



2022

Nottinghamshire County Council

Visitor Economy Framework



**Nottinghamshire
County Council**

Nottinghamshire County Council's Visitor Economy Framework

This framework has been created for:

Visitor Economy businesses

External stakeholders and partners

Sectors in the Visitor Economy supply chain

Internal stakeholders within the County Council

Sherwood Forest

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Newark Castle

Foreword

Our refreshed Visitor Economy Framework is focussed upon drawing the best out of the county's unique selling points, rich history and natural environment for our visitors and the businesses and organisations that serve them.

The pandemic has seen significant shifts in the ways people wish to spend their leisure time and it is important that we reflect these behavioural changes in our long-term plans. The Visitor Economy Framework will play a key role in ensuring we deliver our Council ambition to make Nottinghamshire somewhere people love to live, work and visit.

Visitor Economy businesses need to understand what our target markets are looking for and how to make our global brand of Robin Hood work for their business. They need to be up-to-speed on the latest market and product trends to make wise business investments and have the latest digital knowledge to take their business to market effectively. The county also wants to engage local people in tourism and for them to share Nottinghamshire's stories.

This framework is one that will continue to evolve in response to changing circumstances and has been built in a way that will allow us to continue to draw on the expertise and knowledge available in our region. It is fundamental that we continue to build a Visitor Economy that is resilient, sustainable and agile to be able to respond to opportunities and challenges that may arise from changing market demands.

There is work to be done to re-energise the visitor economy, boost performance and realise potential. Nottinghamshire needs a much clearer identity and a higher profile in the marketplace.

This means capitalising on our global brand of Robin Hood, new digital opportunities, including virtual and augmented reality and focusing on quality experiences to ensure Nottinghamshire is competitive in the marketplace. Nottinghamshire has great natural capital, inspiring stories and heritage with wide appeal – this framework is the first step in converting these opportunities into sustainable growth

The framework focusses on continuing the great work we are already delivering, unlocking previously untapped potential and engaging regional and national partners to drive our vision forwards.



Cllr Keith Girling

The Courtyard
Thoresby

Introduction

In 2018, the Visitor Economy was one of the UK's largest and fastest growing industries, generating £106 billion Gross Domestic Product (GDP) a year. It employed over 2 million people and supported thousands of businesses.

In response, Nottinghamshire County Council produced its first ever Visitor Economy Strategy (VES) in 2018. The strategy was about delivering five years of change for tourism in Nottinghamshire, with an eye on the longer-term opportunities.

However, the arrival of the Covid 19 pandemic in 2020 resulted in the Visitor Economy being one of the worst hit sectors. Barely a business avoided taking some damage from Covid-19 but the Office of National Statistics figures show just how dire it was for tourism businesses.

Turnover in travel and tourism businesses fell to its lowest level in May 2020, at just 26 per cent of February levels.

Top-level Framework

To meet the demands of the changing times that we now find ourselves in, after a period of consultation, Nottinghamshire County Council has refreshed its original Visitor Economy Strategy. This is a visionary document and the steps that the County Council will take to support the sector to enable it to thrive and recover, will be laid out in an action plan following the publication of this Framework.

Healthy Prosperous Green

Rufford Abbey Country Park

What is the Visitor Economy and how is this different to Tourism?



'Tourism' is a person-centred concept. It is the process of spending time away from home in pursuit of recreation, relaxation, pleasure or business, while making use of the commercial provision of services in the place being visited.

The 'Visitor Economy' includes tourism but goes beyond this and encompasses all the things that attract visitors, the infrastructure that supports their visit and the services provided to them. All tourists are visitors, but not all visitors are tourists. The pandemic has taught us to appreciate that local visits are important too.

The County Council wants residents and visitors to explore and enjoy the Nottinghamshire countryside, attractions, market towns and villages, and to enjoy the county's fascinating stories. Therefore, the Visitor Economy is the preferred term used by Nottinghamshire County Council due to its wider economic impact and role in place-shaping.

Purpose of this framework and the role of the Nottinghamshire County Council

This framework has been created and refreshed to clearly communicate the ambition and priorities of Nottinghamshire County Council and the Visitor Economy, especially after the recent Covid 19 pandemic. During the refresh of this plan, we have been in close consultation with our District and Borough council colleagues to ensure an informed, joined up approach.

