



SWAN CLEWER CIC OPEN FORUM

MEETING NOTES FROM 9 JAN 2023

Dear Bevy Member,

Please find below the minutes taken at the Open Forum meeting held at The Swan on 9 January 2023. If you have any comments, or feel that anything is missing, please let any of the Directors or Micky know by any convenient means.

Review of Points Raised at Nov '22 Meeting:

- a. Christmas Tree Sales: 2022 sales had gone well and would be repeated in 2023. Was noted that some collections have not yet taken place. **Action Lexie Sparks**
 - b. Courtyard Gravel: Agreed that improvement would be welcomed but acknowledged that currently not top priority for funds. Various options were considered with flagstones a favoured choice. Friends of The Swan undertook to identify likely costs and consider fundraising options. **Action Friends of The Swan**
 - c. Communication: The need to share social media across all platforms was emphasised as was the need to communicate with those who do not use social media. Future communication should include images after events as well as prior advertising. The need for timely communication was noted to enable those interested to plan their visit.
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- i. Consideration to be given to an external noticeboard.
 - ii. Two new boards had been supplied and need painting before put to use.
 - iii. Reintroduction of tabletop flyers advertising events to be considered.
- d. Wine Offering: Entry level wine is offered at £19.50. Consideration to be given to offers on mid-range wines. **Action General Manager**
- e. Beer Offering: Willie Calvert clarified that the scope to extend the range of beers on offer would improve as trading levels increase.
- f. Behaviour: A behaviour policy statement is now on display near the bar. A copy is attached below. Impact is to be monitored to determine, in particular, whether a curfew time for children should be introduced.
- g. Volunteers: The essential nature of volunteer support was noted. A contact list of volunteers will be produced. **Action Trudy Lowe**
- h. Christmas Eve: Based on 2022 the opening hours for 2023 will be reviewed
- i. Loyalty Card: It was agreed that the current loyalty card should continue but with consideration to broaden the range of qualifying offers. **Action General Manager**
- j. Overall Definition of The Swan: Agreement that the story about the Swan is not well known beyond the immediate community audience. Opportunities exist to increase awareness. **Action Richard Allen**

Additional Discussion Points:

- a. **2023 Budget**: Willie Calvert highlighted that the 2023 budget predicts a £40k profit across the FY. From this there will remain the need to meet mortgage payments and to begin repayment of Green Room loan. There is an urgent need to prioritise future work to the fabric of the building in view of limited funds. It was agreed that improving the appearance of the front of the building remained first priority for funding from business profits. A current quote of £8.5k has been received. There was unanimous agreement not to render the front of the building. Improvement to the Courtyard was agreed as another priority but acknowledged that this would require additional funds.
- b. Tidying Up!: A strong desire to enhance the appearance of the area under
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the Cow Shed was shared. The overall need to create a discrete storage area was acknowledged along with a desire to dispose of any surplus material. Volunteer days offer a viable solution once a plan has been devised. **Action General Manager**

c. Coach House: The refurbishment was acknowledged as a significant improvement. Potential to utilise the room to display the 'Swan Story' was supported. The need to provide a flexible space for hire was acknowledged. **Action Richard Allen**

Questions Raised:

- a. Community Director: This is ongoing. Action Richard Douglas
- b. Opening Hours: Agreed to monitor levels of trade during January between 10pm and 11pm to determine if income is sufficient to cover staff and utility costs. Agreement to try not to change hours more than necessary but financial viability is a major concern. There is a need to sell the equivalent of 6 pints of Republika to cover costs. **Action General Manager**
- c. Solar Panels: These are now installed. Willie Calvert confirmed that permission for installation had been received.
- d. Maintenance Log: The need for a maintenance log was acknowledged so that repairs could be reported and actioned. **Action General Manager**

Date of Next Meeting

Mon 13 March 2023 at 8pm

Thank you for reading, and we look forward to seeing you at the next meeting in March.

Kind regards

Will & Richard

For and on behalf of the Swan Clewer Community Interest Company

Swan Clewer CIC Code of Conduct

Inclusivity is a key value of The Swan. We aim to be open and welcoming to all. In return we ask that customers respect the right of their fellow customers and staff to enjoy their time at the pub. Behaviour that risks the health, safety and enjoyment of customers and staff will not be tolerated.

Staff and Directors of The Swan reserve the right to invite customers to moderate their behaviour and, if necessary, to ask them to leave. This applies equally to adults and to parents in the event that their child/children is/are causing a disturbance. Staff and customers should expect to have free movement around the premises without concern for adults or children who are behaving in a potentially dangerous manner.



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