

Tuesday 3rd December 2019

You have been booked in your name at the City Centre Holiday Inn Cardiff.

If you are travelling by car there is onsite parking available for a charge, all guests will be required to enter their vehicle registration into a monitor located at reception. Charges for 24 hours are £13.00. Off-site parking is available at the back of the hotel, follow the path around to the front of the hotel to enter the building. We encourage you to car share where possible in the spirit of the conference.

- If you are travelling by train the nearest station, Cardiff Central, is an 11-minute walk to the hotel. If you plan to cab it, please use the Whova app to arrange a cab share / car-pool.
- Anyone arriving by plane, if you plan to walk it will take you 3 hours and 37 minutes. (Or you could use the Whova app to arrange to share a ride over)!

Check-in is from 2pm and check-out is 12pm.

18:45 - Meet in the hotel reception at City Centre Holiday Inn Cardiff

Castle Street, Cardiff, CF10 1XD

The Castle is a 6-minute walk from the hotel

19:00 - Drinks in the Castle Library & Drawing room

The castle library leads directly from the main entrance hall, complete with all its original furnishings, magnificently carved bookcases line the interior walls with exquisite detailing, including animals, birds and insects. The Drawing Room is the only major interior at Cardiff Castle that survives from the 18th century. It is furnished with portraits of the Bute family and their ancestors, there are also magnificent views of the Keep and Castle grounds.



20:00 – Dinner in the Castle Banqueting Hall

Guests will take the impressive Octagon Staircase to reach the Banqueting Hall. This magnificent hall is the largest and one of the most impressive rooms in the Castle and was used by the Bute family for grand entertaining. For

conservation reasons, dancing is not permitted in the hall so ensure you have completed all your favourite moves in the Library.

The menu and the seating plan for the evening will be available through the Whova app. If you have not downloaded it yet:

1. Search for Whova in your app store
2. Sign up using the email address you registered for the event with
3. Please type in this invitation code: twcrp (Please do **not** share this invitation code with people who are NOT attendees of the event)



23:00 – Post Dinner Drinks at Revolution

9-11 Castle Street, Cardiff, CF10 1BS

Guests who wish to stay later after their evening meal can partake in some post dinner drinks at the Revolution Bar in Cardiff. It's a halfway point on the way back to the hotel and can be found directly opposite the main Castle Gate.

Wednesday 4th December 2019

Unless you are attending the Study Tour, please check out from your hotel, luggage can be left at the hotel or taken with you on the coach to the conference centre where it will be kept securely.

07:45 - Coach to Hadyn Ellis Conference Centre from City Centre Holiday Inn Cardiff.

Maindy Road, Cardiff, CF24 4HQ

If you are travelling to the conference by car, parking in the surrounding streets are free, however please be aware there are many residents only parking on a number of streets nearby. There is a pay and display on North Road (Parking Sat Nav ref: CF10 3DY) which is a 10-minute walk from the conference building.

08:00 - Coffee

09:00 - Welcome from Mike Haslin, Chief Executive Officer, The University Caterers Organisation

09:15 – Helen Harwatt, Harvard University

10:00 – Dr Marco Springmann, Oxford University

10:45 - Coffee

11:15 – Louise Whitaker, Bewleys on behalf of Professor Wouter Poortinga, Cardiff University

12:00 – Suzie Owen, Co-Founder, Jimmy’s Iced Coffee

12:15 - Lunch

13:00 – Hugh Jones & Ailsa Guard, Wrap

14:00 – Maciek Kacprzyk & Karina Sudenyte, Flawsome Drinks

14:15 – Charlie Huson, The Humane Society International

15:00 - Tea

15:30 – Ben Greensmith, Tony’s Chocolonely

15:45 – Randy Rampersad, “The Green Vic”

16:20 – Closing comments from Matthew White, Chair of The University Caterers Organisation

16:30 – Coaches are available to return to The Holiday Inn

Start of the Study Tour

19:00 – Please meet your TUCO Rep in the hotel reception to make your way to the Clink Restaurant

The Restaurant is an 18-minute walk past the castle, alternatively taxi cabs will be provided.

19:30 – Evening meal at the Clink

The delicious, high-quality meals at The Clink Restaurant at HMP Cardiff are cooked and served by the prisoners in training who are working towards gaining their City & Guilds NVQs in Food & Beverage Service, Professional Cookery and Food Hygiene.

The air-conditioned restaurant allows prisoners to learn, engage with the public and take their first steps towards a new life. All the leather upholstery and boardroom tables are made by prisoners at HMP Frankland and poetry is from former Clink trainees.

The Clink Restaurant at HMP Cardiff is consistently in the top 10 restaurants in Cardiff on TripAdvisor and in 2017 all of the Clink restaurants held the number 1 spot for six months.

“We are proud that alongside our partner, Her Majesty’s Prison and Probation Service, we continue to achieve extraordinary outcomes, meeting our key objective of reducing reoffending. We do this in an economical way, while delivering our core values of compassion, professionalism and integrity, in an environment that can sometimes seem bleak, with so many daily challenges.

The prisoners at each of The Clink training projects work up to 40-hours a week whilst working towards gaining their City & Guilds qualifications. Simulating a professional working environment, prisoners with six to eighteen months of their sentence left serve as volunteers for the programme, going through full-time training in order to reach the required level to succeed in their respective industry.

“The Clink provides prisoners with an opportunity to gain new skills and qualifications in catering and horticulture. They then support the graduates to help them secure accommodation upon release. This offers them a real chance to return to the community with the ability to turn their lives around which will cut crime and improve public safety. The excellent outcomes of this programme are underlined by the Justice Data Lab audit – prisoners are 49.6% less likely to reoffend by entering this programme.”

