

The Watermark Manager's report to The Watermark Committee

September 2023

Building

The auditorium seats services report has shown work to be carried out, this has been booked in for Friday 10 November as agreed.

The heating building control system maintenance was booked in for Wednesday 27 September, however the company are having to change the date but this has not been confirmed as yet.

The library summer reading challenge is coming to an end and what a great response with over 329 finishers of the challenge, I really have noticed how busy and buzzing the library has been over the summer, games for children to play, puzzles, social space for anyone etc

Top Floor

All units are occupied on the second floor and we welcome a new tenant into unit 9.

Events/cinema

Great evening with Friends of Manor School what a joy they were and the event was well attended, we made a little bit on the bar but the PR was awesome, so much so, they want to come back again at Christmas.

We have fewer films showing in September and October as we have 2 theatre companies in, but the revenue from their hire compensates for the cinema income and The Tamaritans bring us new customers from Plymouth and surrounding areas.

The literary festival was a very complex and labour-intensive operation but it was great to see the village coming together to support such a great event. Alison who co-ordinated the whole thing worked tirelessly to bring us such an excellent programme of authors and workshops which cumulated in a fabulous and creative free event for all the family on the Saturday at The Watermark, where the Stowford Halls were transformed into an Imaginarium. Big thanks to Cluna, Liz and one of the authors Carole, together with everyone involved who put 110% into all they did. So much hard work went into this festival but again the Watermark and village was vibrant.

Live events, a full programme for autumn, all doing well, especially the return of the Concert Band of The Royal Naval College Dartmouth which is already over half sold, setting a date to be confirmed for André Rieu in December.

In October we welcome back the Magistrates and also the Ivybridge Cricket Club for the annual celebrations.

Information Centre

As we are all aware the bus timetable/routes have changed as of September, the information centre has not received an updated copy which can be very frustrating to the

customers who can't use the internet. Staff are getting information from the internet if requested by the customer.

Coffee Shop

The coffee machine is due the yearly service, this should be within the next month as the company Liquidline are waiting on parts.

Charity pink day was a success raising £189 for a worthy charity and of course we made the day fun by dressing in pink.

McMillian charity coffee morning this month (green theme), please come and support if you can.

The finance situation is still frustrating due to the high food cost I have again contacted our main suppliers to improve the prices we pay where possible.

The trial of the lunch deal is no longer available, it wasn't very popular and we could not compete with Tesco and Poundland.

I have picked out a month of this year and going back two years to show you the comparison in the coffee shop, I totally understand that the rise in cost wages etc is always a downfall but as you can see by the comparison the footfall to the Watermark has doubled, we have the regulars but also people who come miles for Vicki's cakes or a Fish Friday special.

2023	July	£16836.35
2022	July	£13022.00
2021	July	£9553.98

All staff continue to work to the best of their ability providing the best customer service to every person that come in the building.

Anti-Social Behaviour

Not much to report with anti-social behaviour apart the usual outside table usage, some youths decided to bring bikes in a ride around the coffee shop but soon got asked to leave. Ivybridge Town Council have put a fixed bin outside the Watermark half way between the seating area, the bin is being used which is great news, still a lot of rubbish to pick up off the floor on a daily basis but hopefully this will improve with time.

Financial performance

As at month 5

	2020-2021	2021-2022	2022-2023	2023-2024
Information Centre	£3,912.00	£465.00	-£310.00	£790.00
Room Hire	£9,070.00	£1,491.00	£5,396.00	£6,863.00

Cinema	£553.00	£392.00	£5,897.00	£2,438.00
Live Artist	£1,945.00	-£3,313.00	-£267.00	£766.00
Catering	-£530.00	-£4,520.00	-£2,445.00	£1,819.00
Bar	£5,109.00	-£1,505.00	£3,852.00	£5,228.00
Building	-£43,340.00	-£26,158.00	-£46,974.00	-£41,890.00
Business Centre	£9,170.00	£10,829.00	£10,231.00	£13,833.00
Total	-£14,111.00	-£22,319.00	-£24,620.00	-£10,153.00

Michala Lord

The Watermark Manager