

**The Midcounties Co-operative Society**  
**Swindon & Cainscross Meeting**  
**Held on Teams 08/09/2022**  
**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 representatives to the meeting.	
<b>2</b>	<b><u>Minutes from the last meeting.</u></b> Nothing outstanding.	
<b>3</b>	<b>Pete introduced himself and ran through the new 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 issues be raised with him direct following the meeting.	
<b>4</b>	<b>Breakout Session 1</b> <ul style="list-style-type: none"> <li>• Pulse Survey Reps split into groups to discuss. <ul style="list-style-type: none"> <li>➢ ‘I believe Senior Management will take action as a result of this survey’</li> </ul> </li> </ul>	
<b>5</b>	<b>Breakout Session 2</b> <ul style="list-style-type: none"> <li>• Colleague Discount New Proposal.</li> </ul>	
<b>6</b>	Rupert Newman joined the meeting to give an overview of all the trading groups, Rupert welcomed new reps.  <b>Society</b> – Good performance across the Society despite trading currently being tough, evidence of this can be found in the News & on Social Media. Factors include cost of goods, distribution costs, Inflation and increased energy costs. We are not alone Asda and Iceland have announced planned new store have been mothballed and may close some stores due to the energy price increases. Tcg this week announced the sale of its Petrol Forecourt Estate to Asda, Rupert confirmed that this does not impact on MCC.  <b>Food &amp; Healthcare</b> – Food are experiencing some availability issues as suppliers are affected by distribution costs, which unfortunately has meant some suppliers going out of business. Our refrigeration program is going well, with the LED program being brought forward, currently we have saved 300K in energy costs by	

<p>making changes in stores. HFSS is almost there and becomes law 1<sup>st</sup> October 2022, Rupert thanked colleagues for their hard work implementing this change, we know need to understand how we build our knowledge on what products are compliant. Member participation is flying at 25%, our members are liking the member offers which is good as our footfall maintains the same but the spend is less. Our Meat &amp; Produce are not performing as well as we know they should be, and we need to understand why? Rupert asked reps for their thoughts on this. This week sees us open our new store Abbey Farm with 2 further new stores planned for later in the year, store which we opened previously are all outperforming. Pharmacy are trading slightly below budget however we are improving digital sales and growing our prescription items. To ensure we continue our growth we shall be investing in the marketing of our Pharmacy.</p> <p><b>Childcare</b> – Challenges in recruitment are being helped as our vacancies start to come down. Our occupancy levels are up however the number of sessions booked is still low as more people now hybrid work. A new nursery “Warwick Gate” opens soon and is already over-subscribed.</p> <p><b>Travel</b> – After a difficult 2 years with Covid &amp; Thomas Cook Travel is trading ahead.</p> <p><b>Utilities</b> – Business is pretty much the same as not many people are making changes in the current climate, our Electric Car &amp; Moped schemes are seeing the most interest.</p> <p><b>Post Office</b> – Our Post Office continues to do a good job; we are pleased that Post Office are looking to help all Sub Post Masters improve their business.</p>	
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Question & Answers	
<b>Will the NUS card discount remain the same?</b>	
There would be no change to the discount offered on the NUS card.	😊
<b>Currently, additional card holders have to be a member of the same household. I feel this is an outdated policy which also is a benefit that is lost for single people. Especially during cost of living increases that card could be given to a parent to assist them or even a co-parent that you do not live with. Could it be changed to allow this?</b>	
This was noted as being a good question, but one that would be difficult to manage e.g. How would we stop it being abused? The Membership app provides us with the opportunity to offer different deals to different people.	😊
<b>Card machines are still slow, and tills keep crashing!</b>	
RN to take up with IT, we would not want to be in a position where we are at a disadvantage compared to customers with the same platform as us.	😊
<b>Why have Co-op Nappies been removed from our range?</b>	
These have been removed by Tcg, only branded lines are now ranged.	😊
<b>Why has Marmite been removed from our range?</b>	
This range is still to be aligned this to group so we may have some anomalies. The plan for the store concerned has been amended to include this line.	😊
<b>Promo Change Over - Why are some price increases missed?</b>	
We are looking at electronic SEL's, which remove the requirement for tickets to be issued.	😊
<b>Could Member Deal SEL's be printed in order to plans rather than randomly</b>	

	<b>dotted around the store?</b>	
	We are looking at electronic SEL's, which remove the requirement for tickets to be issued.	😊
	<b>Why do we have duplicate tickets for long term offers such as Meal Deal drinks, this would avoid changing them every period?</b>	
	We are looking at electronic SEL's, which remove the requirement for tickets to be issued.	😊
	<b>We frequently get new promotions but do not have the stock to fulfil at the start or throughout the promotion period?</b>	
	Internal processes are being looked at to ensure we have sufficient stock.	😊
	<b>Will future meetings be in person?</b>	
	We plan to continue with one meeting being face to face, all others will be via Teams.	😊
	<b>Can we have Meal Deals Multi priced e.g., £3.75 for Members?</b>	
	We know other retailers offer this to their customers and this is something we would like to do as part of our deals in the future when systems allow.	😊
	<b>Can we switch off BWS fridges?</b>	
	This is part of our energy plan; we do have to be careful in the convenience sector that we do not disrupt customer requirements / expectations.	😊
	<p>In Attendance</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>Hayley – Cainscross</b>  <b>Mel – Slad Road</b>  <b>Simon – Fairford</b>  <b>Asta – Rodbourne</b>  <b>Liam – Watchfield</b>  <b>Herbie – Stow on the Wold</b>  <b>Jon – Wotton</b>  <b>David – Bidford – on – Avon</b>  <b>Toni – Brewery Street</b>  <b>Simon - Stonehouse</b></p> </div> <p>Declined</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>Richard – Bishops Cleeve</b>  <b>Matt – The Lakes</b>  <b>Josh – Twigworth</b>  <b>Nicky – Valley Road</b>  <b>Victoria – Beechcroft</b>  <b>Rebecca – Lechlade</b>  <b>Jacque – Old Town</b></p> </div>	
	<p><b>Date of next meeting:</b>  <b>December 6<sup>th</sup> 10.30 – 12.30 Teams</b>  <b>The Executive Colleague Council Meetings will be held on:</b>  <b>Tuesday 8<sup>th</sup> November 2022</b>  <b>Location Warwick</b>  <b>Time 11.00am – 2.00pm</b>  <b>2 x Reps required</b>  <b>Please make a note in your diary</b></p>	