The role of the County Council is one of leader, enabler, facilitator, influencer, accountable body, investor, partner, supporter, collaborator and advisor around a shared, inclusive and well communicated vision and plan.

We will use assets in collaboration with our strategic operating partners to develop and trial Visitor Economy projects. The learning from these initiatives can then be rolled out across the county.

The Nottinghamshire Plan

The Nottinghamshire County Council Plan 2021-2031 has an overarching vision of **"A healthy, green and prosperous Nottinghamshire"**. The direction of the refreshed Visitor Economy framework is taken from Ambition 5 – 'Strengthening businesses and creating more good-quality jobs' and Ambition 6 – 'Making Nottinghamshire somewhere people love to live, work and visit'.

The Economic Transition Plan

Nottinghamshire County Council has developed this plan focussed on transforming our local economy through placing the interests of our communities and businesses at its heart, whilst also driving investment and improvements across the county. The plan is built on six themes of people, business, the visitor economy, infrastructure, digital connectivity and place, which will collectively enable Nottinghamshire to emerge as a county moving forward.

Several other County Council plans will touch on or interconnect with the refreshed framework including:

- NCC Cultural Services Strategy
- Strategic Infrastructure Plan
- Devolution
- Levelling Up
- Local Transport Plan
- Joint Health and Wellbeing Strategy 2022-26

Who is this framework for and how can you use it?



Delivering this framework will contribute to achieving the aspirations of the County Council but we realise that this cannot be done in isolation. This document has been created in consultation with key partners and that collaboration underpins the entire framework.

This framework has been created for:



1) Visitor Economy businesses

One of the County Council's main objectives is for Nottinghamshire to stand out as a great place to start and grow your Visitor Economy business. This document will highlight the priorities and direction of travel for the county so businesses know where they fit into the bigger picture and how they can contribute and get support. They will be able to use the information provided to inform their business planning.



2) External stakeholders and partners

This document can be the basis of working in partnership on Visitor Economy projects and programmes and in building supportive, sustainable networks. It can be referenced in bids or grant applications to demonstrate a clear and joined-up approach to funders.



3) Sectors in the Visitor Economy supply chain

The Visitor Economy sector works hand in hand with a wide range of other sectors across England at all levels of the supply chain including planning, construction, food and drink, farming, transport, retail, sport, museums and the arts to name but a few. This framework will be the first place for these sectors to look to understand more about their role, our priorities, and how they can contribute towards the Visitor Economy of Nottinghamshire.



4) Internal stakeholders within the County Council

We want to champion and embed a culture within the County Council that recognises the value of the Visitor Economy. This document will raise awareness and provide our staff with enough information and focus to enable them to consider the impact of their service planning on the sector e.g. when making transport, infrastructure or planning decisions.



Roles within the Nottinghamshire Visitor Economy Landscape

Organisation	Role
Nottinghamshire County Council	The role of the county council is one of leader, facilitator, supporter and collaborator around a shared, inclusive and well communicated vision and plan. It provides services and infrastructure. The main jurisdiction is within the county, however the council works closely with partners because the Visitor Economy is not restricted by local authority boundaries.
Nottingham City Council	The role of the City Council is similar to that of the county council but with its main jurisdiction is within the city boundary. The City Council has a good relationship with Visit Nottinghamshire and other partners and is a keen supporter of the Visitor Economy.
Visit Nottinghamshire	Visit Nottinghamshire is a division of Marketing Nottingham and sits alongside Nottingham Partners and Invest in Nottingham. It is the main tourism organisation for the city and county, providing marketing and support to its members and partners. Sometimes referred to as a DMO (Destination Management Organisation) Visit Nottinghamshire has a close working relationship with other tourism organisations in neighbouring counties and with Visit England.
Visit England/Visit Britain	The national tourism agency – a non-Governmental public body funded by the Department for Culture, Media & Sport (DCMS). VisitBritain/VisitEngland plays a role in building England’s tourism product and raising Britain’s profile worldwide.
District and Borough Councils	There are seven District and Borough Councils within Nottinghamshire that work closely with the County Council. Most of these provide a variety of services for the Visitor Economy including leisure and recreation services and tourism projects and networks.
Town and Parish councils	Town and Parish Councils represent the local community, deliver services to meet local needs and strive to improve quality of life and community well-being. They may take on projects related to the Visitor Economy or signpost people to relevant services.
Business Improvement Districts (BIDS)	Normally (but not always) found within a town or city area and funded by a business levy, BIDS work closely with businesses within that area to conduct a range of activities which encourage new business, drive footfall and create a sense of pride of place.

