



SWAN CLEWER COMMUNITY INTEREST COMPANY

(COMPANY NUMBER 10382258)

OPEN FORUM

MONDAY 25th MARCH 2024

THE SWAN, 9 MILL LANE, CLEWER

NOTES OF THE DISCUSSION

WELCOME

Hollie Harrison welcomed all present, advising that the Forum exists to allow all supporters of The Swan, especially Bevy members (being community shareholders, those who lent money to the CIC in 2019 and in 2023, and other supporters), the opportunity to ask questions as well as to receive information.

UPDATES ON ACTIONS FROM THE BEVY SURVEY

(Hollie, Community Director; Micky, General Manager)

- Pub Decor: Following the feedback that the pub feels more cafe like and not cosy pub, expert (and free) advice has been sought on how to address this. A member of the team is leading on creating a vision for how the interiors should look, with short and longer terms actions required to achieve this. This will be presented at the April Board meeting for review.
- Staff Training: With two new members of staff(Lee and Rob), this is a great opportunity to refresh staff training. Training needs have been identified and are being put in place. Any feedback can be shared with Micky and/or Hollie.
- Wine offering: Majestic has been appointed wine supplier. The terms are more favourable to The Swan than the previous supplier. As old stock is replaced with new, signage will be updated. For events, non-wine list bottles can be stocked if enough notice given.
- *Feedback from the Forum:*
 - More clarity around the CICs response to the actions identified coming out of the Bevy Survey is requested.
 - Positive feedback on new house red and white wines.
 - With summer approaching it was suggested that there should now be a focus on the pub garden and what can be done to improve it further.

GREEN ROOM COLLEGE UPDATE - 104 MAIDENHEAD ROAD

(Richard Allen, Director)

- A pre-planning application has been submitted and the outcome from that has required the aspirations for the site to be considered over a longer time period.
- The site is being used for therapeutic sessions for the school.
- The more immediate focus is to seek permission for a door to be created between the Cowshed and the garden of 104. This would become a place where educational activities can take place during school and pub hours. This wouldn't be an extension

of the pub garden, but could be used by a provider to provide clubs (e.g. toddler clubs) that parents could use for their children, whilst they themselves, are in the pub.

- *Feedback from the Forum:*
 - o Sympathy for the difficulty and costs involved in the planning process.
 - o Enthusiasm at the idea of a childcare offering being available.

OPEN FORUM DISCUSSION (all those in attendance)

- Financial update: The Forum expressed frustration and serious concern that:
 - o a formal update on the Loan and Share offer status has not been shared since November
 - o a financial update for the pub was not presented during the Open Forum
- Food offer:
 - o The Forum confirmed that the consistency of the food offer available is improving and should be built upon, ideally to ensure a food offer Thursday through to Sunday.
 - o The trial of having Thai nights on a Thursday was deemed a huge success and there was enthusiasm for that Kitchen Takeover continuing.
 - o Thanks were given to Louise, Ian, and Tony for their efforts in delivering a Sunday Roast. Enthusiasm for this offer continuing was shared.
 - o It was noted that over the last 60 years those running the pub have always struggled with a food offer, so the position we are currently in is a positive one. It was also voiced that we are learning lessons and building on our successes.
- Volunteering when the pub is unexpectedly busy:
 - o It was agreed that all those who are happy to be part of a volunteer WhatsApp group should share their mobile number with Hollie. This would then be used to ask for help clearing glasses if and when the bar staff need short term (10-30mins) help. The staff will put a message on the groups and people can respond accordingly if they are available (e.g. 'i'm in the pub and will help for the next 15mins,' 'I'll be there in 10mins to help.')

NEXT OPEN FORUM

Monday 20th May (to be confirmed) - need to confirm availability of the Board.

2023 LOAN AND SHARE OFFER

The following update was received, with sincere apologies, immediately after the Open Forum from the Company Secretary (who was unable to be present due to a prior, long standing, commitment).

The CIC Directors offered, in November 2023, to allow additional 'B' (Community) Shares to be issued upon subscription by any individual and promoted a repeat of the Loan Offer originally used in 2019 whereby Loans of up to £1,000 from community individuals could be accepted and repaid after three years at a value of twice the original Loan.

Triodos Bank, holding the mortgage, approved a maximum Loan value that could be received by the CIC of £25,000. There was no restriction by Triodos on the additional Shares that could be issued.

The Loan Offer closed with £15,000 being received from 57 new and existing Loanees, and £12,000 for 12 'B' Shares at £1,000 each from 6 new and existing Shareholders.

Loan Certificates have been issued to all Loanees. In addition, all 2019 Loanees with Swan Cards held behind the bar have been contacted and reminded that they are able to collect, and use, their entitlement from that original offer.

No new 'B' Shares have yet been issued and allotted. The issue of new 'B' Shares needs to be matched by an increase in the 'A' Shares held by Green Room Foundation and Windsor & Eton Brewing Company, and, whilst verbal approval has been received from both, we are waiting for formal, written, approval from WEBRew before issuing and allotting 12 'A' and 12 'B' Shares.

The £27,000 cash was received before 31 December 2023 and enabled the mortgage payment to be funded.