

## Survey Prize Winners Announced



Neil Buist with NACO member Derek Farquhar

**Derek Farquhar, a NACO member from the Co-operative Group, and non-member Jon Bowen of Co-operative Financial Services (who has since joined NACO) were the two lucky winners of our membership survey prize draw.**

The survey was conducted to obtain views on the current and future work of NACO and one member and one non-member who completed it won a flat screen television.

Initial results, featured in the last edition of *co-operative official*, revealed that almost two thirds of respondents could see the benefits of being a NACO member, and, in response to the question "how well does NACO provide support and guidance to individual members", 92% said either "very well" or "acceptable".

Prize winner Derek Farquhar, pictured receiving his television from NACO General Secretary Neil Buist, said: "Winning was a really nice surprise! I believe a survey such as this is important as it can help NACO develop services for current and future members."

Neil Buist added: "We appreciate the time taken by all those who responded – congratulations of course to Jon and Derek. The information we received was invaluable and we will use this to enhance our membership offer."

## President's Charity Update

**Following the very successful charity golf day held at Derbyshire's Morley Hayes Golf Club last September, which raised over £6,500, outgoing NACO President Jack Devers has continued to support Parkinson's UK, his chosen charity, by hosting a fundraising all day breakfast this spring.**

Raising over £10,000 in total, Jack Devers understands how this debilitating disease can change people's lives and how much more funding is necessary to ensure sufferers and their carers get the support they need.

"I chose this particular charity because Parkinson's disease has

affected people close to me," says Jack. "My brother-in-law is a sufferer who is fortunate still to have a good quality of life, yet I have seen what my sister and her husband have gone through since he was diagnosed four years ago."

The affects on a close work colleague also diagnosed with the disease makes Jack all the more determined to raise awareness and support Parkinson's UK.

He continues: "Phil Harrison's illness is quite progressive and he is now being fully cared for by his wife, so it is really important for me to raise money, as donations are the only way to fund the charity.

"Parkinson's is not like other illnesses because it slowly destroys a person's physical ability, caused by a loss of nerve cells in the brain. Anything we can do to help the charity and people with the disease is fantastic and I will definitely remain in contact with Parkinson's UK to see how I can help in other ways in the future."

To continue supporting the charity or to find out more about the disease visit [www.parkinsons.org.uk](http://www.parkinsons.org.uk).

For details about the President's Charity Golf Day 2010 see the back page.

**AGM and Members' Conference - report starts on page 3.**



Neil Buist, General Secretary

# Welcome

First of all, I'd like to thank those of you who came along to the Members' Conference and AGM in May and for helping to make our annual event such a success. We really appreciate that you took the time to attend and we hope you found it useful and enjoyable. We would value your feedback! There's a full round up of the conference on pages 3 - 5.

I'd like to take this opportunity to welcome Ann Breen as our new President. Ann, who works for Midlands Co-operative Society as HR Development Manager, has been a member of NACO for over six years and has served on General Council and a number of committees in that time. We look forward to working with Ann in the year to come and we will have an interview with her in the next issue of *co-operative official*.

If there is a theme to this issue, it is flexible working. Our article on page 11 explores the changing expectations of employees towards the way they work, especially the younger generation. They look for very different things to their parents, who were more likely to put up with jobs they weren't always happy with or to work long hours at the expense of personal health and happiness.

Nowadays, school leavers want more job satisfaction, more flexibility, the opportunity to work remotely, a sustainable but contemporary working environment, and of course, the latest technology. In a nutshell, they like to see work as an extension of home life. For the older generation this might seem like a pipe dream, but if co-operative employers are to recruit and retain the best and brightest young people, they need to take account of this changing outlook on life and work. I'm sure nobody could deny the benefits of creating a better work/life balance for all.

Our article on page 12 sets out changes to the current flexible working rules, which have now been extended to cover parents of children under the age of 17, and carers of adult dependants. Everyone has the right to apply for flexible working if they meet the eligibility requirements and follow the correct procedure.

We have had another busy few months at NACO, especially with the consultation on the CFS integration process (see page 15). We'd urge our members who work at CFS to get involved and there are a number of ways you can have your say. NACO is here to help you, so please do get in touch with us if you have any concerns or questions - at any stage. We will do our best to help.

Finally, I would like to draw your attention to the first ever Co-operatives Fortnight, which takes place from 19 June to 3 July. All of you reading *co-operative official* will have an interest in co-operative issues, so we would urge you to get involved in some way to help spread the word about co-operatives and the benefits of co-operation. The theme of the campaign is "There is an alternative..." and you can find out more in our special four page supplement. There is a great website ([www.thereisanalternative.coop](http://www.thereisanalternative.coop)) with lots of resources and ideas and we will have regular news updates on our NACO website too, with all the latest on how the campaign is progressing.

## Highlights

- RECOGNITION FOR NACO GENERAL SECRETARY
- CO-OPERATIVES FORTNIGHT
- BRIDGING THE GENERATION GAP
- UNDERSTANDING FLEXIBLE WORKING
- CFS CONSULTATION: GET INVOLVED!

# Members' Conference and AGM 2010

**Confidence and motivation were two of the themes at this year's Members' Conference in Derbyshire in May.**

Ed Mayo, Secretary General of Co-operatives UK, addressed the conference on the theme of 'confidence' in the co-operative model. He said that the current economic and political environment was ripe for the resurgence of the co-operative movement.

