

TUCO North East Regional Meeting

Wednesday 6th November 2019 at Leeds Beckett University

MINUTES

Attendees:	Peter Anstess [Chair]	Sheffield
	Mark Agar	Leeds
	Rachel Brader	Bishop Grosseteste
	Alex Carter	Huddersfield
	Catherine Clarke	TUCO
	Garry Collins	The Access Group
	Dawn Culley	Teesside
	Rachel Fletcher	Sheffield
	John Hodson	Bishop Grosseteste
	Judith Hoyle	TUCO
	Joanne Jordan	Leeds
	Linda Joyce	Durham
	Sarah McLoughlin	TUCO Academy
	Hannah Myton-Wright	TUCO
	Anita Northing	Leeds Beckett
	David Parker	Leeds Beckett
	Lee Pedley	TUCO Digital Services
Darren Procter	Sheffield Hallam	
Nicola Routledge	Teesside	
Sharon Swales	Leeds Beckett	
Michael Taylor	Teesside	
Julie Tong	Leeds	
Chris Whaley	Lincoln	
Apologies:	Michaela Booth	Huddersfield
	Richard Greensmith	Derby
	Sally McConnell	Huddersfield

1. Apologies for Absence

Apologies were as above.

2. Minutes of the last Meeting and Matters Arising

The Minutes were agreed as a true and accurate record of the last Meeting.

3. TUCO Academy

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. Contracting 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”.*

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.

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?

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.

5. TUCO Online

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

6. Sustainability

Gayle announced that Bidfood had opened a 'Poo Pub' in Leeds seven days a week with water recycled from poo. Sheffield have seen a huge jump in the use of reusable cups. Sheffield Hallam, Lincoln and Bishop Grosseteste are charging an extra 25 pence for single use cups. Lincoln are doing a lot of work with reusable containers and salad boxes. Bishop Grosseteste have a designated 'Green Fund', they put 10 pence on a cup of coffee for single use but also have their own branded keep cups. Hallam have introduced something called a 'green levy' which will subsidise the bottles and cups etc – this levy is 20 pence on single use cups. At Leeds they are encouraged to bring their own containers but without any discount. Where possible, plastic containers have been removed and the items are all set out on the counter.

At Durham some of the students have asked for a 'beef ban'. Soy and almond milk are actually thought to be far worse than dairy milk. Bishop Grosseteste are trying to include this under the banner of 'Wellbeing' and introduced vegan and vegetarian days.

Teesside have introduced glass bottles and lost a large amount of sales. Re-sealable cans are working out quite expensive.

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@tucos.ac.uk

8. Regional Hot Topics and Institution Projects

Teesside

Dawn will be arranging a meeting with the Procurement Team and Hannah mentioned the Further Competition Service being available to them if they were interested.

Leeds Beckett

They have a new sports facility up at Headingley, Carnegie Sports, which is not so much about the fitness but the science of it all. They will be putting a healthy nutrition Grab and Go facility in there. In July 2020 they will have a new 'Creative Arts' building in the city centre for such things as film, stage, music, fashion design and a production suite. Sharon added that they have now finished their review and everything has settled down. Students seem to be spending more time in the outlets. Regarding sustainability, there is a lot of work to do on this.

Sheffield Hallam

A major restructure has been taking place. The retail outlets are split into two teams – some work 52 weeks per annum and some have just the 34 week term time. Their wage bill is 53% and foods costs are 35 – 36%. They are a little bit down on footfall but are bringing in a Neo's Pizza concept as it have proved very successful. They have had Litmus in to carry out an Efficiency Review. Freda Moulds is now working for University of Leeds.

Sheffield

They have a new space in the Engineering Building titled 'Heartspace' and Rachel would welcome some ideas on what to put in there. There is a constant challenge to get students into the bars and cafes near the accommodation. They have 19 sites and 15 do really well but 4 do not. Recruitment remains a challenge, particularly for Chefs.

Lincoln

The new Pier Café, which is their take on the High Street, is doing well. They are however struggling for Chefs. Their van concept is broken down at the moment. Staffing in general remains a challenge. They have also declared a Climate Emergency.

Huddersfield

They have had a few new outlets opening with another one due in January.

Bishop Grosseteste

Conference business is very good and they have opened two new small outlets. They have just bought a new plot of land and have been offered a new conference space in the student village to accommodate up to 300 delegates. On the staffing front, one of their Chefs used to work in a bar and came on an apprenticeship and is now a Commis Chef.

Durham

Their Teaching and Learning Centre has a huge new facility with a lovely kitchen area where they are trying to put in a Click and Collect through MCR. They had this set up in 15 minute slots but people were coming late, so it has not been very successful. Peter asked if anybody had gone cashless – Lincoln has two mobile units which are completely cashless. Students like these but the main objections are from the staff. Leeds Beckett use the IZAC system if the card reader systems go down.

Durham's new sports facility is now three times the size that it originally was. The new Maths and Computer Science building is opening in September 2020 with catering facilities. They will be putting more washing facilities in and wash ceramics rather than use disposables. They will have two new colleges at the Mountjoy Centre but not until the end of next year.

9. Any Other Business

There was no further business.

10. Dates and Venues for Future Meetings

- Wednesday 11th March Cafeology Sheffield
- Wednesday 10th June Venue TBC
- Wednesday 11th November Venue TBC