

The Watermark Manager's report to The Watermark Committee

March 2023

Building

Ivybridge Community College had hire of the halls for two weeks the end of January beginning of February.

A company from Torquay came and fitted the new window safety and securely on the first-floor stairs taking the old broken glass to be disposed of.

Top floor unit 15 & 16 carpets cleaned ready for the new tenant Simply Caring moving in to number 15 and also another tenant moving from unit 8 to 16, new tenant in 8. All units now occupied.

Top floor carpets have been cleaned with a new treatment which has helped with the stains. The library carpets and the rest of the building have also been cleaned over a weekend period when the building was closed.

The external windows cleaned and internal windows cleaned on 1st March starting at the bottom working up to the top floor.

Big clear out on 22 February of the store room and other areas of the Watermark, recycling, selling and tip.

Events

A very busy few weeks February started with the annual Royal British Legend serving a two-course meal followed by an event with Steve Knightly.

Following on to a popular burlesque night which not only made a good profit but also a large amount on the bar. The night was very busy with only two members of staff on duty however the help from the volunteers was much appreciated, dates to be confirmed for their return next year.

Half term children's event (Science Bugs) was a great success, tickets sold out, feedback forms were very positive and more events like this in the pipe line for the Easter holidays.

On Saturday 18th February South Hams District Council provided a welcome day at the Watermark for the Ukraine families, and their host, food and drinks were supplied for 180 people throughout the day alongside activities for all age groups. This followed on to an evening 60th birthday for 86 people again another success and a very busy day for every member of staff at the Watermark.

Panto presented by Ivybridge Theatre Company good numbers with a total of 588 over the four shows.

Sell out for Gary Delany and great feedback and another good amount on the bar

Tamaritans never fail to impress, good performance however numbers lower than expected.

Live events are picking up with more sell outs and high numbers which is very promising, getting even closer to pre Covid numbers.

Cinema

Cinema and live satellite continue with good numbers including pupils and teachers attending Othello (National Theatre) in March, Empire of Light (film) was the most popular within the last two months.

Information Centre

More stock on sale in the Information Centre including maps, South West cycling and Devon coast walks.

The large Dartmoor national park map has been fixed to wall to catch the eye of tourist and locals

Coronation mugs have arrived and on sale, The Coronation event on 6 May is also on sale, to watch on the big screen with a light bite or a high tea, tickets available through the box office, a selection of drinks cakes etc to be sold at the bar.

Coffee Shop

The coffee shop continues to be busy and consistent, World Book Day was a success selling cupcakes with a free book and served by staff in fancy dress, Red Nose Day the team turned up for duty wearing red.

We will continue to make fresh meals/snacks/cake/scones on the premises as more cost effective. I will continue to challenge the suppliers to find the best deals possible.

Easter

Circus Skills: learn new circus skills at this event on 6 April, two sessions available morning and afternoon (age related), booking essential.

We will be offering a pizza lunch for the children in the coffee shop so you can either eat after the morning session or before the afternoon session.

Billy Wiz will be performing on 14 April in the Stowford Halls at 11am suitable for adults and children an hour of fun and laughter, offering a suitable lunch special from the coffee shop after the event.

