

TUCO North West Region Catering Group Meeting Wednesday 18th September at Liverpool Hope Creative Campus MINUTES

Attendees:	Ian White	Chester
	Alison Bates	Manchester
	Ann Bickerstaffe	Liverpool
	Tammy Buckland	Liverpool Hope
	Nichola Gill	Manchester
	Judith Hoyle	TUCO Meeting Secretary
	David Jones	Liverpool Hope
	Liz Jones	H2O Publishing
	Sharon Oakes	Liverpool Hope
	Ayoade Onireti	NWUPC Ltd
	Gary Pace	Liverpool Hope
	Natasha Peacock	NWUPC
	Adam Settle	Liverpool Hope
	Ros Wilkinson	Lancaster
Apologies:	Liam Bergin	Manchester
	Colin Burrow	Runshaw
	Angela Church	Bangor
	Helen Connolly	Edge Hill
	Nicola Cryer	MMU
	Anjali Dattani	TUCO Marketing
	Joanne Dooley	RNCM
	Margaret Haynes	Lancaster
	Tracy Prendergast	Lancaster
	Derek Rout	Bolton
Peter Walters	Keele	

1. Apologies for Absence

Apologies as listed above

2. Minutes of the Last Meeting

These were taken as agreed.

3. Training Academy Update Courses & Development Days

Full curriculum is now available through the prospectus but there are also additional dates in right up to the end of 2020 on the website.

When booking online now (including study tours) the event is automatically updated to the main contact account in the new website and requests that the delegate booked creates an account as well. This is where information for joining instructions will be posted – we will send e-mails for a while longer while everyone gets used to the new process.

E-Learning

New marketplace is available now, members can use a shopping cart process (similar to Amazon) to pick and choose modules to use. Licences can be exchanged for other modules if not used, making the purchase flexible dependant on the needs of each member's staff mix and their prior learning. You are able to set up your own account by accessing the following:

<https://tucostore.upskillpeople.com/>

The system means you can set up your own staff and add or remove as you wish in your own account.

Post Graduate Qualification

We've had 11 expressions of interest in the Taster Day at LSBU on the 11th of October – you can still come along if you would like to attend by booking on through the website here:

<https://www.cognitofrms.com/TUCO2/MastersDegreeTasterEventAtLSBU11thOctober2019>

there are bursaries available but applicants should discuss the additional travel and potential accommodation costs with their line manager. Also the amount of attendance required at LSBU should be discussed, 50% of the Master's degree is delivered remotely and all sessions are recorded – should anyone miss classes – but there is also wider reading to be considered. (This can be managed though and it's best to speak to current cohort – can be arranged through Sarah.)

AOB

The Academy is now an Awarding Body Centre for Highfields in its own right. We're offering Level 2 and Level 3 Allergen controls in catering and Food Safety at cost price for certification and registration materials (no trainer cost at all) – starting from £15 per person, with a view to increasing the number of qualifications which would be delivered regionally. We've already had several bookings and we have run quite a few courses in the last few weeks – 73 students in total so far with a 100% pass rate. If you're interested in running your own, either in conjunction with other institutions or on your own site then use the regional booking form (or contact Sarah by e-mail.)

We have 2 new staff; Ruth was originally hired to support with some administration across the whole TUCO team on a part-time basis but she has now moved into the role of Academy Co-ordinator to replace Sam Potts who left at the end of July. She had the opportunity of a month's handover with Sam and she's been a great addition to the team already. We're also pleased to announce that we have a new Business Admin apprentice who joined the TUCO team at the start of September. Sam Blezard has only recently left school after his GCSEs and he will be supporting the Academy and the Contracts team.

4. Contracting

Due to the new format of the Contracting Report, this will now be included at the end of the Minutes.

5. Sustainability

Ian explained that it had been decided by the Board that universities needed more help with sustainability so it has now been agreed that TUCO will recruit a full-time Sustainability Officer to tackle issues which are becoming harder to resolve, particularly such things as plastics.

It has also been agreed that instead of having lots of different separate accreditations and paying a lot of money for them, we can have it all under one umbrella and it would be free to members. Responses to a recent Request for Information showed that members were disillusioned with the Food for Life accreditation.