Businesses	To provide the Visitor Economy product or service that makes up an excellent visit or stay in Nottinghamshire. Businesses are encouraged to join up where appropriate and provide excellent customer care.
Suppliers	To supply the Visitor Economy sector with high quality and sustainable products and services.
Education – schools, colleges, universities	Inspiring the next generation through educational visits and courses that will raise awareness and encourage future (or current) visits with their families. To engender a sense of pride and to provide the knowledge, skills and qualifications necessary to help people thrive in the visitor economy sector.
Third sector - charities, non-profit, volunteer groups	Some areas within the Visitor Economy rely heavily on the third sector, for example, some heritage sites and museums are entirely volunteer run. These organisations add social value and an improved product.

City and County - how will we work together?

As a County Council, although we work in partnership wherever possible, we are limited to our local authority boundaries. However, our visitors are not restricted by these and that is why it is imperative that we work in partnership, not only with our District and Borough colleagues, but with the City Council too. We are already building on reciprocal relationships here but some examples of where this relationship can be developed are:

- Consultation with City Council officers on our framework.
- Arranging meetings to share plans, information and priorities.
- Inviting city councillors and officers to attend networking events.
- Regular attendance at any city-based Visitor Economy networks.

- Working in partnership on mutually beneficial Visitor Economy projects and programmes.
- Letters of support for relevant expressions of interest and funding bids.
- Encouraging and advising elected members to liaise with each other where appropriate.



Thoresby Hall Hotel

What is the future for Nottinghamshire's Visitor Economy?

Our goal is to return to pre-pandemic levels as quickly as possible by 2025.

Currently we are working to establish a county-wide Visitor Economy Data Partnership, to centralise information and share costs. When this data is available, we will confirm our targets.

This framework is about adding value and stimulating growth in our Visitor Economy sector whilst reducing our carbon impact.

Therefore, the Council wants:

A higher market profile and a clear identity

– We want to raise awareness of who we are and what we offer. Nottinghamshire needs a clear identity. The most successful destinations are clear about what is special about their place. They single-mindedly use these qualities to prioritise investment and to communicate consistent messages to their target markets.

A great experience and more local visits

– We want the County to be a must-see destination. The Council wants residents and visitors to explore and enjoy Nottinghamshire and become immersed in its experiences.

New and repeat visitors - The intent is to attract new visitors for a day out or a short break and to ensure they enjoy an excellent experience, so they come back again and again.

Increased dwell time in the county and more spending - At the same time, the Council wants to encourage people who are already visiting to stay longer, explore further and spend more during their trip. That will generate jobs, growth and opportunity for local people.

Pride in our county - We also want to encourage the people who live, work and study in Nottinghamshire to become ambassadors for their county and to spread the word by showcasing it to their visiting friends and relatives.

Green and environmentally sustainable

– About a quarter (27%) of the UK's carbon emissions come from transport and our car use has doubled since the 1980s. The County Council has declared a climate emergency and committed to be carbon neutral in all its activities by 2030. We want to support others to do the same by 2050. We need to shrink our car use or make it more environmentally sustainable and grow public transport, walking and cycling.

Thriving Visitor Economy businesses -

Critically, we want to create an environment that stimulates and supports small businesses to thrive – now and in the future.



Newstead Abbey

Transition and Recovery

The Visitor Economy was one of the worst hit sectors during the Covid 19 pandemic. We want to build back better and stronger by creating the conditions for Visitor Economy businesses to thrive.

Our Economic Transition plan highlights several ways that we will do this:

- Training and funding opportunities to support businesses, especially small and lesser-known businesses that need more support.
- Championing and recognising the value of the Visitor Economy within the Council and across partners, creating a culture where service planning always considers the impact of decisions on the Visitor Economy e.g. when making transport/infrastructure/planning decisions.
- Adopt a strategic coordination role for the Visitor Economy across Nottinghamshire, working with partners to plan for future growth, maximise funding opportunities and work together to resolve issues facing the Visitor Economy sector today.
- Working corporately to influence the design, commissioning and delivery of programmes of activity that impact on the Visitor Economy.

