



The University Caterers Organisation

TUCO Midlands Region Catering Group Meeting
Tuesday 12th November 2019 at the School of Artisan Food, Welbeck
MINUTES

Attendees:	Stuart Ruty [Chair]	Wolverhampton
	Catherine Clarke	TUCO Business Development
	Garry Collins	The Access Group
	Bob Crossley	Nottingham
	Mark Gane	Leicester
	Kate Glynn	Aston
	Ivan Hopkins	Nottingham Trent
	Judith Hoyle	TUCO Secretary
	Chris Jarram	Nottingham
	Gagan Kapoor	Loughborough
	Anthony Midgley	Leicester
	Hannah Myton-Wright	TUCO Category Manager
	Lee Pedley	TUCO Digital Services
	Nicola Penn	Nottingham
	Richard Plummer	Leicester College
	Linda Price	Extracare
	Clive Singleton	Warwick
	Audrey Taylor	Wolverhampton
	Matthew Thorpe	Harper Adams
	Debbie Tyler	Loughborough
Apologies:	Rob Bean	Leicester
	Libby Granger	Loughborough
	Amanda Pettingill	Wolverhampton
	Debbie Price	Loughborough
	Dawn Vincent	Stoke-on-Trent

1. Apologies for Absence

Apologies as listed above.

2. Minutes of the Last Meeting

These were taken as agreed.

Stuart reminded everybody about the upcoming PSC Expo being held in Telford the week following this meeting.

3. TUCO 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 addition send e-mails for a while longer while everyone gets used to the new process.

E-Learning

New market place 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.cognitofirms.com/TUCO2/MastersDegreeTasterEventAtLSBU11thOctober2019> there are bursaries available but applicants should discuss the additional travel and potentially accommodation costs with their line manager. And the amount of attendance required at LSBU should also 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 one of the current cohort – can be arranged through Sarah).

AOB

The Academy is now an Awarding Body Centre for Highfield 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'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. TUCO Purchasing Update

Framework Updates

Confectionery –The confectionery agreement is due to expire on 15th November 2019. Based on feedback from a member survey and regional meetings, we are creating a new framework agreement to cover 'Convenience Retail'.

This new agreement will include relevant sections of the confectionery agreement. The new 'Retail' agreement will be ready to commence in spring 2020. 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 crossover period.

Kitchen Equipment Maintenance – an award notice needs to be placed for each individual call-off.

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).

Turkey - Price increases due for Turkey due to short supplies as 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.

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. 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. 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 bird prices by over 18% in the last couple of months.

Soft Drinks – Fairtrade items from Bewleys are no longer available. All members who buy the products should have been advised. Further details are available on Bewleys webpage on the TUCO website under soft drinks. Price increases from CCEP are available on ProcureWizard and the TUCO website. CCEP Vending machines are no longer on the TUCO framework agreement, however, members may have them in place via previous agreements. If so, please note that Selecta have taken over the contracts for CCEP Vending machines, have decreased royalty payments and are extending contracts. The statement from CCEP is that unfortunately Freestyle machines are not currently available for universities. We are continuing to look at solutions in order to enable Freestyle to be rolled out but cannot confirm a date when it will be available.

Real Wrap *“are back up to full staff levels and actually have a waiting list of prospective employees now! Training has been very successful, and they are in a good place with production”.*

Because of this Nottingham changed over to Tiffin and everybody loves them. They have also gone down well at Nottingham Trent.

DIPCHEM framework agreement renewal – is currently being evaluated to start on 1st December 2019. Hot Beverages - The ITTs have been returned and are currently being evaluated. Alcohol - ITTs have been returned and are currently being evaluated. Sampling took place on 29/30th October. New framework will start 16th January 2020.

Framework spend Data reports are on the website - could members check their spend report for accuracy and advise of any inaccuracies.

Contract date columns have now been added to this document to gain an understanding on your contract period. Contract Start/contract end/contract extensions.

Pricing

Bidfood have agreed 2 price increases per annum (April and September). Country Choice – 4th November (2.34%). Arzyta – 1st October (4%)

Brexit

The Brexit Impact Tool is available on the TUCO website which has been compiled in conjunction with other consortia and a survey of suppliers has been carried out.

Contract Review Meetings

Vending and Waste took place on 14th and 16th October respectively with IFDC on 3rd October and Catering Light Equipment on the 24th October.

Questions for Members

FINGOPAY (***BIOMETRIC ENABLED PAYMENTS***) Front of house technology – possibly linked up to EPOS. Members were asked if they had any interest in this or if they were already using this technology who are they using.

Harper Adams have biometric for the staff to clock in and out. This has not been very successful.

Peter had looked at this at Sheffield but the university did not wish to go ahead with it. Supplier Tiffin use face recognition for clocking in and out

Do catering teams hold some responsibility for the mental health/wellbeing of students? Do members have any requirements for literature products to share with students/staff to highlight wellbeing messages or helplines? If so, is this something that TUCO can assist with or is everything produced in-house?

Wolverhampton have just introduced a 'Mental Health First Aid Training'.

Sustainability

TUCO are currently recruiting for a Sustainability Officer. This is an additional resource for the office to carry out sustainability including the Palm Oil accreditation, MSC accreditation and TUCO accreditation. They will also administer the sustainability pages on the website. Palm Oil update – meeting for the accreditation with Mike and RSPO being planned. MSC re-certification successful; Site and Head Office Audit in July & August.

