

**The Midcounties Co-operative Society**  
**Walsall & Shrewsbury Council Meeting**  
**Held on Teams 01/03/2022**  
**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 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>	Reps were asked for 2 x CC reps to attend the Exec Colleague Council Meeting Thursday April 7 <sup>th</sup> , 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?	<b>TBC</b>  <b>TBC</b>
<b>5</b>	Dave Richards joined the meeting to give an overview of the Safer Stores objectives and strategy.  <b>Reporting Portal</b> 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.  <b>Roaming Guard</b> 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

<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> – We are currently doing the final accounts for last year, further details on this will be made at the AGM in May.</p> <p><b>Food</b> – 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 &amp; 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 &amp; Salt legislation is implemented in October. From May we will start to relay stores in order that we are compliant.</p> <p><b>Childcare</b> – Occupancy levels continue to grow, and 2 new sites have opened in Cheltenham &amp; Bristol offering excellent care.</p> <p><b>Healthcare</b> – As the need for testing kits declines, the team look to other testing areas which offer Health Benefits such as Blood &amp; Sugar testing.</p> <p><b>Travel</b> – 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><b>Utilities</b> – Ahead of P1 which is driven by Flexible Benefits, Energy is currently challenging.</p> <p><b>Post Office</b> – 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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<b>Question &amp; Answers</b>		
	<b>15-year service award why was it stopped and then re-started</b>	
	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.	😊
	<b>Are we going to use any incentives for customers to fill out the surveys?</b>	
	Please email the membership team in order that they consider this request.	😊
	<b>HFSS will stores be supported with outside help i.e. merchandising coming in to help?</b>	

	3 <sup>rd</sup> party merchandisers will assist store teams; CC reps are encouraged to feed back any ideas.	😊
	<b>Used to get vouchers at Xmas can we spread this out over the year?</b>	
	Plan to do mid-way through the year, RN noted that they are appreciated more at Xmas.	😊
	<b>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?</b>	
	We will maintain a watching brief and continue with our current guidelines with a look to further changes in April.	😊
	<b>Older colleagues find technology hard can we do anything?</b>	
	We have no plans to make the Pulse Survey paper-based if colleagues have issues logging on Managers can help with this.	😊
	<b>Will talk to us be on the App?</b>	
	Yes, talk to us will be on the app, we will digitalize more and were looking at doing 200 member deals	
	<b>Can we donate our waste to food banks or if we can't what is the reason? Can we do something about this, it is so important! "Too Good to Go" helps reduce our waste but it doesn't benefit people/families that really Do need help, especially as poverty will increase.</b>	
	We do support many food banks across the Society and also community fridge schemes in areas such as Banbury and Swindon. Unfortunately, not every store or area is supported by a Food Bank and we have to build a local partnership with that Food Bank, and the collection and distribution of the food can be challenging. Also, the volume of food waste that some of our stores generate is not at a level where it justifies the Food Bank's efforts to collect. But we are keen to continue building further Food Bank relationships in viable stores and if you have any specific ideas for your locality then please ask your Store Manager to raise.	😊
	<b>Does the Co-op still encourage members/colleagues to put forward any prospective sites for development for their Food/Post Office sectors?</b>	
	We have a very detailed and in-depth site acquisition team who work several years ahead in identifying potential Midcounties sites, they also appreciate any help with this, and we would always encourage our colleagues to pass on any site-specific opportunities to our property team	😊
	<b>"Menopause Taskforce" needs implementing!</b>	
	In Jan we ran a Menopause workshop facilitated by MIND that any colleagues could have joined <a href="https://colleaguesconnect.midcounties.coop/stories/world-menopause-day---lets-talk-about-it/">https://colleaguesconnect.midcounties.coop/stories/world-menopause-day---lets-talk-about-it/</a>	😊

	<p style="text-align: center;">In attendance</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Donna – Shawbury  Sonia - Codsall  Matt - Merry Hill  Tracy – Litchfield Rd  Matt - The Lakes  Annie – Radbrook Green  Jon - Tamworth  Alison – Penkridge  John – Churchstoke  Laura – Bicton Heath  Jo – New Invention PO  Kelly - Brewood</p> </div>	
	<p><b>Date of next meeting</b>  <b>TBC</b>  <b>The Executive Colleague Council Meetings will be held on</b>  <b>Tuesday 7<sup>th</sup> April 2022 and Tuesday 8<sup>th</sup> November 2022</b>  <b>Location Warwick</b>  <b>Time 11.00am – 2pm</b>  <b>2 x Reps required</b>  <b>Please make a note in your diary</b></p>	