

The Midcounties Co-operative Society
Swindon & Cainscross Council Meeting
Held on Teams 03/03/2022
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 representatives to the meeting.	
2	<u>Minutes from the last meeting.</u> 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	Reps were asked for 2 x CC reps to attend the Exec Colleague Council Meeting Thursday April 7 th , 2022 11.00am – 2.00pm Board Room Warwick. Reps are to feed back with colleague thoughts regarding What do colleagues like to do for Engagement Activities? What do colleagues like for prizes? What would colleagues like to see from the Society when it comes to The Menopause?	TBC TBC
5	Dave Richards joined the meeting to give an overview of the Safer Stores objectives and strategy. Reporting Portal The current spreadsheet will be replaced by a web-based platform, ensuring we capture the correct data. Reps are asked to remind stores that they need to log all incidents in order that as much data as possible is captured. There is the possibility that we may be able to use HHT's for logging incidents which would mean more colleagues could use it. Roaming Guard The society shall employ 9 roaming guards, the guards will be deployed to	

high risk stores based on the data that we receive via the portal and known shrinkage results. The guards will give us more flexibility on the dates / times that we can deploy them giving us a more targeted approach.

The guards will also be fundamental in building links with our local community e.g. Police & Community Workers.

Crime Hub

The new Crime Hub will form an integral part of the Safer Stores strategy. Data captured from the Portal and Roaming Guards will feed into the hub, the hub team will be able to use this data when liaising with police and building a case against criminals. The hub will give us a more structured approach and reduce workload for stores.

Guardian Angel

Protecting our colleagues by providing an additional layer of support which is currently on trial in Humber Road. Using cutting edge technology CCTV operators will be able to remotely dial into a store should panic alarms be activated. This will enable police to be called and detailed descriptions to be given quickly. If appropriate CCTV operators will also be able to talk directly to colleagues via the cameras. Currently we have lots of call outs at night for example freezer alarms, Guardian Angel will help avoid any unnecessary expensive responses.

Perimeter Strategy

A line will be drawn around our perimeter and if crossed will trigger an alarm to the CCTV.

POTS - Prolific Offenders Strategy

Where we have repeat offenders and in line with Midcounties Values and Principles and where the offenders want to rehabilitate we will look to offer a rehabilitation programme, which will support them in removing themselves from the cycle of offending, it will allow them to become free of addiction and where possible we can offer our in house coaching programmes such as C.V writing, Interview techniques to support them in returning to work.

Key Holding

This will move to a new supplier.

The Team

We have a new team they are currently out visiting stores looking at what training we currently have and how we can improve, reps are asked to engage with the team and raise any questions they may have.

Safe Stores Manager Meg Ridley - North

Safe Stores Manager Alan Cratchley - South

Safe Stores Officer Chloe Walker - North


Safe Stores Officer Sean Varney – South

Data Manager – Helen Reading

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 – We are currently doing the final accounts for last year, further details on this will be made at the AGM in May.</p> <p>Food – Great work by the team as we open 5 new stores in 5 weeks, with a further 5 stores in the Autumn. Lots of investment being made from new stores to refrigeration and LED lights. We shall see big changes in October as the new legislation regarding HFSS (High Fat Sugar & Salts) is implemented. In order to be compliant stores are currently being re-layed. We are pleased that Kronos is now up and running following issues last year and that we had no data breach. Medallia is provider of our Customer Satisfaction survey. Reps are reminded that the free text no available on the Pulse Survey is completely confidential. There will be a major change in food as the new High Fat Sugar & Salt legislation is implemented in October. From May we will start to relay stores in order that we are compliant.</p> <p>Childcare – Occupancy levels continue to grow, and 2 new sites have opened in Cheltenham & Bristol offering excellent care.</p> <p>Healthcare – As the need for testing kits declines, the team look to other testing areas which offer Health Benefits such as Blood & Sugar testing.</p> <p>Travel – Really performing well ahead of expectations as people book Summer 2022 holidays. Cancellations are high as some people decide not to travel. The situation in Eastern Europe currently is causing uncertainty.</p> <p>Utilities – Ahead of P1 which is driven by Flexible Benefits, Energy is currently challenging.</p> <p>Post Office – Had a stunning year! best ever, our PO teams continue to be a huge part as more people continue to shop online.</p>	
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Question & Answers		
	15-year service award why was it stopped and then re-started	
	<p>Unfortunately, we cannot change a decision that was made in the past we can however look to see how we can improve. We are currently in discussions regarding the enhancement of the 20-year service award for affected colleagues, a communication on this will be issued shortly.</p>	😊

	Are we going to use any incentives for customers to fill out the surveys?	
	Please email the membership team in order that they can sort for you.	😊
	HFSS will stores be supported with outside help i.e. merchandising coming in to help?	
	3 rd party merchandisers will assist store teams, CC reps are encouraged to feed back any ideas.	😊
	Sco's are not covered by CCTV	
	Under the Safer Stores front end strategy this is something that we will look to improve.	😊
	When do you think we might be able to go on the tills without face masks if only one person is working on it and we have the plastic around us?	
	We will maintain a watching brief and continue with our current guidelines with a look to further changes in April	😊
	The membership phone number and head office number is not working at the moment, when will it get fixed?	
	Currently not aware of any issues, please email the membership team if this happens again.	😊
	Several customers would like to get their vouchers in paper form as they do not have internet access but have difficulty getting through on the phone is there a way they can sign up in stores to get paper vouchers rather than e vouchers?	
	Please email the membership team in order that they can sort for you.	😊
	Could we not link the membership cards up to our voucher system so that the vouchers would go no their membership card?	
	This will be looked at along with other incentives – such as vouchers being activated when a member uses their card without them needing to use the app, although they are quite costly and would involve all trading groups.	😊
	Could the frozen meal deal be member only this would encourage more people to sign up to Membership?	
	Membership will suggest this to the commercial team	😊
	Could the frozen meal deal be a discounted price for Members?	
	Membership will suggest this to the commercial team	😊
	With the cost of living going up I really believe that we should be promoting our honest value range and membership prices. Also promote our Midcounties difference on social media locally.	
	Our Honest Value range will be rolled out to other stores throughout the year.	😊
	How many stores will have the LED lights?	
	47 stores scheduled for this year	😊
	Our transactions are slow!	
	A change was rolled out around 6 months ago that shaved around 1 – 1.5 seconds from the transaction time. Verifone are also working on speeding this process and we are involved in technical workshops with them to ensure we agree on the approach, the testing and the rollout.	😊

	<p style="text-align: center;">In attendance</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Hayley – Cainscross Jon - Wotton Vicky – Beechcroft Asta – Rodbourne Jacquie – Old Town Rebecca - Lechlade Nigel - Hazlemere Dan - Montpellier Liam - Watchfield Cham - Davis Road Nicky - Valley Rd</p> </div>	
	<p>Date of next meeting TBC</p> <p>The Executive Colleague Council Meetings will be held on Tuesday 7th April 2022 and Tuesday 8th November 2022 Location Warwick Time 11.00am – 2pm 2 x Reps required Please make a note in your diary</p>	