# Upper Tweed Community Enterprise Ltd

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# Minutes of Meeting – Broughton Village Store

Held on 20th November 2019 at Chapelgill, Broughton

**Present:** Christopher Lambton (Chair), Donald Stewart (Treasurer),Simon Edwards (Secretary), Jennifer McBeth, Helen Kinstrey

**Apologies:** None

1. **Minutes of Last Meeting**

The Minutes of the last Meeting were agreed

1. **Trading**

Takings £20.6k in October

**Action:** JMcB slowly increasing prices where / when possible in line with competitors

1. **Suppliers**

Goods from Marchbanks in Moffat are selling well though goods need to be collected.
Batley’s minimum order now £1k though orders are often missing cigarettes, tobacco, wine and biscuits.
Booker and Costco are being used as backups which is costly for the shop.

**Action:** JMcB to monitor and report at the next meeting

Mark Murphy & Partner won’t deliver fruit and vegetables to the shop; orders have to go through Biggar Orchard. Costco have a good stock of fresh fruit and vegetables which is convenient if someone is passing.

**4. Access to Banking**Ongoing. JMcB still waiting for access to Internet banking

**Action:** DLS & JMcB to process forms and return

**5. Bank Reconciliations**
Ongoing. VAT Return still being sorted.

**6. EPOS Remote Access**

Update 20-Nov – not now considered as a requirement. Agenda item to be dropped.

**7. Broughton Village Store Pre-loaded Cash Card**

Now approx. 25 being used – generating £819 of sales in October.

Replacement for lost cards to be charged at £10

**Action:** JMcB to start offering cards out

Continued…

**8. Stock Levels**

Ongoing.

New lines are being introduced as and when available.

Requests for ‘specific items’ seem to have quietened down. All requests to date have been met and the items are in stock.

**9. Staffing**

Delighted to welcome two new starters: Pauline Balmbra and Charlotte King. Both undergoing training.

Staff training records need to be implemented and records kept.

**Action:** JMcB to implement

**10. Customer Feedback**

Two complaints:

* Price marked wine had increased from £5.49 to £7.50 – the £5.49 was special offer
**Action:** JMcB to mark special offers so customers are aware prices may change
* Bread and bread rolls not always available on Sunday. No action to take – customers can request bread to be put to one side if they are concerned about it being sold out

**12. Any Other Business**

Heating – heaters have been purchased for the shop, shed and toilet however the toilet area is still cold – this is due to the draughty skylight window

**Action:** JMcB to advertise for someone to fit secondary glazing to the skylight

Ongoing – the security camera in rear shop area not working

**Action:** SNE has purchased a replacement camera – just needs to work out how it works!

Border Safeguard are recommending a second BT line is installed

**Action:** CJL to liaise with them with regard to purpose and cost

As a reminder: Christmas and New Year trading:

Christmas Day – closed, Boxing Day – 10am to 1pm

New Years Day – closed, 2nd January – 10am to 1pm

Rear windows still need bricking up

**Date and Venue of Next Meeting:** none currently scheduled for December.

Author: Simon Edwards, Secretary, Upper Tweed Community Enterprise Ltd