"It's up to us all to go out and tell people about co-operatives," he said. "Thanks to falling confidence in traditional business models, I really believe that now is the time for co-operatives. And now we need confidence in co-operatives – we need it in spades."

Ed argued that innovation within the co-operative sector was a real driving force for this confidence. He outlined a number of new developments in the sector that fuelled this and he cited co-operative pubs, football supporters' trusts and credit unions as examples of how people are engaging with co-operatives in new ways.

Referring to the new coalition government, Ed reminded the audience of the three main parties' commitment to co-operatives and mutuals. He acknowledged the opportunities that the Conservative / Liberal commitment to co-operative public service delivery would bring to the sector, but also warned that any failures in the robustness of new co-operatives could tarnish the good name of co-operatives.

Steve Cunningham was the second speaker at the Members' Conference. Steve, who is completely blind, is best known for his truly remarkable feats of



Steve Cunningham

mental and physical strength and determination.

Called the 'fastest blind man on the planet' for his high-speed motor, boat and aeroplane challenges, he is passionate about challenging the way people think about disabled people. "I believe you shouldn't allow things to be a problem," he says.

During his presentation, Steve outlined how his life changed from the age of eight when he was looking forward to being a professional footballer with Aston Villa. Misdiagnosis of his eye problems later led him to go totally blind as a teenager. Despite a number of other setbacks in life, Steve seized the opportunities that life gave him, rather than dwelling on the problems.

"I am a firm believer in ambition and if you have an idea of

something you want to achieve, it's about finding ways of making it happen," said Steve.

He explained how his fundraising endeavours started on the back of a tandem and grew to include motor racing at Silverstone and driving a speedboat at over 200 miles per hour.

"My motivation is to show people what they can do with their lives. Helping others is what I am about and I have a slogan that I always pass on: 'Go Mad! – Go Make A Difference!'"

Following the established format for the event, the Members' Conference took place immediately following the AGM. During the AGM, a number of awards were presented to members who have made a special contribution to the work of the Association.

## Honorary Life Membership

### Roger Davies

Roger Davies was awarded Honorary Life Membership for his unstinting service to the trade union movement. "Growing up in South Wales," says Roger, "I witnessed social injustice and this was the spark that led me to get involved in both trade unions and co-operatives."

### Jim Hopley

Chief Executive of Channel Islands Co-operative Society Jim Hopley has had a long and active involvement in a wide range of community and co-operative organisations, both

*"Called the 'fastest blind man on the planet' for his high-speed motor, boat and aeroplane challenges, he is passionate about challenging the way people think about disabled people."*



Jack Devers  
and Jim Hopley

on Jersey as well as in NACO. "I have been in NACO almost longer than I care to remember," says Jim. "Over the last 35 years I have seen many changes and NACO is in a great position now. Long may it prosper."

#### **Jim McIlveen**

Jim McIlveen's involvement with the co-operative movement spans 46 years, from when he joined the Scottish CWS in the furniture department. Later he moved to funerals, where he remained for the rest of his career, retiring in early 2010. He is a staunch supporter of NACO having held the post of CFSMA President in 2004. In accepting his award Jim said: "It really has been a privilege to be in NACO and I have great respect for everyone's contribution."

#### **Kevin Yorath Memorial Award: Roger Davies**

Delma Rose Yorath presented the 7th Annual Kevin Yorath Memorial Award to Roger Davies in recognition of over 20 years' service to NACO. Roger has been active in the member relations officer constituency at NACO as well as having been President on three separate occasions. Accepting the award Roger said: "Thanks to those who nominated me. I am honoured to receive the award from Delma who I see as a friend and colleague."

From 2011 onwards, the Kevin Yorath Memorial Award will become the Kevin Yorath For Service Awards – a fitting way to recognise Kevin and his contribution to NACO.

#### **For Service Award: Chris Cooper**

This year's For Service Award was presented to Chris Cooper. Chris served as the Vice Principal at the Co-operative College until September 2009 and has been a member of NACO for some 10 years. He has worked in co-operative education for many years and is passionate about the importance of training and education for co-operative lay leaders. Speaking about his award Chris said: "I've enjoyed my time at NACO and on the General Council. It hasn't been a chore – it's fun."

Summing up how things went at this year's conference, Neil Buist said: "It was a great occasion and we had some very positive feedback from those who came along. Our Members' Conference is a key event in the NACO calendar and it is always rewarding when we get such good speakers as Ed Mayo and Steve Cunningham, who I would like to thank for their time."

#### **President's Dinner**

The President's Dinner, on the evening before the conference, has turned into one of the highlights of the event and this year was no different.

The Dinner celebrates the work of the President over the past year and is a focus for the fundraising efforts of the President.

As reported on the front page of this issue of *co-operative official*, as well as in previous issues, this year's President's charity was Parkinson's UK. A raffle was held at the Dinner and, thanks to the generosity of members, more money was raised for the charity, bringing the total to £10,000 over the year.

As well as the meal and fundraising, delegates at the Dinner also enjoyed listening to Iain McDonald,



Jack Devers and Jim McIlveen



Roger Davies and Delma Rose Yorath

the soon to retire Director General of the International Co-operative Alliance.

