



Member 1st

“Less complex for Colleagues, more rewarding for Members”

Member First Update

Daisy Clifford





What is Member First?

Member First is a three year business transformation programme focusing on ‘getting more from today’ through smarter ways of working within Support Services (this includes central support within trading groups).



Overall the aim of Member First is to ensure that we make Midcounties:
“Less complex for Colleagues, more rewarding for Members.”



Our Ways of Working

Introducing the most efficient and effective ways of working



Our People

Engaged and fulfilled Colleagues



Our Buildings

Fully utilising our assets to create the best possible working environment



Our Members

Society brand and Member experience, journey, and rewards



Our New Business Ideas

Future new business development opportunities

What's happening...

- Team Recruitment
- Stream Leads in place:-
 - John Street
 - Julie Sheldon
 - Melody Agüero
 - Susan Barguss
- 30 Roadshows completed
- 60 Colleague ideas received
- July to November – key focus has been the post Energy Society Strategy



Live Projects

- Payroll end to end review
- HR Admin end to end review
- Reporting
- Finance Governance
- Intranet Shutdown
- Return to Work
- Meeting Room Bookings
- Inductions
- Maternity Process

Meeting Room Bookings

- **Changing the way that we book meeting rooms**
- Current process:
Long-winded, no autonomy, manual intervention, takes a lot of time
- New process:
Through Outlook, colleagues have ownership, cutting process time by making it easier
- *Due in November*

Return to Work

- **Process for when you return from Sickness**
- **Current Process:**
Manual, Paperwork, trigger points are not being consistently followed as manual to identify
- **New Process:**
Online via Colleagues Connect, easier to monitor absences
- *Due in December*



Inductions

- **Society wide welcome**
- Current Process:
 - Day 1 or earlier face to face induction for all colleagues & eLearning modules
- New Process:
 - Face to Face welcome within first month to only certain colleagues, all other colleagues will complete eLearning modules
- *In place now*

Maternity Process

- **Process from moment Colleague announces pregnancy to when they return**
- **Current process:**
 - A lot of paperwork that goes to various colleagues, colleagues and managers don't know process fully
- **New Process:**
 - Will look at automating more of the process with the right information with triggers

Any Questions





A little glimpse inside

Little Pioneers|Big Difference 2019

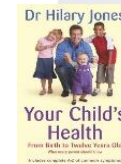
Everybody wants health and happiness for their child.

But every child is different.

At Little Pioneers [we tailor our activities, our menus, our service to our members.](#)

We listen and act #ownedbyyou

- For menus with a difference (Nutrition)
- For outdoors with a difference (Eco)
- For caring with a difference (Health)
- For days out with a difference (Community)
- **For childcare with a difference**



As part of the Co-op, [Little Pioneers want to offer big differences.](#) Big differences lead by what matters to our parents, our children and our communities.

BIG NEWS



from
farm
to
fork

CREED

THE FOODSERVICE COMPANY



FeedMeTruth

TURNING SCHOOL FOOD TRANSPARENT



LAUNCH PARTNER
Little Pioneers
nursery & pre-school

Minimum Operating Standards

Who are the Little Pioneers?

A consistent set of traits to meet member expectations

- **Environment** (to include facilities, resources, ambiance)
- **Colleagues** (to include behaviours and customer experience/service)
- **Communication** (to include LP service standards)



Average Rating: ★★★★★ 5

My son loves going to this nursery. He is always engaged in different activities and he enjoys his time here. It is very easy, as a parent, to give and receive feedback. I also feel involved in the decisional process of nursery improvements, which is very important. Facilities are great and members of staff are amazing. I would definitely recommend!

Without any restrictions to consider what would your dream nursery offer to you and how could it possibly make your life as a parent easier?