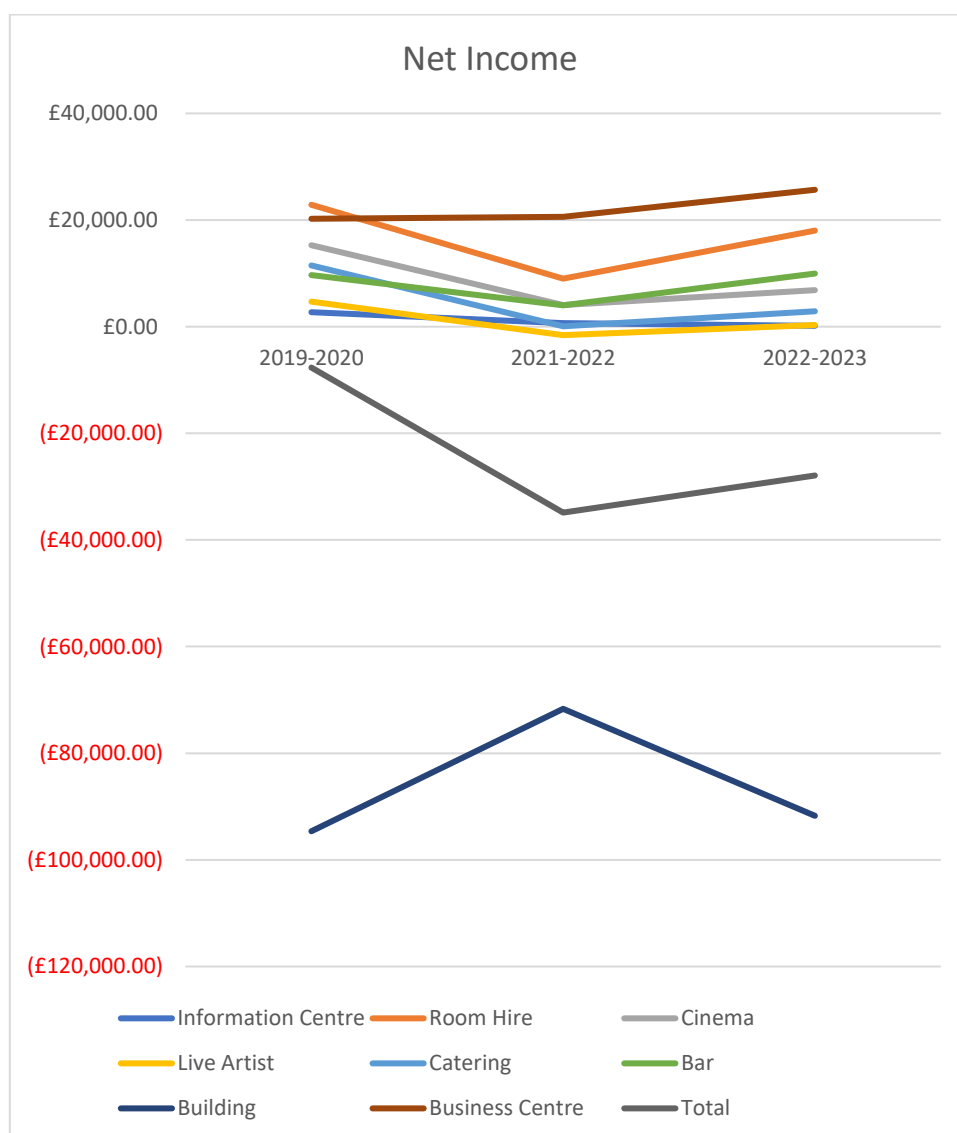
Anti-Social Behaviour

There have been issues with teenagers with a number of incidents recorded. Meeting with the police with reference to nuisance behaviour inside and outside the Watermark. The staff will monitor and record any problems to build a picture for the police to use, the toilets are closed in the afternoon to stop the vandalism in the toilets.

Financial performance

As at month 11

	2019-2020	2021-2022	2022-2023
Information Centre	£2,713.00	£669.00	£165.00
Room Hire	£22,865.00	£9,010.00	£18,027.00
Cinema	£15,280.00	£4,051.00	£6,828.00
Live Artist	£4,699.00	£-1,588.00	£285.00
Catering	£11,481.00	£74.00	£2,872.00
Bar	£9,689.00	£4,007.00	£9,963.00
Building	£-94,636.00	£-71,673.00	£-91,728.00
Business Centre	£20,244.00	£20,580.00	£25,678.00
Total	£-7,665.00	£-34,870.00	£-27,910.00



The finance situation is still frustrating, cost still continue to escalate in the Catering and bar area, we continue to get the best deal and prices possible, the menu will be revised in April with a price increase accordingly.

There will also be a price increase in the bar, increase in the selection of confectionary available to up sell, and also the buffet menus to be revised, all in April.

Bookings have been made for the use of own catering which will keep the staff cost down.

The Watermark team are working together to broaden the cliental within the building starting with the children's Easter events, each half term a different activity event will be provided with a lunch deal to offer alongside. Depending on the most popular children's activities the summer holidays at the Watermark will hopefully be a favourite place to be.

Theme days in the coffee shop to include staff dressing up to compliment cake and meal offers does bring in extra custom.

A small selection of weddings booked including a small one in June, however after discussion they are now just having a bar for one hour, prosecco and nibbles. Probably an indication of the effect of the Cost of Living crisis.

Michala Lord
Watermark Manager