Iain reflected on the last 10 years of the co-operative movement and in particular talked about the wider objectives than just making 'profit'.

"A big part of my career has been spent reminding co-operative colleagues that it's not just about selling baked beans," he said. "I remember when I worked for Scottish Co-op and I had to give a presentation in the staff toilet at the store in Tobermory! This was 20 years ago, but now induction into

co-operative values is widespread across the movement."

According to Iain co-operatives still have a lot of work to do to get their message across. "There are millions and millions of co-operatives in the world today, the co-operative movement is energetic and across the world brings people out of poverty. That's the co-operative difference.

"But many people don't realise the size of our movement. In the UK it is about 3% of the economy while in Switzerland it is 15%. Indeed, evidence suggests that the most developed economies are mixed economies with a strong co-operative sector."

Neil Buist expressed his thanks to Iain for addressing the President's Dinner and wished him well for the future.

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NB: Union Energy's service can be used by households in England, Scotland and Wales (mainland only).

# Co-operative Trust Schools Looking for Volunteers

**The development of co-operative schools is one of the most exciting co-operative initiatives at present, bringing closer the prospect of thousands of young people having the chance not only to learn about co-operation and co-operative values in schools, but to actively participate in running their school as a co-operative trust.**

The Co-operative College has been leading the work developing co-operative trusts, and by July are expecting to have well over 100 schools operating in co-operative trusts. These are located from Cornwall to Northumberland and the Welsh borders to Suffolk. The College is now looking for volunteers with the right skills set interested in becoming trustees or governors in co-operative trust schools.

NACO members may be particularly interested as they are looking for people with:

- A good understanding of the co-operative movement and co-operative values and able to make practical links for the benefit of schools.

- Strategic level thinking. Trusts are very much part of the future direction of education delivery, so people with experience in developing strategic plans and visioning are needed.

- Strong finance skills. Many co-operative trusts involve clusters of schools with a combined turnover of £10-12 million, so strong financial skills are essential, particularly on governing bodies.

- HR Skills and experience. Co-operative trusts become their own employers, and frequently will have 200-300 staff, so HR experience is also needed.

If you are interested in exploring becoming involved, please contact Mike Lunn, Trust Schools Membership Programme Manager ([mike@co-op.ac.uk](mailto:mike@co-op.ac.uk)), for an initial discussion. Areas in which the College is currently looking for volunteers include Leicester, London, Sheffield, the North and North West.

Please note that this initiative relates only to England at present, as education is a devolved responsibility and there is no equivalent to co-operative trusts in Scotland, Northern Ireland or Wales yet.

## Recognition for NACO General Secretary

**Neil Buist has been presented with the Robert Owen Group Co-operative Trade Unionist of the Year 2009 award.**

The award was presented by Chris Morgan, President of the Robert Owen Group and a member of NACO General Council.

To achieve the award, the nominee has to have worked to support the interests of the Robert Owen Group staff and students, either now or at a past time in the development of the Group; publicly upheld co-operative values and principles; shown that they are prepared to go the extra mile to support the Group's activities and staff and to make their communities better places in which to live, and been an outstanding and inspirational co-operative trade unionist committed to human and social development through co-operation.

Chris Morgan said: "Neil has been instrumental in the agreement between NACO and the Robert Owen Group. He has thrown his full backing behind the

co-operative partnership agreement and the Robert Owen Group has benefited tremendously from the interaction. The Directors and Trustees of the Society are proud of our national agreement with NACO."

The agreement means that all employees of the Robert Owen Group are encouraged to join NACO, with their fees paid by the Group.

Neil Buist said he was delighted to achieve the award. "It is an honour to be recognised in this way and I would like to thank the Robert Owen Group. It's always nice to feel appreciated!"

The Robert Owen Group is a group of co-operative organisations and societies, including the Robert Owen Society, the newly formed Robert Owen Foundation, the long standing Marches Consortium and the Marches / Y Gororau Society of Sustainable Communities. The Group has an annual set of awards called the Co-operative Awards.

[www.robertowen.org](http://www.robertowen.org)

## Co-operatives Fortnight - be part of it!

### Join in, be inspired - **be co-operative!**

**Excitement is building as the first ever Co-operatives Fortnight approaches. Taking place from 19 June to 3 July 2010, the theme is *There is an Alternative* and co-operatives up and down the country are gearing up for this ground-breaking initiative from Co-operatives UK.**

The Fortnight is a major campaign to spread the message about the co-operative alternative, with a dedicated website - **www.thereisanalternative.coop** - full of fantastic resources and ideas.

This is the first time since the co-operative business model was developed in Rochdale over 165 years ago, that the entire movement has celebrated co-operatives nationwide.

Ed Mayo, Secretary General of Co-operatives UK, says it is going to be truly collaborative.

“We want all co-operatives to do something during the Fortnight, no matter how big or small,” says Ed. “Whether that’s putting up posters, organising a meal for members,

hosting an open day for the public or collaborating with other nearby co-operatives, it’s taking part that matters.”

Co-operatives Fortnight offers employees and members a great excuse to shout about their co-operative and the benefits of co-operation in what is expected to become an annual event.

“NACO members will play a vital part in making the Fortnight a success and we’d encourage everyone to get involved,” explains Ed Mayo.