Aston tried re-cyclable cartons for their juices and sales plummeted. They re-introduced the cartons and sales went up again. Wolverhampton have been asked to get rid of all single use plastic by 2021. Harper Adams have got rid of all disposable cups in the coffee shops and are using the 'Shrewsbury' cup. Water in cans has not proved popular and the carbon footprint for cans is three times that of plastic. The trial of the Shrewsbury cup at Harper Adams has been very successful. Students pay £1 deposit. They have just taken delivery of another 2,000 to cope with demand. Students can bring their own cups and get 10% discount. Members generally felt that levies for single use cups do not work anymore. Clive mentioned that if you take your own cup into PRET you can get a filter coffee for 45 pence.

Further Competition Service – this is available for anyone who may wish to carry one out on one of the new frameworks. Linda is waiting for the alcohol framework to come out. The latest edition of TUCO Intelligence (Q4) is now on the website. Efficiency Reviews are good if you need a business case writing.

5. TUCO Online

Garry Collins from The Access Group gave a detailed presentation of the system.

6. Research

Benchmarking against the High Street is still on the system and does not take long to complete.

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

If anyone would like to feature their institution for a case study showing success and improvement in catering on campus, and doesn't mind sharing financial stats and figures, let Anjali our Marketing Manager know! Anjali.Dattani@tuco.ac.uk

8. Business Development Update

Catherine Clarke introduced herself and explained that she will be going out to meet as many members as possible.

9. Board Update

This year's winter conference will be held on Wednesday 4th December at Cardiff University. Competitions will be taking place from 6th to 8th April at University of Warwick and this year we will be introducing new categories for 2020 including a breakfast offering, vegan category and Love British Food. The annual conference will be held at Keele University from 27th to 29th July and this will be preceded by the Chair's Charity Challenge on Saturday 13th June when we will walk the Thames Pavement, ending up at Reading Business School, Henley-on-Thames.

10. Regional Updates

Wolverhampton

Stuart had questioned the wording of the contract as to what the liability is with either TUCO or ProcureWizard.

Warwick

Clive reported that PRET now have an outlet where the old Costa was and have Aroma in one of the smaller ones off campus. They are using the Too Good To Go App for some of the conferencing where you sign up for whatever is left after lunch or dinner. They are selling filtered water rather than giving it away. Winterhalter are modifying their machines so that they sterilize the bottles when they are being washed.

Extracare

One new location is being built for the next 5 years. Linda has been tasked with trying to reduce their supplier base to become more manageable.

TUCO Digital Services

Currently trying to get more members to migrate over to the TUCO contract.

Nottingham Trent

They have opened three new outlets recently including Waffelmeister. The old Blackwell's Bookshop will be turned into a 120 seater lecture theatre. All 3 campuses had their 'meat free Monday' the day before our meeting and it had been much better received than expected. Their new pop up offering street food has been very well received. Their 3 new outlets are all completely cashless.

Harper Adams

Their Shrewsbury Cup scheme has been a success. They have new lamb stock coming in from the farm as well as pork and are introducing 'rose veal' at Christmas time. Harper have come in at No 17 of the Top 20 Universities of the Year and is now Sunday Times Modern University of the Year.

Aston

Aston have now moved away from Starbucks and have gone with Cafeology. They are no longer known as 'Catering at Aston' but have now changed their name to 'Nourish'.

Nottingham

The SU are chasing other revenue so they are looking at setting up several pop-ups which should be in operation by next term. At Jubilee they have set up their own pizza parlour with larger pizza ovens which can cook 200 pizzas per hour. Nicola added that it had been quite a stressful year without a leader. They have been pushed to do a strategy but did not want to do this without a leader. They have now recruited and Amanda will commence employment on 2nd December. Nicola feels that she is constantly having to justify the use of frameworks and the VFM report has proved invaluable in showing all the savings that can be made.

Wolverhampton

There are a couple of new buildings happening there including the library development. They are looking at consolidation with their outlets. He recently attended the Starbucks European Summit, the focus of which was on sustainability and using their till systems. Till systems, digital marketing, card systems etc will be made available. Their main aims are 'Mobile Order and Pay' and Uber Eats.

Leicester

Anthony is looking to get a procurement strategy and how to align it to the rules. Leicester University Catering Department and the SU along with the University Board joined together to form the LSP. With this amalgamation they have gone for a full restructure and complete contract review. There have been new contracts and Job Descriptions for everybody. Supervisors, Managers and above are having to re-apply for their own jobs. Around 60% of staff were on Zero Hours contracts but they are now on permanent contracts in time for Christmas. Six new outlets in their new buildings should be ready by Easter. A couple of Mark's staff had been on the recent study tour to Milan and really enjoyed it. For graduation this year Leicester had brought in some outside traders and found out that they needed a market licence for these. Kate remarked that at Aston if she wanted to bring in a pop up it would cost her £140 per month.

Loughborough

They are consolidating their buildings on the main campus. They sent some staff on the recent Visual Merchandising course and plan to send some more as it was so good.

On the procurement side, they have the Fruit and Veg framework out to tender. They are waiting to award the Catering Disposables and early next year they will be looking at Frozen and Ambient.

11. Any Other Business

There was no other business and the meeting duly finished.

12. Dates for 2020 Meetings

- Tuesday 25th February Love Joe's Innovation Zone
- Tuesday 16th June Nottingham Trent
- Tuesday 17th November All Purpose, Warrnaby