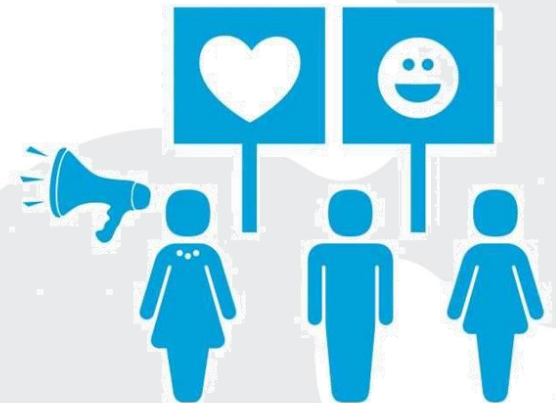


Little Pioneers|Big Difference 2020

Trusted by our members to [make their lives less complicated and more rewarding](#) in their day to day.

- For communication with a difference
- For colleagues with a difference
- For convenience with a difference
- For service with a difference
- **For childcare with a difference**

We need to get the basic expectations right as well as focus on the next level of customer experience to [create meaningful relationships with our members](#).



Toni Blinkhorn

Customer Experience Manager



Fourth year running



Broadband and Mobile network provider

Advertorial in Saturday Times 'Green and ethical checklist', 28 Sept

ADVERTISEMENT

GREEN AND ETHICAL

Commerce with a conscience – these environmentally-balanced businesses are run with strong principles, aiming to be good for the soul and the planet too

checklist ☒

ADVERTISEMENT

ate
make
return

e of
oth you
o-up Share
nt – we
book of our

the Feed-in
stop solar
Wales and is
to generate
as include
stres and
and rugby
stretes; and
sites also
prevent
missions.
save Offer
delivered
seven
last share

clapped Avel Co-op
rel.coop), raising over
res. The 4.5MW wind
January 2017, has
ctions since then, and
cents to our 2,000+



members in line with expectations. Together with our linked charity, Avel Aman Trust, these initiatives have won multiple awards (see our Share Offer on egal.coop for details or phone us for a hard copy).

We are inviting anyone across the UK over the age of 16 to invest from as little as £50 with a predicted 4% return on investment. Do visit our website below or phone us if you have any questions.

egal.coop | admin@egal.coop
01439 830870 | 07590 244818



The Phone Co-op's fair price promise: broadband you can trust

AS THE UK'S only co-operatively owned telecoms business, fairness is at the heart of everything we do. And you can trust our broadband offer to be the fairest of them all.

- Why? Because, unlike some of our competitors, we concentrate on ensuring our members get the best deal long-term, not just the first few months.
 - You'll always pay the price you agree, even when your contract's over.
 - Or we'll automatically move you to our lowest standard rate when out of contract.
 - And you'll get the service we promise with satisfaction guaranteed – or you can walk away.
- On top of this, we're one of the UK's top ten broadband providers and have Ethical



Consumer's Best Buy rating for four years running. You can't get fairer than that!

the phone co-op
01438 434123
Part of Co-op Midlands



Flowers with the sweet-smelling scent of ethical

FOR OVER A DECADE we've established a long-standing partnership with flower growers to bring the world's freshest and most beautiful blooms to our customers.

When we began it was our choice to be different – to change how flowers are delivered and to leave a positive impact on the environment. We choose to source our flowers ethically and run

We've removed single-use plastics from our bouquet packaging and moved to organic, certified flowers. We are recognised as the UK's most ethical flower company (for four years in a row) and are the only florist to score 100/100 on the Ethical Company Index.

Buy flowers. Plant trees. Save lives.

For every bouquet purchased, we plant a tree in areas experiencing deforestation. This helps to restore and grow healthy forests, combat climate change and simultaneously help to alleviate extreme poverty in some of the world's poorest communities.



Average customer rating
★★★★☆ 4.5/5

feefo



the phone
coop



Fair Price
Promise

'Ethical AND excellent.
What more could you ask?
All I need to do my stuff
at work and in leisure.'
Aaron, Oxfordshire

Average customer rating
★★★★☆ 4.4/5 | feefo




'My smart TV & PC have
never worked better...
a trouble free
internet experience!'

