

MEETING REPORT

Meeting: Watermark Committee, 30th January 2024
Agenda item: WM23/026
Report subject: Watermark Manager's Report
Report author: M Lord, Watermark Manager

Building

- Main dishwasher in the kitchen needed new pump
- New spot light lamps fitted in the auditorium (Nub Sound)
- Ongoing problems with the projector lenses, the experts are keeping us updated
- Satellite working as it should
- Coffee shop dishwasher has broken part, trying to get a new part however machine is 15 years old
- Toaster not working in the coffee shop area
- Window on the stairs has a broken handle, waiting on ADS for quotation call out on 29th January
- Potential booking from South West blood donation
- Repair work and maintenance for the lift is booked in for March
- Looking at increasing room hire equipment to keep in-line with inflation

Top Floor

All the rooms on top floor are fully occupied with a short waiting list for the next availability.

Events December 2023

- St Agnes was a sell out
- Dartmouth College Band – 175/200
- Riviera Dogs – 174 (bar take £2,300)

Events January

- Nikki Kitt (H) sold out

Events coming up

- Mark Watson – sold out
- Paul Jones – sold out
- The New Jersey Boys – sold out

The good attendance of events/cinema etc has had a good impact on bar sales:

2023	£38,108.55
2022	£30,452.10

Information Centre

The community board is now in the library with a lot more space to advertise for local events in Ivybridge, this brings more people into the Watermark and the information staff can help with enquires. There is also an over flow folder for events slightly further away for people to look through. We are also keen to promote job opportunities in the area and also have a folder of information and jobs.

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Coffee Shop

The coffee shop continues to grow. January has been the busiest month and hopefully will continue, staff meeting has been a success with new ideas for the coming year from the team.

- New chopping boards purchased to comply with standards.
- All allergen courses completed by staff.

Example below of the coffee shop takings:

2023	December	£14,521.06
2022	December	£14,694.17
2021	December	£9,868.66

All staff continue to work to the best of their ability providing the best customer service.

Anti-Social Behaviour

Nothing to report with anti-social behaviour outside the building. A gentleman has been seen bringing alcohol in to the library, with numerous warnings he is likely to be banned by the library supervisor.

Financial
performance
As at month 9

	2021-2022	2022-2023	2023-2024
Information Centre	-£143.00	-£360.00	£665.00
Room Hire	£5,510.00	£12,665.00	£11,807.00
Cinema	£1,160.00	£7,425.00	£6,193.00
Live Artist	-£2,546.00	£385.00	£729.00
Catering	-£107.00	-£1,033.00	£355.00
Bar	£2,012.00	£7,130.00	£10,120.00
Building	-£55,915.00	-£72,998.00	-£73,597.00
Business Centre	£15,701.00	£19,598.00	£27,158.00
Total	-£34,328.00	-£27,188.00	-£16,570.00