Michael Spurr, Chief Executive, HMPPS (April 2018)

Walk or taxis back to the Holiday Inn

Thursday 5th December 2019

10:00 – Please meet your TUCO Rep in the hotel reception and walk to the Castle to meet your Love Welsh Food Tour Guide

10:15 – Group to meet Love Welsh Food guide at Cardiff Castle

The tour lasts for 5 to 5.5 hours, with quite a bit of walking, so be sure to bring comfortable footwear. There is sometimes a little rain in Wales so an umbrella might be handy. You may also want to bring a bottle of water with you.

10:30 – Tour starts at Cardiff Castle

10:45 – 11:15 Tea, bara brith & laverbread scones at Pettigrew’s Tea rooms

Owner or member of staff will discuss sustainability policies with the group. They run a bakery, use local suppliers for vegetables (which is cycled in from Bute Park), meat and fish from Cardiff Market.

11:15 – Stroll around Cardiff city centre with the LWF rep, with an opportunity to shop in Cardiff Market

13:00 – Waterbus to Cardiff Bay

13:45 – Main course at RP Culley’s in the Exchange Hotel

Built in 1888 as the Coal & Shipping Exchange, to be used as a market floor and office building for trading in coal in Cardiff, it later became a hub of the global coal trade. It is situated in Mount Stuart Square in Butetown and was for many years the hub of the city's prosperous shipping industry. Today it is a luxury hotel where the restaurant offers menus based on local and regional produce.

MENU - Welsh Lamb casserole/veg and a glass of local cider/beer (vegan option available)

14:45 – Walk to Senedd/National Assembly

15:00 – Guided tour of Senedd followed by tea/coffee & cake

Tour ends in Cardiff Bay for approx. 16:00

Taxis or walk back to the Holiday Inn.

20:00 – Please meet your TUCO Rep in the hotel reception

Taxis to Heaneys

20:30 – Chef Taste Menu at Heaneys

Heaneys is a chilled, relaxed bar restaurant situated in the heart of Pontcanna. Owner and Head Chef Tommy likes to change his menus on a regular basis to work along-side all the fresh produce they have in on a daily basis and the change in each beautiful season in Wales.

Walk or taxis back to the Holiday Inn

Friday 6th December 2019

Please check out of your hotel, luggage can be stored onsite to be collected later.

Cardiff Green Food tour – coach and walking

09:15 – Coach to pick group up at hotel. LWF guide to meet group at hotel. Holiday Inn City Centre

This is a half coach and half walking tour - so be sure to bring comfortable footwear. Again don't forget the brolly!

09:15 – Travel to Whitchurch – past Cardiff civic centre, Royal College of Music and Drama

09:45 – Talk & samples at Iechyd Da Eco Friendly Shop with owner Alwen Marshall

lechyd Da – (which means good health and cheers in Welsh) a family health food shop in Whitchurch, aiming to reduce waste and eliminate single-use plastic and stock healthy products that are ethically and sustainably sourced. Samples available and time to shop

10:15 – Travel to The Heathcock Pub.

The Heathcock Pub & Dining– offering a daily changing, seasonal menu. Everything is made from scratch in the kitchen, using the very best produce that the Vale of Glamorgan and Cardiff have to offer. The kitchen garden is being prepared so that by next summer there'll be homegrown vegetables too.

10:45 – Talk & tastings at the Heathcock with Manager Guy Ennever.

11:30 – Travel to Grangetown, Cardiff – via Llandaff city, Llandaff fields, Cathedral Road

12:00 –Talk & tastings at Wild Thing

Wild Thing Café in Riverside – one of 2 plant-based cafes in Cardiff with social goals - to get more people eating veg, to reduce environmental impacts and to fight food poverty. Owner, Lauren Saunders will talk to the group about the business – samples of food will be available (coffee and cake)

12:30 - Walk to Bute Park along the Taff river – via Principality Stadium

13:00 - Walk to Cardiff city centre to visit Big Moose Cafe - Talk and tastings with Meg Lewis

The ethos of the cafe is to make more of a difference to these people's lives and so big moose coffee co. was born. The idea is simple the coffee shop is in the centre of Cardiff, it runs like a normal coffee shop selling epic coffee and scrummy grub! but the profits from big moose coffee co. are being used to help homeless and other disadvantaged people get back into work and society.

Big Moose opened on 12th March 2018 and in June 2018 we took on our first homeless employee. We have put them through barista training courses and private counselling and we are working with them every day to build confidence and to mentor them.

End of the Tour Approx. 13:30

Please make your way back to collect your belongings from the hotel

Further Information

What's Included?

3 nights' accommodation at the City Centre Holiday Inn refreshments, guided tours, networking opportunities, talks and presentations, travel around the city, all meals and drinks during the tour.

What's not included?



Winter Conference - Itinerary

Any additional costs not mentioned on the itinerary, such as room service and additional food and drinks are not included in the package price.

Dietary/Access Requirements:

Please advise TUCO of any dietary or access requirements that you may have in advance of travelling on the Study Tour so that we can be sure to cater and accommodate for you correctly. Any requirements that you have mention on your booking form have been taken into consideration.

Dress Code:

Please dress smart-casual for the duration of this tour. Please pack appropriately for the weather and for walking.

Your TUCO Reps will be:

Jane Eve **07535713056**

Mark Firth **07494422856**

Catherine Clarke **07944637074**

Prior to the date of this study tour, should you have any questions, please contact Academy@tuco.ac.uk