

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


NB – Bold Font indicates most recent response

☺ signifies item dealt with and therefore completed

1	Welcome Pete welcomed all of the representatives to the meeting.	
2	Minutes from the last meeting. Nothing outstanding.	
3	Pete introduced himself and ran through the agenda 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 issues be raised with him direct following the meeting.	
4	Pete ran through questions submitted prior to the meeting and any additional ones for Rupert, Pete also asked reps for their thoughts on the Pulse Survey and what are the barriers for completing it.	
5	Helen Walton joined the meeting and gave an overview of the new Members App and the benefits the new App will bring. Membership is part of our long term strategy we want more than half our trade to be members sales 700,00 members only 41% spent money with us last year, only 5% used more than one service we don't do a good job at marketing , 10% attended meting etc. 19% of members have never shopped with us at all. We need to attract younger members Any share of profits to be distributed via the app Stamps were for holidays; we did not have a broad range stamps and these can be exchanged for a voucher. Technology will change, stop people logging out. Diamond Discount for all over 60's on a Tuesday.	

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6	<p>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.</p> <p>Society –</p> <p>Food – Trading has been tough particularly now that customers can spend money in other ways such as meals out, customers are also now tending to do a large weekly shop rather than smaller shops locally. Supply chain issues have not helped with approximately 900 lines not being produced e.g. Marmite and driver shortages. On the upside we have 6 new stores to open commencing with Thornbury in November with the others to follow early next year. A number of colleagues attended the retail roadshow, conversations are currently being worked through with a plan for more accessible ones. We have had positive outcomes e.g. colleague promoted to Team Manager plus managers job sharing</p> <p>Childcare – Are doing well and have recently opened a new branch in Cheltenham. Childcare are looking to expand with a number of sites identified nationally.</p> <p>Healthcare – ¼ million constantly being taken, hub has moved from Bilston to Pleck in Walsall</p> <p>Funeral – The ruling on the funeral sale is expected imminently, with the focus on a smooth transition.</p> <p>Travel – Constant changes in guidelines however we are hopeful that the changes in October will help. Consumer confidence is building current bookings are split between late Summer 21 (22%) Winter bookings (20%) and Summer 2022 accounting for the rest.</p> <p>Utilities – Are working on a new EV scheme for hybrid and electrical cars.</p>	
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Question & Answers		
	Would it be possible to get NSL/product numbers working on the new HHT guns? At present our only option is to enter the full barcodes which is sometimes problematic.	
	We have a list of potential developments that we would like to do with the HHT's. We are now working through these, prioritising and costing the work associated with them for phase 2 next year. This is one of the items on that list to be evaluated and scoped as a possibility.	

Would be possible to provide us with an update as to the status of the home delivery subscription service that is being launched? We have been told very little in store and have had customers approach us who have had conflicting information.	
The first of a number of tactical subscription pilots has been launched, which is targeting food delivery and discount in Oxford food stores, to selected existing members. These small pilots are part of the research phase of project Lincoln for a full proposition proposal in the new year. Full store briefs and marketing guidance has been issued to the senior ops team	😊
As Sainsbury's and Morrisons are giving staff time off on Boxing Day, can we look at giving our staff some extra time off on Boxing Day.	
We look at this just after Xmas every year reviewing data for sales per hour meaning we could be closing earlier or opening later depending on sales. Boxing Day – We are predominantly convenience stores and could be the only one in an area that someone could get too. We also spoke to some of our Managers who told us that some colleagues like to work on boxing day and save the annual leave day off for another time So, with our Customers, community, and values in mind we will not be closing on Boxing Day. USDAW are aware of this and we have worked with them to implement a process where we will try not to enforce boxing day working and will instead work on a volunteers basis.	😊
What is happening with uniform orders? we haven't had uniform in a while? will this be resolved soon?	
New uniform supplier will be onboard by the end of October 21	😊
Our card machines are really slow approving the transactions takes 10-15 seconds which can lead to customers leaving without paying	
In October a new release should remove the time delay issue. It is not just us with the problem, other companies too, also the "tap" will increase in November.	😊
Some stores are working with aspire what impact will aspire be having on the Coop and will we be promoting aspire through posters or adverts.	
	TBC
Signal not good in our store so will we be able to use app with-out internet if we already have it?	
We are looking to progress WIFI in stores, app should open on phone once saved.	😊
How will deals work with home delivery customers as we can't scan an app	
	TBC
Is there any way that managers can view the amount of applicants or the progress that have applied for jobs in our stores?	
This functionality is now live on the eploy system	😊
Some colleagues might have to wait for a Team Manager role to become available as they don't want to step straight into a Manager role	
Colleagues are encouraged to work in other stores to cover store manager or team manager holidays in order to gain experience. There will also be opportunities as we open a number of new stores. However, some colleagues find it good to move straight into a store manager role. Roadshows are being conducted enabling colleagues to discuss career opportunities. Colleagues are asked to email apprenticeships@midcounties.coop should they further information on the Leap Program which will equip them with the skills and knowledge to be able to have the confidence to step into the Manager role from Team Leader.	😊
Can we look at re-cycling tin foil	
	TBC
Some of the cages on our deliveries have been coming in with damaged or they	

	not packed very well, and they fall apart, and the stock is then falling on the floor	
	Please log a service now call for damaged cages	😊
	The volume of parcels in Post Office is increasing where is it going in the longer term, will it be assessed.	
		TBC
	Could customers have automatic receipts for cards on self-checkouts.	
	It requires development and we are in the process of completing the requirements so we can cost this with our 3rd party	😊
	Can we have a promotion day to sign up members	
	This is something that the food team want to try	😊
	Will till vinyl's have QR codes on them	
	Helen confirmed Some will	😊
	Can we be given a day to increase member participation	
	Helen will pick this up with CC and feed back	TBC
	In attendance	😊
	<div style="border: 1px solid black; padding: 5px;"> <p>Kerry Cole Leon Phelps Lauren Penman Hussain Taimoor Maragaret Connolly Hannah Berry Kev Plater Shevaun Greef Shane Rush Liam Kerrane Caine Foster Imogen Battams Tracy Almond Taylor Walton Paula Carvill Diane Sprules Jade Fox</p> </div>	
	Date of next meetings – Invitations will be issued 17/11/21 13.00 – 15.00 PLEASE SUBMIT ANY QUESTIONS BY 8/11/21	