



RECORD OF DISCUSSION AT THE SWAN CLEWER CIC OPEN FORUM

MONDAY 13 MARCH 2023

Dear Bevy Member,

Please find below notes recording the discussion at the Swan CIC Open Forum held on Monday 13 March 2023.

25 people present

1. Willie Calvert (WC) opened with a review of points raised at January 2023 Meeting:
 - a. House wines not £19.50 but £19.00 – so below 60% margin with loyalty card – WC advised that this may not be sustainable in current economic climate.
 - b. Loyalty cards – there is support for continuing as now – for large glasses wine, draught beer / cider and hot drinks.
 - c. Confirmed GUARDSMAN permanent at £4. Will KNIGHT of GARTER be same? Only if GUARDSMAN not on.
 - d. Opening times – to continue to 11 pm Mon-Sat even though lost money on it Mon-Tue YTD.
 - e. There is a need to review website pricing for all drinks. **Action General Manage and Ken Sutherland.**
 - f. There is an urgent need to introduce maintenance log as agreed last meeting. Perhaps also use for general improvement suggestions. **Action General Manager**
 - g. Richard Allen (RA) spoke on progress with trying to gather Swan news articles of sufficient quality to be displayed. It was acknowledged that the
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story has been told but there is a wish to have more on display for punters to see. The extensive research undertaken by Ken Sutherland was acknowledged and welcomed. **Action Richard Allen and Ken Sutherland to meet.**

- h. RA confirmed that tidying up The Courtyard is a current project for GRC pupils with a budget of £500. The need to be clear for Easter and complete by the Coronation was acknowledged. **Action Richard Allen.**
- i. Richard Douglas advised that a job description for the proposed Community Director had been developed and the selection process would now be developed. **Action Richard Douglas.**
- j. Anne Tebbatt confirmed that a plan to upgrade The Courtyard was underway but acknowledged that this has likely cost in excess of £50k with a lot to consider. Fundraising is already underway with possible minor activity to spruce up the area. **Action Anne Tebbatt**
- k. Acknowledged that the drains need to be sorted before a new surface is laid. John Symons offered to source a quote. **Action John Symons**

WC gave an update on General trading.

- a. Sales had been on budget for Jan – Feb but below Budget on margin (especially food) and staffing.
- b. WC noted that electricity/gas in the previous week was £500. This needs to be monitored daily and all reasonable steps taken to reduce this. **Action General Manager**
- c. It was confirmed that the solar panels are working but so far generating minimum output.

Food offer

- a. The menu relaunch was supported acknowledging the need to get the offer right.
- b. The focus on local provenance, including GR allotment was agreed as a powerful message that needed to more visible in PR material. **Action General Manager**
- c. The return of Sunday Roasts was noted.
- d. The need for children's portions was acknowledged. **Action General Manager.**
- e. WC announced a proposed partnership with Alessandro Cristiano who would provide advice on proposed menu, quality and options to expand the offer. Potential to bake bread on site for own use and for sale.

Front-of-house volunteers. The benefit of using volunteers front of house was acknowledged and supported. There is a need to define the role, seek volunteers and implement. **Action General Manager**

WC introduced the concept of entering The Swan into 'Pubs-in-Bloom'. This will need publicity and action to recruit volunteers. **Action All those with green fingers!**

Points from Open Discussion.

- a. Suggest blocking North fireplace to stop draught (eg with chimney balloon).
- b. Ensure toilets (especially female) regularly checked by staff/volunteers. This needs a time checked sheet. **Action General Manager**
- c. Concern over stability of pews and suggestion that they should be put against walls.
- d. "Ask the cleaner to look up" – Concern that cobwebs etc at higher level in coach house and pub.
- e. Last Friday music – only advertised 2 days previously, and confusion about time (7.00 or 7.30).
- f. Rugs – unanimous agreement that they are a health and safety hazard and do not enhance the ambience. They should be removed. **Action General Manager**

Next Swan Open Forum – Mon 15th May.

Kind regards

Willie, Richard & Richard

For and on behalf of the Swan Clewer Community Interest Company

Company number 10382258



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