

## TUCO South Eastern Regional Meeting

Tuesday 26<sup>th</sup> November 2019 at University of Surrey

### MINUTES

<b>Attendees:</b>	Manish Shah	King's College London
	Martin Batt	Reading
	Jacqui Beazley	LSE
	Steve Charley	Reading
	Graham Collie	South Essex College
	Garry Collins	The Access Group
	Yvette Cutcliffe	Surrey
	Mitch Dalglish	Houses of Parliament
	Robert Grimer	Kent
	Judith Hoyle	TUCO
	Nicola Mellor	TUCO
	David Oakley	Churchill College Cambridge
	Mark Slater	Churchill College Cambridge
	Keith Williams	Kent
<b>Apologies:</b>	Mark Brett	Anglia Ruskin
	Bill Brogan	St John's Cambridge
	Kamil Houry	Imperial
	Arnaud Leudjou	Brunel
	Hayley Lowes	Kent
	Mark Reed	Kent
	Darren Tyers	Essex
	Adam Watkins	Kent
	Wendy Wenborn	Anglia Ruskin

#### 1. Welcome and Apologies

Apologies are as above.

#### 2. Presentation by Kevin McKenna of Brewfitt

Kevin presented on their range of Mr Fitz Aquaspritz range of non-alcoholic cordials which are perfect for mixing with cocktails. They have achieved 100% waste reduction of single use water bottles. For more details, contact Kevin at: [kevin@mrfitzaquaspritz.com](mailto:kevin@mrfitzaquaspritz.com)

#### 3. Minutes of Last Meeting and Matters Arising

These were agreed as read.

## 4. Training Academy and Study Tour 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 11<sup>th</sup> 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.

## 5. Purchasing Update Framework Updates

Confectionery – The confectionery agreement is due to expire on 15<sup>th</sup> 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. David asked if bulk buy bags of sweets for use in things such as Pick n' Mix would be included for use in a Zero Waste type store. Nicola thought that this may be in a separate framework going forward but would look into it for him.

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. Graeme mentioned that Selecta have told him that his royalties would be reduced to 30% going forward so he has not yet signed a new contract. He is also still having issues with CCEP and ProcureWizard. Garry Collins is aware of this but the problem is with CCEP and the EDI.

*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 1<sup>st</sup> 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 29/30<sup>th</sup> October. New framework will start 16<sup>th</sup> 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 – 4<sup>th</sup> November (2.34%). Arzyta – 1<sup>st</sup> 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. Members do not appear to be stockpiling although David mentioned that he had ordered his Christmas wine delivery early. The group felt that travel disruptions will be the main problem, with Kent in particular as they are in such close proximity to Dover.

### ***Contract Review Meetings***

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

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? There was some discussion around who takes responsibility within an institution for the mental wellbeing of students. Catering teams are generally thought to be best placed to notice any changes in habit, behaviour etc – particularly in catered Halls. However, overall responsibility for this tends to come under either the Students' Union or specially trained staff members.

Nicola suggested a change around of the Agenda, with the Hot Topics around the members appearing on there first. The members' main purpose of the meeting is to network with each other. Members stated that they would be happy to read the Academy and Framework Reports separately and suggested that we focus more on letting them have topical discussions.

### ***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. At LSE money raised from the levy on plastic cups is given to the Sustainability Committee to put towards projects such as beehives etc. At King's they are taking beef off the menu and having a more plant-based diet and Manish asked if TUCO could give them some guidelines on this. Keith would like to see some research carried out on this.

## 6. Research

Benchmarking Against the High Street is available on the website. The latest version of the Global Food and Drink Trends is available either online or by hard copy which can be requested from the TUCO office.

## 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 Anj our Marketing Manager know!

## 8. Board Update

There had been some negative comments on the feedback from the summer conference in York but the organizing committee planned to build on this for next year's conference. The winter conference will be held at Cardiff University on Wednesday 4<sup>th</sup> December and will be preceded by dinner at Cardiff Castle on Tuesday 3<sup>rd</sup>. Competitions 2020 will be held at the University of Warwick from 6<sup>th</sup> to 8<sup>th</sup> April and we are introducing some new categories into this event, for example Vegan Challenge, Breakfast Challenge and Love British Food.