Fair Price
Promise

Average customer rating

★★★★☆ 4.4/5

feefo



01608 434 000

[Sign In](#) [Wishlist](#) [f](#) [t](#) [in](#)

[Business](#) [Home Broadband](#) [Mobile](#) [Offers](#) [My Account](#) [Help](#) [Pay As You Go](#)

[Basket Empty](#)

Home / Offers

Share [f](#) [t](#) [e](#) [p](#) [+](#)

Check out our latest offers

AGM & MEMBERS Offer

Superfast Fibre
Broadband

from
£28
per month

including line rental

'Ethical AND excellent.
What more could you ask?
All I need to do my stuff
at work and in leisure.'
Aaron, Oxfordshire

Get 2 months free connectivity*
Refer to your AGM 2019 voucher
booklet or Members Summer
magazine for details

Fair Price
Promise

COLLEAGUES
SAVE 20% MORE

Unlimited
Broadband

First and last month free

£17.60 for only
10 months

Fair Price
Promise

the phone
coop



- You'll pay the price you agreed, throughout the contract
- We'll automatically move you to our lowest standard rate when your contract ends
- You'll get the service we promise - or you can walk away, no questions asked

Ranked as '**ethical alternative**' in **Guardian's Five of the best mobile phones**, 27 Sept



Five of the best mobile phones - whatever your budget

You can get great phones at almost any price - here's a guide to some of the best around

The ethical alternative Fairphone 3



▲ By buying the Fairphone 3 you're helping to change the smartphone industry for the better.
Photograph: Samuel Gibbs/The Guardian



RRP: €450 - deals from £420

If a fixed budget or flashy features aren't your primary driver, the **Fairphone** offers something others can't: being ethical.

Made by a Dutch co-operative, the Fairphone 3 is the most repairable phone available, with a removable battery and modules you can unscrew and replace yourself (including the screen if you smash it).

It's also produced in the most fair way currently possible, including ethical sourcing of raw materials where possible and being made by people paid a living wage. Some materials cannot currently be sourced from conflict-free zones, so the firm has various schemes in place to help solve these issues, having succeeded with a Fairtrade gold initiative.

The phone isn't bad either, with simple, bloat-free Android software, a Qualcomm Snapdragon 632, 4GB of RAM, 64GB of storage plus a microSD card slot and a 12-megapixel camera on the back.

Verdict

Fairphone 3 isn't just another smartphone: it's an entirely different way of thinking about how a phone and its creation fits into the world.

This article contains affiliate links, which means we may earn a small commission if a reader clicks through and makes a purchase. All our journalism is independent and is in no way influenced by any advertiser or commercial initiative. By clicking on an affiliate link, you accept that third-party cookies will be set. [More information.](#)

COLLEAGUES
SAVE 20% MORE

Fairphone 3
~~£38~~ **£30.40** per month
on 24 months contract

~~£420~~ **£336** handset only

A fairer phone for a fairer world.

FAIRPHONE

the phone
coop

COOP MIDCOUNTIES
BEST BUY

The world's most ethical smartphone from the fairest supplier

The Phone Co-op

Share



The Phone Co-op are passionate about fairness in their products and services, so are proud to continue their partnership with Fairphone from 2013 with the introduction of [Fairphone 3](#).



A phone for everyone who cares about how their products are made. It's got everything you'd expect from a great phone – and so much more. It improves the conditions of the people who make it and uses materials that are better for the planet.

How it works

You'll always save 20% on our products and services so use that on Fairphone – the top 'ethical alternative' mobile phone as rated by The Guardian if your current phone is on its last legs.

How to claim it

Call us on 01608 434040 (9:00am – 5:30pm, Mon to Fri) with your colleague membership number and we'll discuss your needs so you can get the best mobile bundle.