The success of the Visitor Economy means creating thriving businesses with the potential to boost productivity in the county and the region. It is essential that our businesses are provided with the relevant high-quality business support they want and need, delivered in ways that encourage them to take part.

Businesses need to understand who our target markets are and what they are looking for. They need to understand how our key themes can work for their business. They need to be up-to-speed on the latest market and product trends to make wise business investments and have the latest digital knowledge to take their business to market effectively.

The De Bois Review

The de Bois Review: an independent review of Destination Management Organisations (DCMS, July 2021) is arguably the most important review of regional, sub-regional and local tourism structures within England to have been undertaken in the past twenty years, designed with the single intention that local tourism structures are more efficiently organised so that they can better contribute to the long-term development and management of the Visitor Economy. At the time of producing this framework, the de Bois Review recommendations are still being implemented. Nottinghamshire County Council acknowledges the findings of the de Bois report and will support its recommendations.



Bennerley viaduct

Who are Nottinghamshire's target Markets?

In these uncertain times and with limited resources, we are having to prioritise for the best return. The cost of attracting overseas visitors is expensive and this is why we will focus on attracting the domestic market to Nottinghamshire. However, this is not to say that we will not look for and actively pursue opportunities for attracting overseas markets where appropriate.

Nottinghamshire's central location means it has a large audience within a two-hour drive time. However, as a destination, it is impossible to be everything to everybody. In consultation with our stakeholders and partners, we believe the following target markets are a good fit for what Nottinghamshire has to offer and will form our focus for now – these target markets will be confirmed and underpinned by evidence.

Domestic target markets:

Country loving traditionalists – likely to have recently taken a countryside break or visit in England. They often travel as a couple or in small groups, looking for unspoilt countryside and want to feel connected to the county's history, nature and heritage with opportunities to eat local food and produce.

Active fun families - information-hungry with children at home, looking for days out or short breaks away from their hectic lives that keep the kids/grandkids busy. They regularly take breaks or visits where they can indulge in active, family-friendly pursuits and activities such as events and festivals. They are active on social media.

Business (including education) visitors - visiting for work or educational purposes such as conferences and meetings. More wealthy than an average leisure tourist, expected to spend more money. They will extend their visit by dining out, recreation, shopping, sightseeing and meeting others for leisure activities.

Couples/Individuals /Groups with disposable income - very active on social media, typically younger in age or spirit. Yet to have a family or with children who no longer need them as much. They like to socialise either for fun or relaxation. Active and environmentally aware. They like getting out and about and prefer experiences like festivals, concerts, meals, movies and drinks.

Overseas target markets:

As previously explained, our focus will be on attracting the domestic market. International visitors make up a very small percentage of visitors to the majority of UK destinations but the profile of international tourism and the higher spend per head of international visitors means we will explore targeted opportunities in collaboration with regional and national partners. Robin Hood and Sherwood Forest continues to be well known and a big draw amongst our overseas guests.



Sherwood Forest

USA

Statistically speaking, the average American traveller is roughly 40 years old. They often visit with a partner, or on a multi-generation family holiday. Generally, they are from a high socio-economic and educational background. They are in search of good value across the trip, as well as the chance to experience and participate in culture. They want to visit destinations that combine culture, history and gastronomy – for example, historical sites, rural areas that offer local produce, museums, restaurants and sightseeing spots.

Our nearest European neighbours

Initial research using airport inbound statistics suggests that countries such as Spain, Italy, Germany and Ireland should form part of our plans to attract overseas markets. However, more work needs to be done on which of these European neighbours we would be the best to focus on.

Emerging Markets

We would like to test if there are any emerging markets that we could consider attracting such as India or Oceania (i.e. mainly Australia and New Zealand).

