



Our vision

We aim to be the best community retailer, growing the business for the future, considering co-operative principles in everything that we do.

Our values

- Self-help
- Self-responsibility
- Democracy
- Equality
- Equity
- Solidarity

Our principles

- Voluntary & open membership
- Democratic member control
- Member economic participation
- Autonomy & independence
- Education, training & information
- Co-operation amongst co-operatives
- Concern for the community



Bigger, Brighter, Better

This year has seen some of our stores undergo major refits which have literally transformed the look and feel of the shopping environment. One of the most extensive building projects was undertaken at the Chilcompton store which benefitted from a new store entrance, redesigned floor plan incorporating new till/kiosk with the capability to process Post Office transactions, installation of an instore bakery and Costa Coffee express machine as well as new energy-efficient refrigeration and lighting.

Work also commenced on the Coleford store with phase one encompassing replacement of all refrigeration including freezers and chiller units and a facelift to the overall retail space. The back-up refrigeration and warehousing space has also been made bigger in order to extend the customer offering to accommodate additional product ranges. Our store in Shepton Mallet also received a make-over focusing on the warehouse area which now boasts an instore bakery from which customers can purchase a variety of freshly baked breads, pastries, breakfast products and hot food-to-go as well as picking up a cappuccino or a latte.

Following the departure of the concession butcher at the Frome store, we have re-configured the store to ease navigation and vision, introduced a queuing system, provided an instore bakery with Costa Coffee Express, and extended the range of products on offer including the co-op meat range

and bacon and sausages from local producer, Downlands Pigs Limited.



▲ Frome Store

Timsbury store has been able to extend the fresh food offering following the installation of additional refrigeration and the store in Street is now able to offer additional Jon Thorner lines due to new chilled and freezer units being added. And finally, Farrington Gurney customers will have noticed more hot food-to-go selection and improved fresh foods and produce as a result of further investment in chiller units and bakery equipment.

So, what's on the agenda for next year? We will commence a major refit of the Glastonbury store and complete phase two of the Coleford refurbishment project. And as soon as all the formalities are completed, we will be launching two new stores to add to the retail estate; Milton Road, Weston-super-Mare and Castle Mead in Trowbridge.

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Our stores

Radco Superstore
Somervale Rd
Radstock
BA3 3RQ

Travel Department
Radco Superstore
Somervale Rd
Radstock
BA3 3RQ

Chew Magna
15 Harford Square
Chew Magna
BS40 8RA

Chilcompton
Naish's Cross
Chilcompton
BA3 4JN

Coleford
Crossways Store
Highbury Street
Coleford
BA3 5NJ

Farrington Gurney
Bristol Road
Farrington Gurney
Bristol
BS39 6TQ

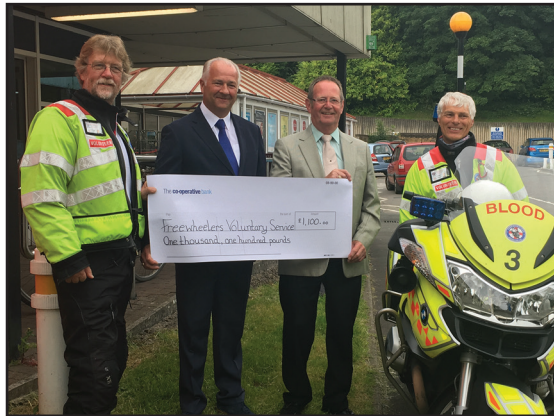
Fosseway
32 Fosseway
Westfield
Midsomer Norton
BA3 4AX

Frome
7-9 Westway Centre
Frome
BA11 1BS

Fromefield
8 Bath Road
Frome
BA11 2HD

Our Work in the Community

Members voted to support 'Free Wheelers' and 'Swallow' as their chosen charities for the year.



▲ President, Jeremy Fricker and Vice-President, Graham Jeffery

Free Wheelers relies totally on donations and fund-raising activities to finance the operation. It is a service which transports vital equipment, medical supplies, medical records, specimens and life-saving products such as blood and antidotes across Somerset. Freewheelers work in close partnership with NHS hospitals, the emergency services and local medical centres.