Resources that have been developed for Co-operatives Fortnight include: a Facebook page, Twitter and You Tube channel; a calendar and map for co-operatives to register what they’re doing for the Fortnight; downloadable posters, leaflets and press releases on the website; activity packs, stickers and badges.

By joining in and doing something during Co-operatives Fortnight, co-operatives and co-operators will not only be able to promote



co-operation as a better alternative, but will also be able to raise the profile of their own organisation.

“Be part of Co-operatives Fortnight,” says Ed. “It’s going to be powerful. And the more people that take part, the bigger impact we’ll have.”

Co-operatives UK would like to thank the eight Founding Sponsors of Co-operatives Fortnight: The Co-operative Group; Midcounties Co-operative; Midlands Co-operative; The Southern Co-operative; Anglia Co-operative Society; Lincolnshire Co-operative Society; Chelmsford Star Co-operative and Channel Islands Co-operative Society - all of which have exciting plans for the Fortnight.

Ed Mayo says: “We are grateful to all our sponsors who have really got on board to get the Fortnight rolling.

“The real success though will always be what all our members can do in the Fortnight itself. We plan to make it as easy as possible for every co-operative, every co-operator and every friend of co-operatives to get involved. Now’s the time to think how you can help show that there is a better way to do business.”

Read on to find out more about what’s happening in Co-operatives Fortnight and how you can get involved...

The screenshot shows the website layout for Co-operatives Fortnight. At the top, there's a navigation menu with links like 'Home', 'Co-operatives', 'What's happening', 'Things to do', 'What's a co-operative?', and 'Media'. The main headline reads "There IS an alternative...". Below this, there's a section titled "Be co-operative!" with a sub-heading "Here are some ways to get involved". This section lists options: "As a co-op", "As a business", "As a customer", "As an employer", and "Share ideas". There's also a section for "This week's hottest ideas" with a list of ideas and user comments. For example, one idea is "We'll pull dining tables together with our neighbours and set up a co-operative pub. You can even sell Great North Brewery co-op beer!" and it has received 25 likes. Another idea is "Share recipes for a co-operatively sourced meal!" with 22 likes.

Find out more on our dedicated website – [www.thereisanalternative.coop](http://www.thereisanalternative.coop)

# What's Happening During the Fortnight?



*Westmill Wind Farm Co-operative*

**Co-operatives everywhere will be busy during Co-operatives Fortnight and we'd love to think you will be supporting them by getting involved in local events. Here's a run down of just some of the exciting things that will be taking place.**

## Co-operatives UK

Co-operatives UK will be producing a series of national reports focusing on: co-operatives and fairness, co-operation and business and co-operation and neighbourliness. It will develop a series of thought pieces and launch the Co-operative Economy 2010, which outlines key trends across the whole co-operative sector.

Co-operatives UK will also be running a social media campaign, including a Facebook page, badge and game, regular tweets and weekly e-newsletters. It will be working with partners to produce short reports on co-operation in football, finance and food, and all co-operatives planning activities for Co-operatives Fortnight can use resources developed by Co-operatives UK.

## Co-operatives Fortnight Founding Sponsors

The Founding Sponsors of Co-operatives Fortnight have various plans for the two weeks.

The Southern Co-operative will be promoting the co-operative model to small businesses in the region. Ted Merdler, Head of Brand Engagement and Communication, says: "We work closely with local business associations and several of our corporate partners are directly involved with small businesses. Through these working relationships, we will be able to get the co-operative message to many of these smaller firms across our trading area."

Midcounties Co-operative, meanwhile, has a series of in-store events planned and will be working with members to run local events and co-operative celebrations to promote the co-operative model of business.

Ben Reid, Chief Executive of Midcounties Co-operative, says: "We are very pleased to be involved, and our aims should be to match the success of Fairtrade Fortnight."

The Co-operative Group also has a series of events planned across its regions.

Russell Gill, Head of Membership at The Co-operative Group, says: "The initiative will enable us all to celebrate the relevance and success of the co-operative sector. There is growing recognition of the role that co-operatives and mutuals play in our economy and we need to take every opportunity to make our collective voice heard."

## Across the Country

Co-operatives across the UK are also lining up to support the Fortnight.

In the East of England, Co-operatives East is combining its AGM on the 30 June in Ipswich with 'Brag and Brandish' - an event that will bring co-operatives from across the region to a networking and trade fair, to 'put up a stall, make a splash!'

In the South, Westmill Wind Farm Co-operative is holding an open day, whilst Co-operatives South East is offering up to 50 co-operatives £100 to help them do something during the Fortnight.



*Blockley Village Shop*

## Co-operatives Fortnight - be part of it!

Co-operatives South West is holding events in the run up to Co-operatives 2010 in Plymouth and during the Fortnight and has had Co-operatives Fortnight t-shirts printed for members to wear when taking part in the Great West Run on behalf of Exeter City Supporters' Trust.

And in Wales, the Wales Co-operative Centre is translating core Co-operatives Fortnight materials into Welsh and will be encouraging people in Wales to make a co-operative pledge (to buy, act or work co-operatively). The Centre will also be working with Welsh national newspaper, the Western Mail, to produce a supplement focused on co-operatives and Co-operatives Fortnight.