Mandy commented that the TSG had met the previous week and attendance had been very low. This is not just for Catering Managers but for anyone else on their team also, such as sustainability or procurement people.

On the Palm Oil Accreditation front Sarah will be issuing an 'Expression of Interest' to get as many members as possible interested up front. Mandy urged members to complete the Expression of Interest Form but Ian feels that this has not been sufficiently communicated across to members yet. Trials will be held at Cardiff, Chester and Winchester. The MSC certification came into effect in August.

6. Research

Benchmarking Against the High Street

Members were encouraged to submit their pricing for the next round of benchmarking.

Global Food and Drink Trends

Hard copies of this were handed out at Conference but an electronic copy is also available for download from the website.

7. Marketing and Communications

Website launched in July just before Conference. We're still collating feedback and ironing out any creases – all feedback is welcome.

Please can we be more proactive on the Forum – this should be the only place for requesting info from other members, sharing ideas, giving us feedback on events and academy events, please also log on regularly to help out other members when they have questions. For example, Bill has posted a question asking for ideas on cheese courses for vegans to no responses yet.

Working on Winter Conference; bookings are now open. There's also the option for the Cardiff Study Tour straight after. The theme of the conference is 'Sustainable Success' and there'll be no printed collateral/material available

We'd welcome your ideas for speakers/themes for the Annual Conference 2020 in Keele.

The form to submit your pricing for the Benchmarking Against the High Street research is still open. We'd encourage you to submit your pricing so the research remains accurate. An email was sent out with a link to the form, and the form is on the website too under the News & Views section.

Liz urged members to submit articles to her for the magazine. This would not involve a lot of writing on the members' part as she will call you to get the details on your project then do the write up on the article later.

8. Board Update

Members gave feedback on the Conference and in general had enjoyed it. Main criticisms were that the headphones were not working properly in the Live Lounges and the entertainment and standard of food on the Tuesday night.

For the Competitions next year we will be trying to encourage more students and colleges to attend. This will be held from 6th to 8th April in Warwick.

The TUCO Charity Challenge 2020 for Mary's Meals will take place in June and will be a walk along the 'Thames Pavement' to finish at the University of Reading Business School in Henley-on-Thames. Exact distance yet to be confirmed.

9. Regional Updates

Liverpool Hope

They now have Starbucks on campus as well as a Costcutter shop. They have brought Costa into one of their cafes and have moved over to LWC from Matthew Clark. They are looking at their menus with respect to calorie content and weighing the food. They have changed their branding from 'Eat At Hope' to 'Eat Well At Hope'. Ian asked them if they were taking beef off the menu as at Chester he has put all the vegetarian dishes first on the menu with meat at the end. On the Conferencing front they have had a particularly busy season as they have re-introduced their summer schools and a language school from Milan. They have had their designated Conference Centre at Hope Park campus given back to them after it was taken off them for teaching. At Chester they open up for language schools all the year round.

Lancaster

All departments at the university are pushing for sustainability so Ros is very focused on this. All of their chicken/beef/lamb on campus is halal and Ros's question was, is it better to publicise this and let everybody know that all their meat is halal? Most people are using all halal but are not advertising the fact.

NWUPC

They are recruiting for an additional Category Manager. They have also become an associate member of Electronics Watch.

Manchester

They have unfortunately had to close some outlets on campus and therefore made some redundancies as a result. Chancellors Hotel will be reverting back to catered halls of residence.

Liverpool

Ann reported that a lot of their senior staff have defected to Manchester. They are almost ready to open their new 'Social Justice Café'.

Chester

All the Students' Union commercial side has now come under Ian so they closed down the shop and re-sited it to bigger premises under the Costcutter banner and also opened a second one at their Warrington campus. Bars has also come under Ian now. The SU itself has been moved downstairs closer to the students. They will have a new Vice Chancellor starting in January from Nottingham Trent University.



The University Caterers Organisation

10. Any Other Business

There was no further business and the group had a presentation/tasting session from Frizzente.

