

**The Midcounties Co-operative Society**  
**Walsall & Shrewsbury Colleague Council Meeting**  
**Held on Teams**  
**14.09.21**  
**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><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 issued be raised with him direct following the meeting. Pete also asked reps for their thoughts on the Pulse Survey and what are the barriers for completing it.	
<b>4</b>	Pete ran through questions submitted prior to the meeting and any additional ones for Rupert & Helen	
<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.	

6	<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>Food</b> – Trading has been tough particularly now that customers can spend money in other ways such as meals out, customer are also now tending to do a large weekly shop rather than small 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.</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 October will help. 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>	

Question & Answers		
<p><b>It's understood that bank holidays are factored into our holiday entitlement as one fifth of the working week, but when a colleague is doing overtime that is more than contracted hours, why do they still have to 'lose' a day's holiday? Could it be that if a colleague is contracted for 20hrs, but is working a total of 30hrs that week with overtime, that they could not use the 4hrs holiday for the bank holiday, and use it as and when they want to?</b></p>		
<p>Yes this is fine for colleagues to do</p>		😊
<p><b>Are there any updates on Headsets</b></p>		
<p>Headsets along with other equipment will be looked at as part of our Safer Stores Strategy which is being headed up by Dave Richards.</p>		😊
<p><b>Would it be possible to have specific fobs - Managers</b></p>		
<p>CCTV would show if a Fob had been used inappropriately, will update at next meeting on response from IT</p>		TBC
<p><b>What impact from changing from 24/7 to DCI? good or bad are we getting engineers site specific as we had 5 different engineers over 5 days and still issues with chilled aisle</b></p>		

	We undertook the change from 24-Seven to DCI over 12 months ago now, and it has largely been a smooth transition. During the last 12 months we have had isolated incidents of service issues especially with the recent heatwave, and DCI gaining more knowledge of the refrigeration and air conditioning estate. Rupert Newman & Mark Taylor will be meeting up with DCI shortly to and will feedback at the next meeting	TBC
	<b>Chip &amp; Pins are still slow at the till</b>	
	In October a new release should remove the time delay issue. It is not just us with the problem, other companies too, also the "tap" will increase in November.	😊
	<b>Would we be able to have wraps as part of the meal deal:</b>	
	They are handmade and take longer to make than a regular sandwich it would not be cost effective to put this in a meal deal	😊
	<b>How the app works can it work offline</b>	
	Hold in the cache memory and you should be able to get your card up, still working on this will take a bit more time.	😊
	<b>Members not got smart phones. How can they interact</b>	
	They don't need smartphones, just need their members card so need to keep promoting membership in order that they can access all the benefits.	😊
	<b>Quite a few of our customers don't use their membership cards anymore because they haven't got a mobile and say they can't be bothered to call membership and go through the process. A lot of our members are elderly so do not have the technology.</b>	
	Need to keep promoting at store level to try and keep using their cards.	😊
	<b>Will Handpicked offers i.e. vegan gets a steak offer be available.</b>	
	There is a database behind this, and we do know how people shop over time we will hopefully be able to make this much very more handpicked.	😊
	<b>Are we going to get the stronger green carrier bags back in instead of the compositable bags?</b>	
	No, we are working on the durability of the compostable bags and waiting on an update.	😊
	<b>Could we ask if the flu jab voucher will come through any earlier this year due to the covid jabs still ongoing.</b>	
	When offering the over 60's not many took it up last time due to many factors, availability etc.	😊
	<b>What are the reasons for our opening hours over Christmas this year? As some of our other competitors are closed this year on boxing day. As we know last year the opening and closing times were reduced (due to covid) but as we are able to spend time this year with family properly the hours are open longer?</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>A few colleagues at my store have raised concerns around how anonymous the survey is and who can identify them</b>	
	The survey is completely anonymous, there is no one within our business who is able to see the detail of individual answers. This will be the same when we move to the new system later this year.	😊

	<b>With regards to the stamps collected, and the offers for e.g. Disneyland Paris 5 stamps per person, is that a discount or does that pay?</b>	
	TBC	
	<b>When we have a thief and we put it through with police can we scan out items as shop theft?</b>	
	TBC	
	<b>Keeping masks etc. seems better, but we have some customers who become aggressive about us still using PPE and having screens</b>	
	We continue to monitor the case numbers and we are waiting to see what October brings in regards to case numbers and any changes to government guidance. We are keeping this under continual review. Screens will stay in place for the foreseeable future.	😊
	<b>Is there any way we can have Deli offers on this especially at Christmas i.e. Xmas cheese and Festive ham?</b>	
		TBC
	In attendance	😊
	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Laura Walsh  Linsey Hughes  Jon Ray  Jo Pickering  Sonia Webb  Annie Gartside  Alison Beetlestone  Kayleigh Clinton  Tracey Perkins  Matt Dickenson</p> </div>	
	<b>Date of next meetings –  16.11.21 – 10.00 – 12.00  PLEASE ENSURE ANY QUESTIONS ARE SUBMITTED BY 01.11.21</b>	