Simon Harris, Chief Executive of the Wales Co-operative Centre, said: "The Wales Co-operative Centre views Co-operatives Fortnight as a fantastic opportunity to raise awareness, interest and understanding of co-operatives. We aim to help people realise that collaborative working can make a positive difference to communities and businesses across the country."

**Places at Co-operatives 2010 are going fast! Visit the website - [www.congress.coop](http://www.congress.coop) - to book your place. Prices range from £130 to £375. There are also specially priced sessions for small and medium sized co-operative businesses that can be booked separately.**

# Co-operatives 2010:

## One of the High Points of Co-operatives Fortnight

Co-operatives 2010 will be the co-operative event of the year and the flagship event of the first-ever Co-operatives Fortnight.

Co-operatives 2010, [www.congress.coop](http://www.congress.coop), is the UK's biggest and most influential gathering of co-operatives and will be held in Plymouth from 25 to 27 June. It will celebrate the 150th anniversary of co-operation in the city.



*Will Hutton*

As well as the Co-operative Awards, the Co-operative Debate, fascinating workshops on topics such as fairness, finance, education, public services and climate change, exhibitions and countless networking opportunities, there will be keynote speeches from Will Hutton, Phillip Blond and Richard Wilkinson, who will provide very different perspectives on the co-operative alternative.

Will is executive vice chair of the Work Foundation which is widely recognised as one of the most influential voices on work, employment and organisation issues in the United Kingdom. Regularly called on to advise senior political and business figures and comment in the national and international media, Will is today one of the most pre-eminent economics commentators in the country.



*Phillip Blond*

Widely regarded as the architect of "Red Toryism" and one of David Cameron's inner circle of advisers, Phillip is director of ResPublica, and a research fellow at NESTA. He is an internationally recognised political thinker, and economic and cultural commentator. His work has attracted considerable attention as an advocate of a radical, progressive Toryism. Prospect named him as the British thinker to watch in 2009, and The Times called his book 'Red Tory' one of the highlights of the year.

Richard is co-author of *The Spirit Level*, published last year to critical acclaim. A researcher in social inequalities and a co-founder of the Equality Trust, his work has shown that societies with more equal distribution of incomes have better health outcomes than ones in which the gap between the richest and poorest parts of society is greatest.

**Co-operatives 2010 - see you there!**



*Richard Wilkinson*

# How to Get Involved and Be Part of Co-operatives Fortnight



Edinburgh Bicycle Co-operative

## Why not get involved straight away?

- Spread the word about Co-operatives Fortnight to colleagues, members and friends
- Visit the website - [www.thereisanalternative.coop](http://www.thereisanalternative.coop) - go to the Co-operatives Fortnight Facebook page, tweet using a #coops14 hashtag or encourage your co-operative to put a link to the Co-operatives Fortnight website from their own site
- If you're organising an event for Co-operatives Fortnight, why not add it to the calendar and map on the website?
- Contact Co-operatives UK for more information and resources if you need them.

## During the Fortnight itself there are plenty of things you can do. Here are some ideas:

- Check the Co-operatives Fortnight calendar and map to see what's happening near you and go along to a local event
- Hold an open day, inviting the community or clients in to see how your co-operative works and showcase what makes your organisation different
- Why not act as an enabler for your community on behalf of your co-operative? Identify something that needs doing in the local area - litter picking, creating a community garden etc - and organise to get it done, with people in the community, during Co-operatives Fortnight
- Get your co-operative to join up with other co-operatives to showcase co-operatives in your region, holding an event to profile what makes co-operatives different
- As co-operatives are part of a global movement, why not celebrate International Co-operatives Day on 3 July to showcase how your co-operative is part of something bigger

- Come to Co-operatives 2010 in Plymouth
- Rather than organising an event, why not visit schools or community groups to talk about co-operation during the Fortnight?
- A great co-operative way of bringing members, customers or the local community together to showcase the co-operative alternative is to hold a meal for them, with everybody bringing different courses
- Co-operatives Fortnight will generate lots of interest in co-operatives. Why not use it as an opportunity to promote what makes your co-operative different?

For more details and help on all these ideas go to [www.thereisanalternative.coop](http://www.thereisanalternative.coop) and download the Co-operatives Fortnight Toolkit.

## Tools to help you during Co-operatives Fortnight

Key resources at [www.thereisanalternative.coop](http://www.thereisanalternative.coop) include:

- A section all about co-operatives and what people can do to be co-operative
- A user-generated online events calendar and map
- Co-operatives Fortnight Toolkit - including template press releases, letters, ideas, lists of spokespeople, regional media lists, key statistics and information
- Media briefing kit - containing lists of agreed regional, national and sector spokespeople, regional media lists, key statistics and information
- Graphic mark and usage guide for you to download and use
- Posters, ideas leaflets and *What is a Co-operative?* leaflets
- Co-operative case studies, an image bank and a fantastic *There is an Alternative* film.

All Co-operatives UK member organisations were sent an activity pack in April which included an ideas leaflet, posters, stickers, badges and *What is a Co-operative?* leaflets. Additional tools can be ordered via the website.

**Get involved - be co-operative!**

# Bridging the Generation Gap

**One of the issues that came out of the recent NACO membership survey was an interest in more flexible working arrangements and this is something the Association will be raising with co-operative societies on behalf of its members.**

The desire for more flexibility reflects changing attitudes towards work, particularly from the younger generation. While many of us will know the term “Generation X” (ie people born post baby boom in the sixties and seventies), we may be less familiar with “Generation Y” - the term for those born in the eighties and nineties, also called the Millennial Generation or the Net Generation. Generation Y forms a growing part of today's workforce.

