

Proposal for Visitor Information and Ancillary Sales at Twice Brewed Inn

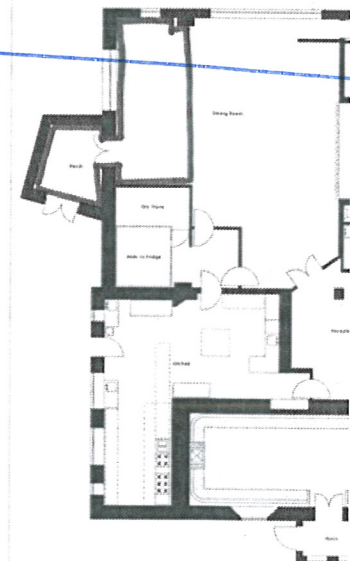
Background:

From the 21st September 2015, the Authority will need to vacate its premises at Once Brewed, whilst construction of The Sill begins. On the 13th July 2015, Derek Proudlock and Duncan Wise met with Reuben Straker and his staff to discuss the proposition of the Authority delivering visitor information and ancillary sales from the Dining Room of the Twice Brewed Inn from mid-September 2015 onwards, and during the construction phase of The Sill until June 2017, when the trading operation will decant back into the new Sill premises.

Reuben was content for us to draw up a proposal, which if agreeable to both parties, could then be ratified as a partnership agreement between us. Site visits and a brief operating plan have since been drafted and an application for planning permission (Change of use of a small area of the dining room of the Twice Brewed Inn to be used as a temporary visitor information point and ancillary sales) is now being finalised for submission.

Proposal:

- To designate **30m²** of the eastern end of the dining room of the Twice Brewed Inn for use as a temporary manned visitor information point and ancillary sales (see map).
- Public access to the information area would be via two routes: the first being via the main porch into the Bar area and Reception on the south of the building; the second would be via the porch on the east of the building, adjacent to the car park.
- Two of the information racks from Once Brewed would be re-used, the 3-bay rack would be installed in the Reception area, the 2-bay rack would be installed in the designated information area of the dining room.
- A moveable sales counter would need to be procured and installed in the designated information area, near the porch entrance on the eastern side of the building, with seating for staff.
- Two of the merchandise gondolas from Once Brewed would be re-used and installed in the designated information area for ancillary sales. One or two other mobile card racks may also be moved over from Once Brewed to provide additional sales space.
- Some graphic displays may be transferable from Once Brewed and re-installed on the walls of the dining area and porch, where appropriate to do so.



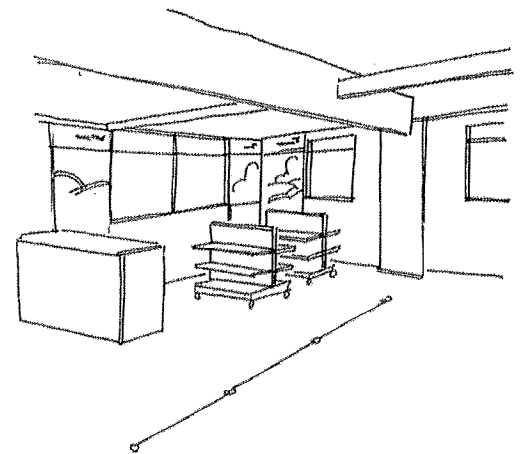
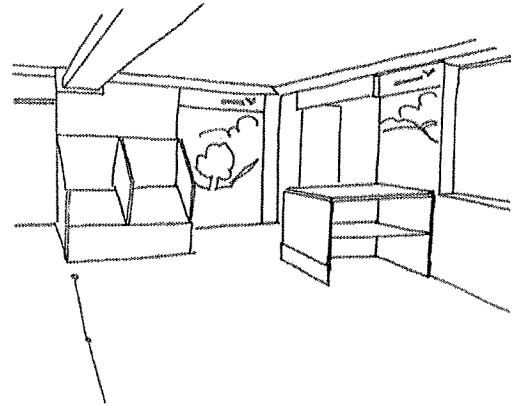
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- Moveable screens will need to be procured and installed , effectively partitioning the dining room, to provide some sense of designation and security to the sales and information area.
- Procure a new electronic Till with link up to Finance Team (to be specified)
- An IT assessment of the designated area will need to be carried out and costed to enable NNPA staff to:

- 1) continue to use the 01434 344396 telephone number
- 2) receive and send emails
- 3) access the internet and NNPA intranet
- 4) use the PDQ machine for credit card sales
- 5) use the new Till and process EPOS payments into our Exchequer system

- New “Visitor Information” signage at the front of the building will be required



Opening Times:

Dates	Times	Duration
11/9/15 – 31/10/15	9.30 – 17.00	Daily
31/10/15 – 31/03/16	10.00 – 15.00	Weekends Only
01/04/15 – 31/10/16	9.30 – 17.00	Daily
31/10/16 – 31/03/17	10.00 – 15.00	Weekends Only
01/04/17 – 31/06/17	9.30 – 17.00	Daily

Timescales:

Action	Timescale	Led by
IT assessment of Twice Brewed Inn	July 2015	IT
Upgrade of IT at Twice Brewed to enable communications and sales from Twice Brewed Inn		
Planning Permission for change of use (application)	July 2015	DW
Planning Permission for change of use (secured)	September 2015	DW
Procurement of Till and Counter	August 2015	DW
Transfer of staff and displays to new premises	From 11 th September onwards	DW and IAs
Procurement of moveable screens and displays	September 2015	DW

Costs:

Item	By	Cost
IT assessment of proposed information and sales area	IT	
Procurement of new Till	DW	£300.00
Procurement of Planning permission for Change of Use	DW	£380.00
New sales counter	DW	£500.00
New graphic panels	DW	£1000.00
New office partition boards	DW	£900.00
New telephone line into Twice Brewed for 01434 344396	IT	?
Boosted WiFi	IT	?

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