

**The Midcounties Co-operative Society**  
**Oxford Colleague Council Meeting**  
**Held on Teams**  
**27.05.21**  
**Chairperson: Pete Hopkins**  
**Minutes: Louise Edgar-Kerrigan**

**NB – Bold Font indicates most recent response**

**☺ signifies item dealt with and therefore completed**

<b>1</b>	<b>Welcome</b> Pete welcomed all of the representatives to the meeting.	
<b>2</b>	<b>Minutes from the last meeting.</b>  Nothing outstanding.	
<b>3</b>	<b>Pete introduced himself and ran through the agenda</b>  Communication – Pete advised the reps that he would be unable comment on any issues relating to Pay, Union or Personal Grievances. Pete asked that any issued be raised with him direct following the meeting.	
<b>4</b>	Pete ran through questions submitted prior to the meeting and any additional ones for Rupert	
<b>5</b>	Rebekah Brain joined the meeting and gave the reps an update on Grocery Aid and what benefits it has for our colleagues.  Reps were encouraged to check Grocery Aid on Colleagues Connect and to drop Bekki an email if extra support is required. Reps are also encouraged to complete the E. learning module.  Bekki confirmed that “Every Mind at Work” will be trialed in Support Services before being rolled and will include coping strategies & mental wellbeing.  Mental Health champions will also be launched later in the year.  Bekki also confirmed that the Pulse Surveys are completely anonymous and encouraged reps to complete them and they help shape our future.	

6	<p><b>Rupert Newman joined the meeting to give an overview of all the trading groups, Rupert welcomed new reps and informed that he can't wait until reps can meet face to face.</b></p> <p><b>Society</b> – We have had a successful AGM alongside the Your Coop Conversations. We continue to invest in new fridges, refits and have opened a number of new stores. Our focus is on membership Developing our Member App, making sure we ask all customers for their card &amp; if they are not a Member then telling them about how they can become a Member &amp; the benefits of doing so &amp; starting to talk to our Members about the whole of Your Coop &amp; not just the part that they are engaged with. We have good plans in place.</p> <p><b>Food</b> – At the end of the 1<sup>st</sup> Qtr. food are where we need to be P1 was a challenge P2 &amp; P3 were better. Food were just short the last 4 weeks mainly due to the unprecedented wet weather and people now spending money in other ways; however overall not bad. Rupert congratulated colleagues for all their efforts over the last 12 months, Post Office colleagues have seen a significant increase in trade as more people shop online.</p> <p><b>Childcare</b> – Occupancy levels increase however bookings are down as people require less days cover due to more people now working from home. But the team are working up plans that will meet the changing needs of their parents &amp; we continue to look to grow our Childcare Group with one new nursery opening in September.</p> <p><b>Healthcare</b> – Having now sold the last of our pharmacy branches we can concentrate on our online business.</p> <p><b>Funeral</b> – Funeral have worked hard in some challenging circumstances, with more people know able to attend funerals; funeral division are able to offer a wider range of services such as cars &amp; flowers.</p> <p><b>Travel</b> – Guidance changing is a challenge and creates spikes in activity especially as not many countries are on the green list. Bookings being made are for late summer or 2022, our travel teams have dealt with lots of questions and queries, supporting our members as they change holidays. Travel continue to outperform the wider market.</p> <p><b>Utilities</b> – Rupert updated that Energy and Phone Co-op colleagues have worked virtually very well. Although new customers are slightly down sales &amp; profit are on track. Colleagues are currently working on ways that we can help kids without tablets and broadband whilst home schooling.</p>	
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7	Question & Answers	
	<b>Staff have also mentioned that it was really short notice with regards to password change and then the instructions weren't very clear as far as Enrolling prior to requesting resets.</b>	
	Password expire after 60 days for security reasons; IT will investigate if the rule could be changed.	😊
	<b>We feel that a lot of the communication is short notice. Some of our staff only work limited hours so it can take a while to inform every one of the changes.</b>	
	Thanks so much for the feedback, we are working hard to simplify and streamline comms via news at ten and our new Friday weekly update and ensure they are timely. If you have any examples, please send to the retail comms in box. Rome wasn't built in a day on this one so bear with us and keep feeding back	😊
	<b>When we moved over to the Your Coop App, there were a lot of problems with registering and sorting passwords etc. It wasn't very user friendly and could be a problem once we go live with customers in June.</b>	
	There is some work to be done with this in mind the launch has been put back to end August.	😊
	<b>Can we not get some sort of cardboard display for some of the high value high theft items like steaks, joints and baby milk tins? Something that had the barcode on would be good so it can still be scanned at tills well someone is getting the item from the Warehouse, this would be good in reducing losses and also save money and time if not having to use security boxes stripping etc. on these items.</b>	
	Could you please forward examples of the lines in question to <a href="mailto:retail.communications@midcounties.coop">retail.communications@midcounties.coop</a> and we can look into this further	😊
	<b>On the membership can we not have the stamps also connected to just travel we think there would-be more interest if you could use them else were to.</b>	
	We agree and that is something that we are looking at right now. We want members to have a really great range of rewards to use their stamps on	😊
	<b>On the members app is there any way you can state what the original price is of a holiday before you get a discount with your stamps?</b>	
	Thanks for that suggestion. We agree that we need some way of showing members the value they are getting on a holiday when they use their stamps. We are looking at how we best do that	😊
	<b>When will the new HHT's for reductions</b>	
	Hopefully very soon, it is currently being tested and we hope to have it in all stores in June. We will release to some stores first for further testing and then there will be a full rollout to the remainder.	😊
	<b>Can we make it so when completing an exception count on the HHT's that we can do the whole of shop floor then do the warehouse, instead of having to do individual sections and go back and forth?</b>	
	Thank you for the feedback. This has now been added to the HHT review for ahead of Phase 2	😊
	<b>With the membership app, older people cannot sign up because they do not have an email address and cannot sign up, how do we get round this</b>	
	We are investigating how though our utilities business we can create a solution for customers who have no phone.	😊
	<b>When kronos came in we were told workload would not be dropped on us at short notice, we've been asked to count the whole shop with one weeks notice and no additional hours, this is very hard to accommodate with wage budget so tight. Can this be considered in future.</b>	
	The count was a one-off stock count as part of a shrinkage investigation, we	😊

