

The Midcounties Co-operative Society
Walsall & Shrewsbury 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

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 new 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	Breakout Session 1 <ul style="list-style-type: none"> • Pulse Survey Reps split into groups to discuss. <ul style="list-style-type: none"> ➢ ‘I believe Senior Management will take action as a result of this survey’. 	
5	Breakout Session 2 <ul style="list-style-type: none"> • Colleague Discount New Proposal. 	
6	Rupert Newman joined the meeting to give an overview of all the trading groups, Rupert welcomed new reps. Society – 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. Food & Healthcare – 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 1st 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 & 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>Childcare – 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>Travel – After a difficult 2 years with Covid & Thomas Cook Travel is trading ahead.</p> <p>Utilities – Business is pretty much the same as not many people are making changes in the current climate, our Electric Car & Moped schemes are seeing the most interest.</p> <p>Post Office – 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	
Is there any update on Self-Service tills?	
Orders have been placed and we expect delivery from November.	😊
Meal Deal Offers – Customers are getting confused between the 2 groups different pricing, do we know when the offer will be on our meal deal with members cards?	
Promopay V3 will be required for this.	😊
Key Fobs – A lot of customers present key fobs from other groups at the till is there any chance of doing this for our customers?	
A solution is being worked for this so that that it will not matter which Society you are a member of	😊
Are we going to follow suit and remove “Use by Dates”?	
This is being looked at currently, and would not be surprised if in the future there is movement on this	😊
Signing up new Members on the HHT is still long winded is there any chance of getting a QR code sticker to go on the till area?	
We would encourage new members to sign up themselves where they can but advise them on how to do it, there is a postcard with a QR code on it and POS in-store showing this that will take them directly to the sign-up page. If more postcards are required, please contact marketing.	😊
Card machines are still slow, and tills keep crashing!	
Logs from all stores have been collected and assessed. Work continues	😊
With the financial issues with Co-op Group finding themselves in, will this	

	impact on Midcounties.	
	No risk long term, seeing turbulence at the moment due to colleagues leaving their employment within Tcg.	😊
	Do Travel do UK trips?	
	Yes, our Travel do a number of UK holidays.	😊
	Security and Shoplifting is still a major concern. The introduction of the watches is a great idea however colleagues have brought up the idea of Dummy items to be put on to the shelves, i.e., Coffee Jars and Empty Comfort bottles, Cardboard Chocolate packets with some of the stock then kept underneath the till areas.	
	At the moment dummy products is not on the roadmap, but a number of other areas to make stores more secure from shoplifting are being invested in such as CCTV upgrades, headsets, remote monitoring and roaming guards. We are currently looking into improved EAS tagging solutions for our store teams to reduce the amount of stock we are losing through shoplifting, by having more visual deterrents. The Safe Stores project launched early this year has enabled us to invest a million pounds in colleague and member protection. Back in April we recruited nine Roaming Officers to support our colleagues in store who are facing incidents, and these are driven on the data provided to us by store teams on the reporting portal. The more a store reports, the increased presence they will receive from our Roaming Officers, which will reduce the number of incidents the store are seeing. Any store who would like support should contact the Safe Stores Team directly.	😊
	When will Christmas Trading hours be available.	
	Christmas Trading Hours can be viewed here .	😊
	Is there any update on when the £4 meal deal will be introduced on member deals like in the Co-op group?	😊
	It will be part of the upgrade to PPS V3, due to the Shrinkage priorities this has now been scheduled to start December through to qt1 next year	😊
	Is there any way they can separate the gap scan more as in non-ranged on a separate sheet so it's easier to do? it would mean someone could do that whilst another could do the not scanned and another do the picking list hope that makes sense!!? At the moment you have to search for the "NRS" takes time so easier if they are segregated	
	The HHT beeps if a product is not ranged, therefore this task is done proactively when completing the Gap Scan. The only part of the OnShelf reports that should be printed is the Gaps Not Scanned as the HHT provides the picking list.	😊
	Could the colleagues involved in the HAF project have phones/route planners?	
	Yes, we can do this from the next HAFF.	😊
	Could Churchstoke have another till point for the Post Office as business is increasing and most surrounding areas are losing Banks & Building Societies.	
	On reviewing the transaction figures Churchstoke is currently below the estate average, and commission figures tell us that one till is currently sufficient, we continue to monitor all sites to ensure that they have the right offering for our members.	😊

	<p>In Attendance</p> <p>Kelly – Brewood Linsey – Heath farm Alison – Penkridge Donna – Shawbury Sophie – Exhall Beth – Rectory Road Dale – Walsall Town Amy – Blythe Valley Kim – West Hagley Laura – Bicton Heath Jon – Churchstoke Sonia – Codsall Anny - Radbrook</p> <p>Declined</p> <p>Lisa – Clayhanger Lucy – Kineton Jay – Radbrook Amanda – Pharmacy Hub</p>	
	<p>Date of next meeting: December 8th 10.00 – 12.00 Brownhills Community Centre The Executive Colleague Council Meetings will be held on: Tuesday 8th November 2022 Location Warwick Time 11.00am – 2.00pm 2 x Reps required Please make a note in your diary</p>	