SWALLOW, a charity based in Midsomer Norton provides care and support for people who have a learning disability. The Society has enjoyed a long relationship with SWALLOW in recent years and has contributed to a number of projects to support independent living.

Both charities received initial donations of £1,100.



▲ L – R: Don Morris, CEO RCS, Bev Craney CEO SWALLOW, RCS Vice-President, Graham Jeffery



Radstock In Bloom – Recognised by

The Society was presented with a Silver Gilt Award as Business Partner for Radstock as well as receiving a mark of 'outstanding' for the town's entry in the community section.

Pam Young, a familiar face at the Radco store has dedicated many hours preparing and tending to the flower pots and beds in preparation for the annual judging.

Pam also co-ordinated the children from local community groups who rolled up their sleeves to lend a hand in the planting of the tubs!

◀ In bloom – supporting the cause with the help of local children.

Supporting Local Business and Suppliers

The Society is committed to supporting local businesses and suppliers and has been working proactively to develop key relationships in this area. As a consequence of this, in the last few months we have secured strong promotional offers and/or introduced new lines from Country Choice, Jon Thorners, Thatchers Cider, Lye Cross and Miles to

name just a few. On the same theme, we have formed strong partnerships with key service providers to ensure cost efficiency, quality of service and responsiveness in areas such as refrigeration, electrical, gardening services, security systems, shop fitting services, building repairs and maintenance.

Timsbury Store - 100 Years of Trading

Our Timsbury store celebrated 100 years of trading in August 2016. Louis Curtis, store manager and colleagues wanted to make sure that the occasion didn't go unmarked and got together with locals to remember days gone by.

Memorabilia and photos documenting the store's history were gathered together and put into a display for customers to enjoy; a welcome distraction to the everyday shopping chore. The purchase price of the store prior to opening in 1916, was just £106! Once a modest level of sales was achieved, the Society added a butchery department to the side to boost the weekly takings.

Today, the store has an extensive fresh and chilled range, meal-options, hot drinks machine and food to go as well as a full grocery range.

L – R: Louis Curtis, store manager and Alex Baker, Supervisor celebrating 100 years at Timsbury ►



New Arrival to Radco

We welcomed The Unlimited Company from Simplyhealth into the Radco store in October offering a vast range of home and mobility products, to help people live without limits. This might be in the home, using a cleverly designed piece of furniture or a kitchen appliance, or out and about using a power chair with ergonomic steering system. Specialist staff are at hand to provide knowledgeable advice to people of all ages with a disability or reduced mobility with the aim of supporting independent living.

The Unlimited Company at Radco ►



Board Update – Finance Matters

The 2016/17 trading year started well with improved sales reporting half yearly increases in turnover of 6%, £846k. The like-for-like turnover performance is up 1.1% on last year, adjusting for Fromefield and Chilcompton. With improved store performances at Farrington, Street, and Westfield stores.

There are more challenging times ahead as the UK embarks on Brexit negotiations and the weak pound adding pressure on retailers and margins. We are seeing some upward pressure on retail prices but the level of competition in the industry mean these increases aren't being passed on to the consumers. The Society has several large projects underway which will inevitably impact the Society's performance with the installation of the new EPOS system and major store re-fits at Chilcompton and Coleford.

Behind every successful business there are dedicated and loyal colleagues and our Society is no different. Therefore the Society took the decision to bring forward the October

2016 pay award for all Customer Service Assistants and Supervisors to the 1st April 2016. This ensured that all colleagues, despite age, will receive a wage in excess of the requirements of the Living Wage and demonstrates the Society's commitment to its people.

Our other income streams are mixed this year. The non-trading property continues to prosper, with units regularly monitored and maintained to ensure all the units are leased. The farm at Hardington is having a tough year largely due to the major drop in gate milk prices significantly reducing the milk income. Therefore the farm is forecast to make a small loss this year. The farm's future looks brighter as the milk prices are beginning to rise and we should see an increase towards the end of January.

On behalf of the Board of Directors, we would like to wish all our members, colleagues and their families a Merry Christmas and a peaceful and prosperous New Year.

