



coopmidcounties

Period 3 Steering Wheel for Society

		Period Results			
		Measure	Actual	Target	
Co-Operation					
Trading with Members	% Trade with Members	1	20.3%	23.24%	
Supporting our Communities	Hours volunteered in community by colleagues	2	3,123	3,582	
Promoting Co-operation	No of Members involved in Coop Activity	3	4,100	1,000	
Trading Responsibly	% Reduction in controllable food waste across our food stores as close to zero as possible	4	29.97%	5%	
People					
Being an Employer of Choice	% of colleagues employed over 3 years	5	58.42%	57.00%	
Providing Opportunities for all	% colleagues who positively score the pulse survey question 'I have the opportunity to develop at Midcounties'	6	70.56% *	74.00%	
Communicating Effectively	% colleagues who positively score the pulse survey question 'I am satisfied with the way the Society communicates with me'	7	79.36% *	81.00%	
Performing at our Best	% colleagues who positively score the pulse survey question 'I have regular check-ins with my manager'	8	72.41% *	95.00%	
Customers					
Creating Loyal Customers	C-Sat score	9	74.55	70	
Increasing Compliments	No. of compliments received	10	2,726	2,116	
Reducing Complaints	No. of complaints received	11	228	198	
Handling Complaints Better	% of complaints handled well when surveyed	12	94.00%	84.00%	
Delivery					
Promoting Innovation	No. of ideas implemented having a positive impact on another SW measure	13	2	2	
Working Safely	No. of injury/accidents reported as a MAT	14	480	692	
Saving Energy	% reduction in Greenhouse Gas (GHG) emissions across our operations	15	18.00%	1.00%	
Reducing Waste	% waste reduction across our operations	16	3.00%	2.00%	
Finance					
Growing Sales	Achieve sales vs budget	17	0	0	
Improving Profits	Contribution £k	18	0	0	
Using our Assets Better	Achieve budgeted Return on Capital Employed	19	0%	0%	
Improving Attendance	% absence hours against scheduled hours	20	3.9%	4.7%	

Year to Date Results		
Actual	Target	
Co-Operation		
20.3%	23.24%	
3,123	3,582	
13,971	6,000	
29.97%	5%	
People		
58.42%	57.00%	
70.56% *	74.00%	
79.36% *	81.00%	
72.41% *	95.00%	
Customers		
71.08	70	
8,041	6,616	
746	672	
88.40%	84.00%	
Delivery		
4	6	
480	692	
18.00%	1.00%	
3.00%	2.00%	
Finance		
0	0	
0	0	
0%	0%	
3.9%	4.7%	

(* P1 figures, Pulse Survey Figures will be updated for P1, P6 and P12 Only)