friday 7am-9pm (14)

Saturday 8am-2pm (6)

Sunday 8am-2pm (6)

Target Opening Hours

Monday-Friday 7am-9pm (70)

Saturday + Sunday (12)

Re-building the team

The centre has recently recruited 3 casual recreation assistants to assist with building the recreation assistant team due to resignations, these posts will help with the day to day operation of the centre but also play a key part in delivering children's activities

The centre is currently advertising and recruiting to a Part Time Duty Manager due to staff retirement where are now in a position whereby we need to recruit to vacant hours with the establishment

Exercise to Music Instructor, we will be recruiting 3 x casual positions (once approval is given to recruit) to be able to provide cover for annual leave and sickness within our current program but also to increase the number of classes (and provide more variety) the centre is able to provide by building the exercise to music instructor team