



RECORD OF DISCUSSION AT THE SWAN CLEWER CIC OPEN FORUM

15 May 2023

Dear Bevy Member,

Please find below notes recording the discussion at the Swan CIC Open Forum held on Monday 15 May 2023.

25 people present

1. Willie Calvert (WC) opened with a review of progress on points raised at March 2023 Meeting which had been circulated in advance.
 2. WC provided an update on trading as follows:
 - a. 2023 will be a difficult year with increases in utility charges and mortgage interest rate.
 - b. Accounts for FY 2022 will record a small profit.
 - c. Continue to aim for food sales of £2k/week with 75/25 wet/food ratio.
 - d. Q1 of 2023 shows a loss of nearly £10k.
 - e. Solar panels are forecast save 15% of electricity costs but is currently nearer 19%.
 - f. Remains an obvious need to increase footfall. A leaflet has been produced for distribution across a wide area. Volunteers to deliver the leaflet would be very welcome. **Action General Manager**
 - g. Volunteers remain the best advert for the Swan.
 3. Suggested that Air B&B hosts should be targeted.
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4. Suggested that a satisfaction survey should be undertaken to gauge why many original investors do not frequent the Swan. **Action Richard Douglas**
5. Reported that there are still holes in the roof. **Action Lexie Sparks**
6. The history of the Swan was noted as 2 projects. Ken Sutherland continues to develop a long term project detailing the history prior to the CIC. It was noted that this would ultimately require funding for website and document searches. Richard Allen continues to lead on the history since the CIC and undertook to have photos on display in the Coach House by 10 July 2023.
Action Richard Allen
7. Tina Russell was introduced to the meeting as newly appointed head of GRC.
8. Confirmation that the Swan will take part in Pubs in Bloom. Volunteers requested to help get the pub ready and to take on a watering rota. **Action Ian Birch**
9. Announced that applications had been received from 2 strong candidates for the role of Community Director. Next phase of selection will be an interview with the Board. The group that worked to develop the role description were invited to nominate a further member for the interview panel. **Action Richard Douglas**

AOB

10. There was discussion on the need to invest more in equipment for the kitchen. An Amazon Wish List was suggested as a potential short term enhancement. **Action General Manager**
 11. Acknowledged need to improve training for those supporting the kitchen staff.
 12. There is a need for greater consistency in the way that food is presented.
 13. Was suggested that the addition of soup and a roll to the menu would be welcomed. General Manager to consider. **Action General Manager**
 14. The need to increase advertising of the food offer and kitchen opening hours was acknowledged. **Action General Manager**
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15. The resignation of Connor Lindop was noted and the need to recruit new staff.

Next Swan Open Forum – Mon 10th July 2023 at 8pm.

Warm regards,

Will & Richard

For and on behalf of the Swan Clewer Community Interest Company



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