11. Dates and Venues for 2020 Meetings

- Wednesday 29th January Bako NW Preston
- Wednesday 20th May Keele University (TBC)
- Date/Venue to be confirmed

Venue	Liverpool Hope University
Date	18 th September 2019
Date of last meeting	22 nd May 2019
Meeting objective	Update since last meeting and any follow up actions

	Topic	Subject	Action
1.1	Framework updates (NEW)	<p>Confectionery –The confectionery agreement is due to expire on 15th November 2019. Based on feedback from a member survey & regional meetings, we are creating a new framework agreement to cover ‘Retail’. This new agreement will include relevant sections of the confectionery agreement. The new ‘Retail’ agreement will be ready to commence early 2020.</p> <p>For those members that use the current confectionery framework, we are suggesting that members extend their individual call off agreements by 6 months to cover the cross over period.</p>	
1.2	Framework updates (issues)	<p>Meat & Poultry – Pork prices continue to rise due to the on-going swine fever problem. Increases have been introduced by nominated providers against pork lines specifically, though there is a knock-on effect on other proteins (as customers switch from pork to other meats driving up demand)</p> <p>Turkey - Price increases due for Turkey due to short supplies: The hot weather has reduced supply of Turkeys: Breeding flocks have died in Central France due to heat stress, the UK sources 20% of its Christmas birds/ eggs from these hatcheries. The extreme heat in August has caused high mortality on the farms. The high temperatures have reduced food conversion ratios and the birds arriving at the factory are well below their target weights.</p> <p>The increased incident of disease: Turkeys suffer from Blackhead, a soil based protozoa that has thrived over the summer due to hot weather followed by intense rain. Blackhead has the potential to wipe out a whole flock over a couple of days.</p> <p>Increased demand: Demand for poultry and particularly Turkey has increased. Swine Flu in pig production has pushed up pork prices and the restrictions on Turkey imports from South America has made the demand for fresh Turkey more acute.</p> <p>This combination of factors means that the UK & Europe are producing 20% less turkey than this time last year. The reduced supply of livestock has pushed up live birds prices by over 18% in the last couple of months.</p> <p>KEMS, Deep Clean & Ventilation DPS – a reminder to let TUCO know if you are in the process of calling off this agreement or have awarded under this agreement. An award notice needs to be placed.</p>	

	Topic	Subject	Action
1.3	Framework updates (in progress)	<p>DIPCHEM framework agreement renewal – is currently being evaluated to start on 1st December 2019.</p> <p>Hot Bev; The SQ's have been returned and evaluated, suppliers have been invited to the second stage.</p> <p>Alcohol; SQ back and evaluated (16 responses). Recommendation made to the TWP with a view of getting stage 2 underway w/c 23rd September. New framework will start 16th January 2020.</p> <p>Framework spend Data reports on the website – Have members looked at the spend report to date to see if it is accurate for suppliers and for spend per institute? If not, could members please check the spend report and advise myself or Judith of any inaccuracies.</p> <p>We will also be adding columns within this document to gain an understanding on your contract period. Contract Start/contract end/contract extensions.</p>	
2	Pricing	<p>Bidfood have agreed 2 price increases per annum (April and September).</p> <p>Country Choice – 4th November (2.34%)</p> <p>Arzyta – 1st October (4%)</p>	
3	Brexit	<p>Brexit - action taken by TUCO:</p> <p>Same approach as other consortia. A survey of suppliers has been carried out. The Brexit impact Tool has been updated and is available on the TUCO website.</p> <p>Suppliers have plans in place.</p> <p>QUESTION - What plans do members have in place.</p> <p>QUESTION - Following an article in Times Higher, David Nuttall has asked if members are stockpiling and, if so, what are they stockpiling, why they feel the need to stockpile, etc).</p>	
4	Questions	Any questions to members?	
5	Suppliers	any supplier updates (liquidation, takeovers, etc)?	
6	Review Meetings	<p>Vending and Waste on 14th and 16th October.</p> <p>IFDC on 3rd October</p> <p>Catering Light Equipment 24th October</p>	
7	Regional Champions	Listed separately	
8	NPD		
9	Sustainability	<p>Additional resource for the office being sourced to carry out sustainability including the Palm Oil accreditation, MSC accreditation and TUCO accreditation. Sustainability pages on the website.</p> <p>TSG meeting held on 11 September 2019.</p> <p>Palm Oil update – meeting for the accreditation with Mike and RSPO being planned.</p> <p>MSC re-certification successful; Site and Head Office Audit in July & August</p>	
10	AOB	Use of the TUCO forum? Anyone using? Use of further comp service by this region?	