Social Tourism

As a County Council, we have a duty of care to our residents and visitors. For this reason, we would like to explore more regarding Social Tourism which could include:

- Visits resulting from migration, war or employment opportunities.
- Health and well-being
- Visits for the economically disadvantaged
- Accessibility

Cost of Living

The cost of living has escalated severely for many of us over the recent months, although better times are sure to return, we understand

that this may impact negatively on the Visitor Economy. On the bright side, we can counter some of the effects by alerting visitors to deals, offers and ways to make a day out cheaper, for example by taking a picnic.

We can also support our businesses through the resources we have available to us, such as business support. One thing to bear in mind is that getting out and about, experiencing and socialising can help us feel a lot better in uncertain times and the Visitor Economy is well-placed to help with that.

East Midlands Devolution Deal

Derbyshire County Council, Nottinghamshire County Council, Derby City Council and Nottingham City Council have agreed to a £1.14 billion devolution deal by the government. The deal would create the first ever Combined County Authority (CCA) and would see an extra £38 million a year coming to the East Midlands from 2024, addressing years of historically low investment in our area. It would mean funding and powers move from a national level to a regional level to help the 2.2 million people who live here.

A public consultation started on 14th November 2022. The draft proposal states an intention to work collaboratively with government at the earliest opportunity to strengthen the local visitor economy. The draft proposal recognises that the devolution deal is the beginning of the journey, and opportunities will be explored to secure additional powers and funding as the CCA evolves.

Public consultation closed on 9th January 2023. The results of the consultation will be considered when the four councils are asked to agree the final Proposal for submission to Government in Spring 2023. The deal would then need approval and new legislation from central government to create the East Midlands Combined County Authority.



What are Nottinghamshire's key themes?

Why do we need themes?

The most successful destinations are clear about what their unique selling points are as well as how and why these appeal to their visitors. Themes let visitors know what we are about and what's on offer. By setting out these themes and target markets and communicating them clearly, it is hoped that all organisations in the sector can see where they fit into the bigger picture and how to prioritise their thinking and resources. Themes also enable organisations to be more joined up, to work together on itineraries or joint marketing and events which will increase dwell time and spend.

What are Nottinghamshire's key themes?

The six themes Nottinghamshire will lead with are:

1. Robin Hood and Sherwood Forest
2. History and Heritage
 - a. Inspirational and Rebellious Characters
 - b. County Towns and Villages
 - c. Literary Heritage
 - d. Caves
 - e. Industry and Innovation
 - f. Medieval History (Dukeries, Minster, Monasteries and Abbeys, etc.)
3. Green and Active
4. Sport
5. Contemporary Culture
6. Local Crafts and produce

These themes have been identified as some of the most competitive strengths of the county alongside Robin Hood as our unique selling point (USP). Nottinghamshire has a head start over many other places as it can lay claim to the global brand of Robin Hood and Sherwood Forest, something that is known worldwide. There is a broader history of the Sherwood Forest area that needs to be told as well as recognition of its special habitats and species but Robin Hood is how we attract visitors here in the first place to be able to tell our other fascinating stories.

We will use our themes and stories to deliver experiences that inspire visitors to explore and build new and enduring relationships with the county.

Some of this is happening already with local partners developing new initiatives to strengthen the experiences. But there is more to do to realise the county's full potential as a visitor destination. This will not be a one-off process but a long and continuous one that will need constant review and investment.

Theme 1 Robin Hood and Sherwood Forest

Nottinghamshire is known across the world for Sherwood Forest, the home of the legendary Robin Hood. As well as the role Hollywood and popular culture have played in creating an icon, the ideals that Robin Hood stands for including freedom, social justice, living with nature and the fair distribution of wealth resonate with many of us today. He is an enduring figure that speaks to us across the centuries. It is imperative we make the most of him and use him to act as the "hook" to introduce our visitors to all the other wonderful things our county has to offer.

The Major Oak
Sherwood Forest

Theme 2 History and Heritage

Although world famous for Robin Hood, we have a fascinating history and heritage that goes far beyond our legendary outlaw. Some of our other heritage includes caves, castles, farming, monasteries, the Dukeries, our literary greats, mining and the English Civil war and much more. The county also possesses a battlefield, the site of the last battle in the Wars of the Roses.

History and Heritage is such a broad theme that we have broken this down into some parts of our heritage that we feel are a particular draw for visitors – however, this list is not exclusive and there is often an aspect of history and heritage that Visitor Economy organisations can draw on to add value to what they do.

