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MEDIA RELEASE

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Retailer invests over £8m into 50 outlets in two years

Local communities are benefitting from improvements to valuable Lincolnshire Co-op services, as part of the retailer's **cyclical refresh programme**.

Since launching two years ago, the programme has delivered significant success, with more than **£8m** invested into 24 food stores, nine pharmacies, one travel branch, five funeral homes and 11 post offices.

The plan is seeing work taking place at different trading outlets every year, with approximately **£4m** being invested annually.

Eight Lincolnshire Co-op pharmacies have already received a refresh, including Metherringham, Bransholme in Hull, and Heckington.

Four funeral homes have undergone work, including Gainsborough, where a **£175K** investment saw vital pastoral care services improved in the local community.

It has a new modernised feel, as well as an updated arrangement office, chapel of rest and private reflection spaces.

Recently, the funeral home held a rededication service, attended by the local mayor, celebrants, reverends, and the wider community. After the blessing of the Chapel of Rest, guests were invited to view the newly renovated space.

Olivia Cooper, Gainsborough Funeral Home Director, said: *"Our team is delighted to be supporting the local community in our refreshed funeral home, that matches the high standard of service we provide."*

"Clients have commented on how the new look puts them at ease as soon as they walk into reception – arranging a funeral can feel incredibly daunting, so it's important that families know they will be looked after every step of the way."

25 food stores have also had refreshes, including Wygate Park in Spalding, Carlton Centre in Lincoln and Old Leake in Boston.

Skirbeck Road Food Store in Boston upgraded its products and services following a **£445k** investment in November 2025.

Customers now have access to an extended range of hot and fresh food, Kumar's Curry and a frozen Coca-Cola machine.

Thomas Cullen, Skirbeck Road Food Store Manager, said: *"Our customers are delighted with the new look of their store and expanded product range. Almost a year after the refresh, they're still commenting on how the changes have improved their shopping experience."*

"We also had our checkout area moved, and the team now have a better overview of the store when they're serving customers – this has massively improved our ways of working."

Additionally, **Louth Travel and 11 post offices**, including Hykeham Green near Lincoln, have received an upgrade.

These investments will ensure the business is delivering high-quality services and strengthens customer satisfaction, ultimately driving sales.

Andy Warman, Lincolnshire Co-op's Chief Commercial and Transformation Officer, said:

"Our cyclical refresh programme has helped us deliver meaningful improvements to outlets across the business and we're proud to see the positive impact it's having."

"By continuously investing, we're introducing new products and services that enhance our customers experiences, support colleagues and ensure our outlets are meeting local needs."

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CONTACT DETAILS NOT FOR PUBLICATION

Notes to editors:

1. **Lincolnshire Co-op** is an independent co-operative society. Its purpose is to bring together ideas, energy and resources to make life better in communities. It has around 300,000 members and 2,900 local colleagues in Lincolnshire and the surrounding counties and an elected board of directors who oversee the business. The society provides **valued services** and supports the **local economy** from outlets across its trading area including food stores, filling stations, post offices, travel branches, funeral homes, a florist, a crematorium and community libraries. It also cares for people's **health and wellbeing** through its pharmacies and support for a network of wellbeing walks. Local good causes benefit through its Community Champions scheme and together, colleagues and members also look after the **local environment** through volunteering.

As well as its trading outlets, Lincolnshire Co-op owns properties, from flats and houses to commercial premises. The society brings land and buildings back into use to create attractive environments. With Lincolnshire Co-op as landlord, rents stay local and are invested in schemes that benefit the community.

