

**The Midcounties Co-operative Society**  
**Swindon & Cainscross 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**

<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 issues 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, Pete also asked reps for their thoughts on the Pulse Survey and what are the barriers for completing it.	
<b>5</b>	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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<b>6</b>	<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></p> <p><b>Food –</b> 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><b>Childcare –</b> 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><b>Healthcare –</b> ¼ million constantly being taken, hub has moved from Bilston to Pleck in Walsall</p> <p><b>Funeral –</b> The ruling on the funeral sale is expected imminently, with the focus on a smooth transition.</p> <p><b>Travel –</b> 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><b>Utilities –</b> Are working on a new EV scheme for hybrid and electrical cars.</p>	
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<b>Question &amp; Answers</b>		
	<b>Can we make the really excellent £5 meal deals either member only, or a minimum spend before the deal is made available?</b>	
	These deals are decided by Coop Group and drive significant volume for the whole Coop business, unfortunately that means we can't amend. We are however looking at more and more bespoke deals for Members!	😊
	<b>Do we know how many customers have the App.</b>	

	Currently there are 24K	😊
	<b>We need to promote our Membership over Tcg membership card as customers don't see the difference and get confused.</b>	
	It's not an easy one to fix as we have to work commercially with them and we get discount with them	😊
	<b>Can we get an A3 sheet that tells customers this is our card</b>	
	Helen to take this away to see what can be done	TBC
	<b>Customers have not received their card even though they applied for it.</b>	
	If you have any further instance's please take the details and let us know.	😊
	<b>Will we have to update the app, will share of profits transfer.</b>	
	Helen confirmed they will and that stamps will be converted to a voucher as a one off.	😊
	<b>Will Diamond Discount be available in smaller stores.</b>	
	Helen is looking to see how it can be automated in order that we don't have to ask customers age, need to be looked into regarding stores.	TBC
	<b>How are the new HHT</b>	
	Really good so much easier & Dynamic.	😊
	<b>Transfer process from reductions labels to shelf edge means we waste a lot of paper.</b>	
	Edwina is looking into this.	TBC
	<b>Can we change the display to Use by Date and reduce to 10p so we make some money</b>	
	We have a To Good to Go pilot whereby we create magic bags which people purchase from the app. The bags containing ingredients for several different meals.	😊
	<b>Can we have 2 printers in store</b>	
	Please raise with your DM	😊
	<b>New card machines are really slow, declined customers leave the shop and we have to run after them.</b>	
	PEDS have been slow, there will be a software release in October that will take time out of the transaction	😊
	<b>Masks were sent out at the start of the Pandemic are there any plans for a top up of face masks</b>	
	We procured some and stock is available in Northway, so please speak to your District Managers we do have the lowest number of absences in food since the start of the Pandemic. Screens will stay and we can activate other measures if we need to.	😊
	<b>Availability of money for cash out payments for Camelot</b>	
	Camelot set the threshold for payments	😊
	<b>Customers come to kiosk with baskets of shopping can we bring back signage stating 8 items or less.</b>	
		TBC
	<b>Read on line that Sainsburys and Morrisons are rewarding staff with being closed for 2 days over Christmas why are we not doing the same</b>	
	<b>Why are we open till 10.00pm on the 27<sup>th</sup> which is a bank holiday in lieu of Boxing Day</b>	
	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.	
	<b>Are we able to ask stores in other areas to help with cover</b>	
	We have many colleagues who currently work in a number of stores, unfortunately we have a number of stores where that does not happen. There is currently not enough collaboration between stores which the DM's are working on. Kronos have created a system where colleagues are able to view overtime shifts in other stores or trading sites, however this wont be available until 2023.	😊
	<b>Security – There have been a rise in thefts</b>	
	Challenge in retail as we come out of Lock – Down, we are currently going through the “Safe Stores Strategy” which is being headed up by Dave Richards (DM) who has been brought in to lead change in the top 50 stores. We use a team of mobile guards who have been successful in making arrests.	
	<b>Are we able to have the Pulse Survey loaded earlier</b>	TBC
	RN to take away and feed - back	TBC
	In attendance	😊
	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Cham Wright Jacqui Fletcher Dan Smith Vicky Beth Clarke Hayley Phelps Toni Bennett Asta Page Becki Sanderson Jon Turner Brandon Hill Rebecca Burriss</p> </div>	
	<b>Date of next meetings – Invitations will be issued</b> 16.11.21 – 13.00 – 15.00 PLEASE SUBMIT ANY QUESTIONS BY 8/11/21	