- a. Inspirational and Rebellious Characters and events – some examples include Robin Hood, Civil War, William Booth, Lord Byron, Ada Lovelace, Mayflower Pilgrims.
- b. Towns and Villages – real hidden gems including, markets towns that have rich historical backgrounds, former industrial towns which once helped to power the country and quaint rural villages with architecture dating back centuries.
- c. Literary Heritage – some examples include D H Lawrence, Lord Byron, Helen Cresswell.
- d. Caves and Tunnels – some of these include City of Caves, Nottingham Castle caves and other examples that can be found throughout the city and county.
- e. Industry and Innovation – some examples include mining, farming, framework knitting, rivers, canals, railways, water pumping stations.
- f. Medieval History – some examples include the Dukeries, Southwell Minster, monasteries, abbeys, castles and the Battle of Stoke Field.



Mansfield
Market Place

Theme 3 Green and Active

Nottinghamshire is a rural county. We value our green spaces and our commitment to the environment. In fact, the County Council has committed to become carbon neutral in all its activities by 2030. The pandemic showed us just how important our green spaces are in getting active outside and in helping our mental health and wellbeing. From our nature reserves, leisure cycle routes and long-distance paths (e.g. Robin Hood Way) to archery, segwaying and other active pursuits, 'Green and Active' is about getting active in nature and appreciating it in all its glory.

Theme 4 Sport as a Spectacle

In the past, Nottinghamshire has been named as the Home of Sport by Visit England and has more sports facilities per head of the population than anywhere else in Europe. Sport participation is important but sport as a 'spectacle' is where sport becomes a great driver for the Visitor Economy. Our sporting offer and heritage is strong, from legendary sporting heroes to world class sporting facilities.



Cyclists enjoying the county

Theme 5 Contemporary Culture

Contemporary Culture refers to the common themes of art, music, film, theatre, architecture and literature that are popular at the present time which may one day become part of our heritage. In Nottinghamshire, we have an active cultural scene often demonstrated through events, projects, concerts, festivals and performances.

Theme 6 Local Crafts and Produce

Local crafts have undergone a revival in recent years. Not solely for the interesting souvenirs they make but because of their high cultural value. Some crafts such as knitwear, basketware, jewellery, lace and leatherworking have a long history. Visitors are now more inclined to buy local as it supports the local community and is better for the environment.

Similarly, these days people are much more interested in where their food and drink has come from and want to know more about the businesses and stories behind them. Food and drink plays a huge part in determining visitor perceptions of a destination and plays a large part in the Visitor Economy. Nottinghamshire's hamper of local produce is well stocked from beer to cheese to honey and much more. These are often available at a wealth of food and drink restaurants, cafes and outlets around the county.



A concert in full swing

The Council's Vision:

Invest in People

The County Council ambition: The Council will aim to build skills, knowledge, jobs and capacity so people can thrive in the sector. We will develop an inclusive approach that people can relate to that puts Nottinghamshire people at the heart of the story. We will empower people to share, enjoy, respect, understand and care for our county and unique assets. This looks like:

- Creating jobs and capacity, building skills, improving conditions, and developing knowledge so people can thrive in the tourism sector. Retain this talent.
- Creating an environment that allows business owners to recover and thrive.
- Excellent customer service and a special welcome for our visitors.
- Increasing the health, well-being and quality of life for our visitors.
- Change the perception of jobs in hospitality.
- An approach to tourism that people can relate to that puts Nottinghamshire people at the heart of the story.
- Empowering people to share, enjoy, respect, understand and care for our environment and heritage and what makes Nottinghamshire unique and 'visitable'.
- Those with additional needs who want to experience tourism are catered for.
- Encouraging the practice of employing local people and contracting to local businesses.
- Build supportive peer tourism networks that empower local communities to deliver a high quality, stronger, more coherent offer.
- Enable communication and two-way dialogue between decision makers, authorities and funders and tourism consumers, businesses, organisations and employees.
- There is cross departmental and cross-county buy-in, awareness and support at local authority level.