Those who make up Generation Y tend to have very different work expectations from their parents, who typically valued job security and often put up with long working hours at the expense of home and family life. Generation Y has grown up in a period of economic stability and growth where unemployment has barely been on the radar. As a result, this generation wants more from an employer than a pay packet and values flexible working hours, more interesting and fulfilling jobs, the opportunity to work remotely, more holidays and time off for personal development.

Employers need to take into account the changing expectations of employees if they are to attract and keep the best people. This involves creating an environment which provides a better work/life balance, allowing employees to work from home more often and work slightly different hours to suit their needs. It means trusting employees to manage their



time at work, allowing access to social networking sites during the working day for example, taking an interest in employees' personal development and setting out a clear career path for them to follow.

A recent survey of 5,000 university students and young employees by Oxygenz, a Global WorkPlace Innovation research project, revealed that most 18-25 year olds see the office as an extension of home life.

The study showed that 96% of young people look for an environmentally friendly workplace - but not at the expense of design, as they also expect their office to have a contemporary feel with, for example, break-out rooms and coffee shops on site. As the first generation with little recollection of a world without the internet, they also expect access to the latest technology.

Three quarters of those questioned said they would prefer to work in an urban setting, and ideally to be able to walk to work. Most would also like to be able to work flexibly, including the option to work remotely - over 80% said they would like to work in a mobile way.

As we have reported previously, the Co-operative Group, for example, is looking at introducing more flexible working for its staff as part of its head office redevelopment. Chief Executive Peter Marks

says: “If we are going to build a modern, effective workforce, we have to start changing our ways of working.” The steps the Group take could provide a valuable blueprint for other co-operative employers in future.

The recession has, of course, changed the prospects for Generation Y, which has had to face up to redundancy, rising unemployment and economic hardship for the first time. This has perhaps made them more likely to stick with jobs they don't like and to count themselves lucky to have one.

The next generation - Generation Z, born from 2000 onwards - will grow up with more economic instability and job insecurity, and their perspectives may be different. Only time will tell. However, for today's employers, there is no question that in order to recruit and retain the best of Generation Y - and indeed other generations - they need to introduce more flexibility.

NACO supports the wider use of flexible working, in line with the motion passed at its AGM last year.

“Our recent survey highlights the importance of flexible benefits to many of our members,” explains Neil Buist. “We will be talking to co-operative employers in months and years to come about how to progress more flexible working, in order to provide a better work/life balance for our members.

“More flexibility is not only good for employees and employers, but is beneficial for society in general, promoting family life, personal well-being and lifelong career development.”

# Understanding Flexible Working



**Flexible Working was first introduced in 2002 for parents of children under six or disabled children under 18 but has now been extended to cover parents of children under the age of 17, and carers of adult dependants. All have the right to apply for flexible working providing that they satisfy the eligibility requirements and follow the correct procedure.**

It is important to remember that the employee only has the right to make a request, and it is not an automatic right to work flexibly. An Employment Tribunal can only interfere with a decision to refuse an application if the employer has not complied with the correct procedure or if they have based their decision on incorrect facts. The Tribunal cannot enforce flexible working, and the only remedies available to an employee are compensation and an order that the employer reconsider the request.

In order to be able to make a request for a child, an employee must have been continuously employed for a period of no less than 26 weeks, have a child under the age of 17, or under the age of 18 in the case of a disabled child; be either the child's mother, father, adopter, guardian, special guardian, foster parent or private foster carer, or be a person in whose favour a residence order is in force in respect of the child, or is married to, or the civil partner or partner of such a person; or has or expects to have responsibility for the upbringing of the child.

In order to be able to make a request for a dependant an employee must have been continuously employed for a period of no less than 26 weeks, is or expects to be caring for a person in need of care who is married to, or the partner or civil partner of the employee, a relative of the employee, or living at the same address as the employee.

An eligible employee can request a change to the hours they work, a change to the times that they work, to work from home or another working pattern. The employee is only able to make one application per year and if it is accepted, it will become a permanent change to the employee's terms and conditions of employment. The application must be in writing and must be dated; specify that it is an application under the statutory right to request flexible working; specify the change applied for and the date on which it is proposed the change should become effective; explain what effect, if any, the employee thinks that the change may have for the employer and how such change might be dealt with; explain how the employee meets the conditions regarding the relationship with the child/person to be cared for; and state whether a previous application has been made and if so when.

Within 28 days of receiving the request, the employer must arrange to meet with the employee at a time and place convenient for both the employee and employer to discuss the request. Within 14 days of the date of that meeting the employer must write to the employee to either agree to a new work pattern and a start date; or to provide clear business grounds as to why the application cannot be accepted and set out the appeal procedure. The grounds upon which a request can be refused are set out in the regulations and include the burden of additional costs; a detrimental effect on ability to meet customer demand; an inability to re-organise work amongst existing staff; an inability to recruit additional staff; a detrimental impact on quality or performance; an insufficiency of work during the periods the employee proposes to work; or planned structural changes.