	apologize for the short notice and take onboard your comments regarding wage budget, thank you.	
	When are people getting their membership vouchers, a lot of customers are asking?	
	The decision on distribution on SOP was deferred at the AGM	😊
	<b>POs for members deals causing confusion and annoyance among people who do not have the app or members card</b>	
	80% of our trade is from non-members and we don't want to dis-engage them, we need more member special deals allowing for conversations in stores where you can tell them the benefits of being a member	😊
	<b>What is the plan going forward with progression in store now a lot of stores have lost team managers? This has brought moral down as younger staff feel there is no where to go so are looking for work else were, where they can see potential progression.</b>	
	We have developed a <a href="#">guide</a> , describing all the development options we have for our Food colleagues in store and listing by role. We hope this is a useful summary for managers and colleagues during Development or Career Check In's. Please email <a href="mailto:Cheryl.tree@midcounties">Cheryl.tree@midcounties</a> if you have any feedback on the guide.	😊
	<b>Is there a way that we can identify diamond discount customers on the app like the diamond sticker? We were advised not to ask and if there is no way to tell</b>	
	A CRM system is to be used to store member needs discounts can then migrate directly to the app.	😊
	In attendance	😊
	<div style="border: 1px solid black; padding: 5px;"> <p>Jade Fox  Hannah Berry  K'ley Smith  leon Phelps  Shevaun Greef  Kev Plater  Jo King  Paula Carvill  Imogen Battams  Nigel Holmes  Kerry Cole  Shane Rush  Tracy Almond  Pam Eakins  Caine Foster  Lauren Penman</p> </div>	
	<b>Date of next meetings – Invitations will be issued</b> 26.08.21 PLEASE ENSURE ANY QUESTIONS ARE SUBMITTED BY 06/08/21	