A waitress serves up some of our county's great food and drink

Invest in Promotion

The County Council ambition: The Council will aim to develop a distinctive and unique brand for Nottinghamshire. Through promotion and marketing, we will raise the profile of our county, locally, regionally, nationally and globally. This looks like:

- Promotion of Nottinghamshire assets to target markets through bespoke and county-wide campaigns, with an inclusive approach that allows all businesses and organisations to contribute and benefit.
- Development of guidelines and training to enable any business or organisation to promote their tourism service or product.
- Encourage cross-promotion among sites, businesses and organisations.
- Support Visit Nottinghamshire to promote the county to visitors.
- Communicate the key themes and target markets to all businesses and organisations to enable them to focus their promotion and messaging.
- Create and embed a distinctive, instantly recognisable, compelling brand proposition for Nottinghamshire – we know and communicate our USP, what we stand for and what we want to be.



Reenactment of Battle of Stoke Field East Stoke



Invest in Product

The County Council ambition: The Council will aim to stimulate investment in developing relevant, high-quality products while protecting and preserving our assets for future generations. We will bring together providers to create a stronger, more coherent, joined up offer.

This looks like:

- Stimulating funding and investment in a high-quality tourism product that plays to the county's strengths and target markets.
- Protecting the tourism environment and assets and encouraging others to do the same.
- Improving the current visitor journey from pre-booking to visiting/staying and beyond.
- Creating great new permanent and temporary experiences that will inspire new and repeat visitors to come.
- Stimulating funding and investment in the accommodation offer especially for standardised and boutique accommodation.
- A focus on local food and drink.
- A connected tourism product offer, both physically and digitally.
- An accessible tourism experience for those with additional needs.

St Mary Magdalene Church, Hucknall. Burial place of Lord Byron and Ada Lovelace.

Invest in Performance

The County Council ambition: The Council will aim to build on our strengths and increase Visitor Economy related visits and spend. We will base our strategies and actions on data and evidence. We will measure the results regularly and share our learning and best practise. This looks like:

- Increasing tourism-related visits and spend and measuring results.
- Increasing the amount of funding and investment in tourism sector businesses and infrastructure within the county.
- Collating useful market intelligence and data, sharing this with all stakeholders, partners and businesses.
- Increasing the number of Visitor Economy jobs within the county.
- Sharing best practise.
- Build performance and 'bounce back ability' after the effects of the pandemic.

Holme Pierrepont Hall



Invest in Place

The County Council ambition: The Council will aim to establish a sustainable, co-ordinated approach to develop Nottinghamshire as a destination that people will want to visit, stay in and return to. We will create improved facilities, infrastructure and connectivity, bringing everything together to create a unique identity and 'sense of place' across the county. This looks like:

- Improving, developing, creating the sustainable and accessible infrastructure needed for the visitor economy to flourish in transport, people, accommodation, retail, food and drink, experiences, digital and promotion resulting in a destination that people will want to visit, stay in for longer and return to.
- Creating and embedding a quality, sustainable, inclusive, co-ordinated approach that is sensitive and distinctive to the character of the county and to the environment, nature and heritage.
- Key tourism themes and stories being communicated clearly internally and externally in order to create a distinctive, compelling, instantly recognisable 'sense of place' across Nottinghamshire. We know and communicate our USP and our assets. We know what we stand for and what we want to be. Visitors know what to expect when they visit – and can visualise what a visit would be like (as they do for York or the Lake District).
- Using tourism as a catalyst to revitalise our market towns, villages, and highstreets.
- Creating a place to visit that is environmentally sustainable and ensures those visits do not negatively impact on our beautiful county.
- Better connectivity that appears seamless between the city, county and neighbouring districts as well as individual sites e.g. a Visitor Economy shuttle bus connection between Rufford Abbey, Sherwood Forest and Clumber Park.
- An approach that embeds the latest digital infrastructure to facilitate the visitor journey from start to finish and creates a sense of place.
- All major County Council projects take into consideration the impact on the Visitor Economy and try to add a positive contribution to the sector wherever possible.



Healthy Prosperous Green

Creswell Crags

We want visitors to **explore** and **experience** our Nottinghamshire countryside, attractions, market towns and villages, and to enjoy the county's fascinating stories.



Healthy

Prosperous

Green



**Nottinghamshire
County Council**

W nottinghamshire.gov.uk
T 0300 500 80 80

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