

# Co-operative Assistance Network Limited

Social Account  
2004-5

(Key Co-operative and Social Performance  
Indicators)

## **Introduction**

This report collates information produced in the return for Co-operatives UK regarding Key Co-operative and Social Performance Indicators for worker co-operatives (see below)

Future Social Accounts will include reports on further criteria agreed by the co-operative

The Key Co-operative Social Performance Indicators for Worker Co-operatives (Co-operatives UK)

Indicator 1: MEMBER ECONOMIC INVOLVEMENT

Indicator 2: MEMBER DEMOCRATIC PARTICIPATION

Indicator 3: EMPLOYEE AND MEMBER TRAINING AND EDUCATION

Indicator 4: STAFF INJURY AND ABSENTEE RATES

Indicator 5: STAFF PROFILE - GENDER AND ETHNICITY

Indicator 6: CUSTOMER SATISFACTION

Indicator 7: ETHICAL PROCUREMENT AND INVESTMENT

Indicator 8: INVESTMENT IN COMMUNITY AND CO-OPERATIVE INITIATIVES

Indicator 9: CARBON DIOXIDE EMISSIONS ARISING FROM OPERATIONS

Indicator 10: WASTE RECYCLING AND RE-USE

## **Analysis**

The attention of co-operative members is drawn to the following indicators for improvement action:

Average number of hours training per employee

Average number of hours training per member

Both of these indicators are very low and act as a warning that CAN's human resources require more internal investment.

Measurement of waste arisings, even if only on an estimated basis, is advised in the future.

Report compiled by Nathan Brown, CAN worker responsible for monitoring social audit.

KCSPI No.*		Notes	2005	2004
1	Proportion of wages paid to members	1	97.40%	100%
2	Average member attendance at GMs as a proportion of total membership		100%	100%
3	Average number of hours training per employee		5.625	6.625
3	Average number of hours training per member	2	0	0
4	Average number of accidents/injuries per employee per year		0	0
4	Absentee rates (days)	3	4.5	7.25
5	Staff gender make up - male			
	Male		100%	100%
	Female		0%	0%
5	Staff Ethnicity make up	4		
	White		100%	100%
	Other		0%	0%
6	Customer Satisfaction	5	-	-
7	Ethical issues considered in procurement	6	Co-operative sourcing Fair trade	Co-operative sourcing Fair trade
8	Proportion of pre-tax profits invested in co-operative initiatives:	7	13.25%	-
9	Carbon Dioxide Emissions	8	-	-
10	Proportion of waste recycled or re-used	9	-	-

\* Denotes Indicator as published by Co-operatives UK for Worker Co-operatives

## Notes to the Social Accounts

- 1 2005 includes some payment to a casual worker, not a staff member
- 2 Given the trade that CAN works in (co-operative development) there may be some cross over between training for the job role and training for people as members
- 3 This figure represents total days lost through injury, illness or unplanned absence divided by the number of staff
- 4 The term "white" is drawn from categories supplied by Co-operatives UK
- 5 No customer satisfaction survey has taken place
- 6 The Co-operatives UK KCSPi includes ethical issues considered in investment. CAN does not hold investments and so this category was not reported on.
- 7 No profit declared for 2004 so value can not be shown in this format  
Figure deduced from value of cash donated and gifts in kind  
Actual value of investment referred to above: £1300 (2004 £216 )  
The Co-operatives UK KCSPi includes a figure for investment in community initiatives. CAN does not generally invest in non-co-operative community initiatives.
- 8 No figure is available for carbon dioxide emissions as CAN pays all-in charges to its landlord and the power supplies are used by several companies in the building.
- 9 CAN has an environmental policy and reuses all paper in its office that can be reused. It also recycles as much material as possible. No measurement of waste arisings is made