Our stores

Glastonbury
32-34 High Street
Glastonbury
BA6 9DX

Paulton
Hill Court
High Street
Paulton
BS39 7QG

Peasedown St John
66 Bath Road
Peasedown St John
BA2 8DT

Shepton Mallet
Charlton Crossroads
Whitstone Road
Shepton Mallet
BA4 5PT

Street
84-86 West End
Street
BA16 0LP

Timsbury
North Road
Timsbury
BA2 0JH

Westfield
1 Elm Tree Avenue
Westfield
Radstock
BA3 3SX

Our Farm
Manor Farm
Hardington
Nr Frome
BA11 2RE

Calendar of events

3rd December 2016

Santa arrives in his Grotto

at Radco store approx. 11am.

Leaving Fosseway approx.

10am and calling in

at Westfield

3rd to 23rd December 2016

Santa in his Grotto,

Radco Weds to fri 12 – 4pm,

Sat 10 – 4pm, sun 10 – 3pm

3rd December 2016

Trinity Girls Brigade Choir

at Radco, 10am

4th December 2016

Kid's Colouring

Competition

closing date.

Entry forms in store.

Winners notified 8th Dec.

Prize giving at Radco

16th Dec at 6pm at Radco

8th December 2016

Retired colleagues

Xmas Luncheon

at the Centurion Hotel,

12:30pm

8th December 2016

Members Discount Day

10th December 2016

Paulton Concert Band

playing Carols at Radco

10th December 2016

Letters to Santa

deadline for a response



Radstock Co-operative Society

Co-operative House

3 Wells Hill, Radstock

BA3 3RQ

Tel 01761 431555

email enquiries@radstockcoop.co.uk

www.radstockcoop.co.uk

Bags for Life

Following the introduction of the 'Carrier Bag Charging Levy' in October 2015 which requires all shops to charge 5p for all single-use plastic carrier bags and to donate the sales-proceeds to good causes, the Society sought views from its members as to who should be the beneficiaries of the money raised.

We received a number of suggestions as to where the funds should be directed and one theme that seemed to resonate with members was support for local community health provision. Many Co-operatives historically provided financial support to hospitals and health institutes prior to the introduction of the National Health Service, so it was fitting that Radstock Co-operative decided to direct financial support towards cash-strapped community hospital, health centres and surgeries within its trading areas.



▲ Staff at Shepton Mallet Community hospital receiving a cheque from Don Morris, CEO



▲ Vicki Przytocky, Head of HR handing over a cheque to nursing staff at Paulton Hospital



▲ Alan Jackson, Head of Retail Operations presents a cheque to West Mendip Community Hospital



▲ Head of Finance, Annette Pellow presenting a cheque to Frome Community Hospital

These are challenging times for many community hospitals and doctors' surgeries as they strive to meet the ever-growing demands of local community health needs whilst trying to balance the books. Often, there is insufficient supply of small, portable equipment to monitor patients' health conditions and existing equipment is in desperate need of repair or upgrading.

Those community health services benefiting from financial support were Coleford and Chew Magna Surgeries, Frome, West Mendip (Glastonbury) and Shepton Mallet Community Hospitals and Paulton Hospital. The combined recipients received nearly £10,600 towards items such as bariatric chairs, intravenous infusion pumps, hospital beds, vital signs monitors, portable spirometer, blood pressure monitors etc proving that the new initiative really can be a 'bag for life!'

Our Achievements



Don Morris, chief executive and Vicki Przytocky, head of HR and communications were invited to attend the annual Carers Centre Awards ceremony held at the Somerdale Pavilion in Keynsham on 14th October 2016. The annual awards night is to pay tribute to and recognise carers, volunteers, community partners and businesses who have gone the extra mile, supported the carers centre and/or made a difference to carers in the community.

We were delighted to receive the 'Business Partner of the Year' award in recognition of the support we have given the Carer's centre for the last couple of years which included financial donations, participation in fund-raising events and helping to raise awareness of the valuable service that the centre provides.

◀ left to right is Sonia Hutchinson, chief executive, Carer's Centre, Don Morris, Vicki Przytocky and Ali Vowles, Points West news presenter.