The procedure gives the employee the right to appeal within 14 days of being notified of the decision. The appeal must be in writing, dated, and set out the grounds of appeal. These can be that the procedure has not been followed; the business reasons have not been sufficiently explained; or the explanation of the business reason is factually incorrect.

*“All have the right to apply for flexible working providing that they satisfy the eligibility requirements and follow the correct procedure.”*

An appeal hearing must take place within 14 days of the date on which the notice of appeal is given by the employer. As with the initial meeting, the employee has the right to be accompanied. The outcome of the appeal must be given in writing within 14 days of the date of the meeting.

Where the employer dismisses the appeal the employee can pursue a claim in the Employment Tribunal where the employer failed to comply with the procedural requirements set out above, where the employer refused the application on a ground that is not a permitted business reason for refusal; or where the employer based their decision to reject the application on incorrect facts.

Complaints must be presented within three months of the employee being notified of the employer's decision on the appeal, or three months from the date of the breach in question. The Tribunal can make an order requiring the employer to reconsider the employee's application and/or an award of compensation. This will be what the Tribunal considers just and equitable in all the circumstances, but cannot exceed eight weeks' pay.



THOMPSONS  
SOLICITORS

## Tribunal Success!



Justin Madders

**NACO has successfully secured compensation for members who worked at Dairy Farmers of Britain (DFOB), which went into receivership in 2009.**

NACO, in partnership with its solicitors, Thompsons, was successful at Employment Tribunal in recovering a declaration that all affected members of NACO are entitled to a protective award for the failure of the Receivers to enter into collective consultation regarding redundancies at DFOB

between 9 June and 14 August 2009. Thompsons Solicitors are currently looking into the possibility of extending the period the award covers so that anyone made redundant up until 7 September 2009 will also receive a payment. Those members affected will be notified individually if this is achieved.

Although it is unlikely that the award will be recoverable directly against the employer, an element of the protective award for the failure to consult on the redundancies can be recovered against the National Insurance Fund (NIF).

Employees are entitled to recover up to eight weeks in arrears of pay against the NIF following the insolvency of an employer and awards made in relation to the failure to consult on redundancies count as pay for these purposes.

It should therefore be possible for members affected to recover the balance on any pay up to a total of eight weeks from the NIF, should they have received less than this from them in relation to their arrears of pay. The NIF have been made aware of the Tribunal's decision and will contact eligible members directly. They have asked that they only be contacted if an

individual's address or bank details have changed. Their helpline number is 0845 145 0004.

Justin Madders of Thompsons Solicitors says: "I am pleased the Tribunal recognised that, even when a company is in difficult financial circumstances, they still owe a duty to consult with employees and their formal representatives.

"Whilst the compensation that will be recovered will not of course replace the income for those who have lost their jobs, it will no doubt be welcomed by those affected. This decision shows the benefit of being in a recognised trade union – without NACO's involvement those members who had been made redundant would not have received anything beyond their statutory entitlements."

*"Employees are entitled to recover up to eight weeks in arrears of pay against the NIF following the insolvency of an employer."*

# NACO Sets Out Proposals for 2010 National Agreement

**NACO has recently submitted proposals to the Co-operative Employers' Association (CEA) to review the National Officials and Departmental Managers Agreement (NODMA) with effect from 1 July 2010.**

In preparing the submission, General Council was mindful of the extreme economic circumstances that the UK economy has seen in the last 12 months, the 2009 agreement, and the rate of inflation as detailed by the Retail Prices Index.

The claim from NACO in respect of the 2010 review is as follows:

- A general cost of living increase of 3.0%, to be applied to all salaries effective from 1 July 2010
- A premium to be applied to the general cost of living increase from 1 July 2010 for those NACO graded managers in Societies which do not offer an annual incentive scheme
- An additional one day's holiday be applied to each element of the service calculator to increase to a maximum entitlement of 31 days' holiday per year
- To offer improved Maternity Pay to all NACO graded managers with an additional four weeks at 100% of salary over and above the current entitlement

- To improve both Paternity Pay and Paternity Leave to allow for two weeks Paternity Leave paid at 100% of salary
- Formal National Agreement status for paid time off for caring for dependants with a guaranteed minimum of five days paid at 100% of salary per year
- A commitment from the Executive of the CEA to encourage all member Societies to introduce bonus schemes for NACO graded managers by 2012
- The CEA and NACO to jointly undertake an equal pay review of the member Societies of the CEA for NACO graded roles, to be completed by December 2010
- The CEA and NACO to jointly review the current best

practices regarding flexible working policies available in CEA member Societies, and agree a policy to be introduced as part of the NODMA.

Following a very positive meeting in March to progress the claim, NACO has requested data from the CEA regarding the application of the National Agreement to all NACO graded roles, including executives who are also subject to Remuneration Committee overview. The CEA agreed to refer back to all Societies to get a firm mandate regarding pay and the view of the other elements of the claim.

"Initial discussions with the CEA about this year's agreement have been good," explains Neil Buist. "We look forward to building upon this strong foundation to reach a rapid conclusion to these negotiations which is in the best interests of our members."

## Visit Our Website for All the Latest!

Catch up on the latest news about NACO from our website, which is updated weekly.

