

Town Clerk's Report to The Watermark Committee

September 2021

Financial performance

Although one third of the way through the year, the overall figures show that we have continued to have significantly low income, less than half of budget, however we have also very tightly controlled expenditure. The deficit is still slowly growing, but there are glimmers of hope, the coffee shop shows a healthy surplus for the month of July. August was much busier than usual and so hopefully those figures will be even more positive.

Our use of the furlough scheme has reduced to a negligible amount and the scheme finishes on 30 September. Staff are already working their normal hours due to workload and holiday/sickness cover.

Current Situation

We continue to monitor guidance and best practice for Covid security measures. Live events are going ahead with additional safety guidance provided to attendees.

Cinema is getting busier as well as coffee shop and things are noticeably returning to normal. Regular events are being booked in and when the new Manager arrives further more ambitious plans will be set out.

Future plans

Seasonal events and activity is being planned for example at Halloween, and Christmas bookings are looking promising.

When the new Manager arrives further more ambitious plans will be set out.

Staffing

One team member is on Maternity Leave.

The new Watermark Manager will start on 6th October 2021.

Sadly, one of the Supervisors has resigned. They are being flexible with their leave date and are willing to help out in the medium term covering the desk or helping with admin. Recruitment has begun to replace them, with interviews happening most likely with the new Manager and Town Clerk in early October.

The summer has been very difficult for The Watermark team, with sickness, leave and isolation periods to cover, plus the challenges of anti-social behaviour and the steady increase in workload.

It is anticipated with the arrival of the new Manager increasing the hours available to the team, this should ease.

Jonathan Parsons

Town Clerk