- *Latest election results*
- *Updates on pay negotiations*
- *General Council news*
- *Charity and fundraising*
- *Annual Report*
- *Other co-operative stories*

There's a lot more news on our site these days, much of which isn't included in *co-operative official*. Make sure you're not missing the latest stories - or missing out on the latest NACO benefits. For example, did you know that if you work at the Co-operative Group in Manchester, we could save you over £1,000 on your annual parking bill? Visit the website to find out more! [www.naco.coop](http://www.naco.coop)

### **co-operative official**

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# CFS Consultation: Get Involved!

**Following the merger of Co-operative Financial Services (CFS) and Britannia Building Society last year, NACO has been undertaking detailed consultations with management about the planned integration. The Association is urging members who work at CFS to get involved too.**

## Organisation Design

The integration process, known as Organisation Design (OD), will take place over the next three years according to the following format:

- Pre-consultation - high level strategic thinking on proposed structures for each of the business areas in scope to change.
- Formal Consultation - where much more detailed proposals are shared with NACO, including structure charts, mapping of roles and details of any potential impact on individual roles. NACO has the opportunity at both this and the pre-consultation stage to submit counter proposals or point out areas of concern.
- Announcement - at this stage the detail of the Organisation Design proposals are shared with those individuals and teams that are in scope. This is effectively the opportunity for individual members to review the proposals and seek support and guidance from NACO as required. NACO will write to all members involved in each of the proposals to offer support and assistance.
- Impact - following the announcements, individuals will find that their role falls into one of four categories:
  - 1 **Lift & Drop** - no change to the role, or the role is 80%+ similar to the existing role, and carries on 'as is' in the new structure
  - 2 **Pool** - the role continues in the current format (or very similar) but there are more roles than required and so a selection process will be required
  - 3 **Preference** - the role has discontinued or changed significantly and there are alternative roles available which the individual can apply for through a preference exercise - this could then include selection by interview or desk top exercise
  - 4 **Business as Usual & OD to Follow** - effectively there is no impact on the role at this time but the structures will be subject to further review in the near future and will be subject to further consultation with NACO.
- Outcomes - following the selection/preference exercises, NACO will contact those members affected to seek views and offer support and guidance where required.

Neil Buist explains: "It should be noted that consultation and the opportunity to put forward any counter proposals are available throughout the process. Any members employed by CFS who have concerns, or

wish to put forward suggestions for counter proposals, should contact us and we will liaise with CFS on your behalf."

## Single Employee Proposition

A full review of all terms and conditions of employment to seek to create a single set of terms - the Single Employee Proposition - is to commence at CFS shortly.

NACO has initiated a comparison exercise of the terms and conditions available in the two heritage organisations and will seek to negotiate the "best of the best" where possible. However, the Association is conscious that members employed by CFS will want to be involved in these discussions, to ensure that all aspects of the current package are maintained, or improved, where possible.

"We know that members will be concerned about the impact of the integration on their terms and conditions and we'd welcome your views," says Neil Buist. "We'd encourage you to let us know what elements of the reward package and benefits are important to you so that we can factor these into our negotiations."

## CFS Managers' Constituent Association

NACO has a democratic structure which aims to provide effective and relevant representation to its diverse membership. This includes a number of Constituent Associations, established on a geographical, trade or Society basis, which meet to debate employment issues specific to their members.

The CFS Managers' Constituent Association will provide the opportunity for NACO members in CFS to meet, debate and agree a strategy for NACO in relation to negotiation and consultation exercises with their employer.

Alan Tattler, CFS representative on General Council, has been passionate in representing the CFS voice within NACO and is keen to develop a vibrant Managers' Constituent Association.

Alan says: "We are keen to reinvigorate the Constituent Association, to ensure that NACO negotiators get as much input as possible from members at this vital time to assist them in their discussions with CFS."

Members employed by CFS who are interested in joining the CFS Managers' Constituent Association, which will meet three or four times a year, can contact Alan Tattler directly ([alan.tattler@cfs.coop](mailto:alan.tattler@cfs.coop)) or Neil Buist at NACO.

# NACO President's Charity Golf Day 2010

Fancy a game of golf in the beautiful Derbyshire countryside?

Want to raise money for war veterans wounded in conflict since 9/11?

Then why not join other NACO members at the NACO President's Charity Golf Day at Morley Hayes Hotel and Golf Club near Derby on Tuesday 29 June 2010?



Proceeds to Help for Heroes, our new President's Charity.

- An enjoyable round of golf
- A drink at the 19th hole
- A delicious two course dinner
- Raffle prizes galore
- Raise money for war heroes

For societies that would like to sponsor a hole, the cost is £500 which also allows four members from your society to take part in the golf competition and join us for dinner. Raffle prizes also gratefully received!



**LAST CHANCE TO REGISTER**

The event is made up of teams of four players (it doesn't matter about your ability or handicap!) and costs £40 per person which includes a round of golf and two course meal afterwards.

To register for the Golf Day and make sure of your chance to get a hole in one, email the new NACO President Ann Breen, [Ann.Breen@midlandsco-op.com](mailto:Ann.Breen@midlandsco-op.com), or Nicola Schofield at NACO, [NS@nacoco-op.org](mailto:NS@nacoco-op.org).

**REGISTER TODAY AND HELP US RAISE MONEY FOR THIS GOOD CAUSE!**

For more information about this year's President's Charity visit [www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)