The summer Conference of 2020 will be held at Keele University from 27<sup>th</sup> to 29<sup>th</sup> July and six weeks before that we will be competing in the Chair's Charity Challenge where we will walk a minimum of 25 Kms along the Thames Pavement, finishing at University of Reading's Business School in Henley-on-Thames.

## 9. Regional Hot Topics

### *King's College*

They have taken beef off the menu after Goldsmith's College did this. Now that they have removed beef the students want lamb to be taken off also. They are currently looking at reverse vending and are up for a Green Gown Award at the forthcoming awards dinner in Glasgow. Their vegan restaurant, Roots, is proving very successful and they are moving over to vegan wines in Hospitality.

### *Churchill College*

They removed beef and lamb from their menus in October, the students are fine with this but the Fellows are not happy. They have also switched from olive oil over to rapeseed oil. They now just have chicken, pork and fish on the menus. Salmon is just as bad as beef but the focus is more on beef. There are price constraints on animals which have been reared humanely. David is working on environmentally sustainable chemicals such as washing up liquid which he gets through Bidfood and Winterhalter. They are also looking to become cashless.

### *Kent*

Kent have not taken beef or lamb off their menus and still have some plastic bottles but they have increased their vegan dishes. They are one of the Top 20 Vegan Universities as voted by PETA. They have had complaints about cultural appropriation because the food is not being prepared by Chefs of that nationality. They have had questions over the provision of water in hospitality.

Their students and members of staff have been given a bottle made from sugar cane and people can refill their bottles at certain point across campus. Keith bought 8,000 branded bottles at around 90 pence per unit. Students also get a bamboo cup in their room and get a large drink for the price of a small one if they use their cups. They are struggling to find chefs and wondered if chefs from other universities would consider helping out. Kent would pay by the hour for their travel and accommodation.

### *South Essex*

At least 50% of their students are doing catering because they had to be in full-time education. They are in a deprived area so a lot of it comes from funding and this takes time to come through. Students are not wearing their chef's whites so they cannot sell the food produced for Health and Safety reasons. They have done a deal with Unilever whereby they get retro payments back from the manufacturers rather than the supplier. They have done this through the ProcureWizard recipe manager. They have just purchased 50,000 plastic and PLA free cups from DCS.

### *Surrey*

They are still offering beef and lamb and have made a conscious decision not to stop serving them. It is about responsible sourcing and giving people the choice. They have increased the vegetarian and vegan options. The coffee cart in a storage tent has now been re-housed in an old building. They have an outlet whereby you either have china or you bring your own cup.

### *Houses of Parliament*

The challenge is how to feed everybody with everybody moving around. Food cannot just be delivered it has to be checked and scanned separately and then tracked on its way in. Just getting the stuff in to one place is a challenge.

## *LSE*

An old building in the centre of the campus has been knocked down and then re-built which has been going on for three and a half years and has now just opened. Two other buildings have also been knocked down and then re-built. Their plant-based café is now one year old and is very popular. In the academic staff's dining room they have dropped one meat choice so that they now have one meat, one fish, one vegetarian and one vegan. They have just won a Food for Life accreditation along with a 3\* SRA accreditation. They have just re-rendered for their waste stream and Bywaters have given them a coffee cup shaped bin for recycling coffee cups. They now have a lot of apprenticeships particularly supervisors who want to become managers. They are having problems recruiting chefs. They have been asked to take over the Students Union shop and one of their cafes which is on campus.

## *Reading*

Martin asked whether any other members let external traders come onto campus. Kent are currently having a battle with this. Reading have just managed to ban them while improving their offer to students at the same time. Keith asked about Click and Collect but Reading have found that this did not work.

## **10. Any Other Business**

Jacqui asked who has dual pricing for students and staff. At Kent they have rationalized prices. Churchill have several tiers to their pricing – the university card is identified to a particular type. External students have their own key card. Reading have dual pricing and just ask the customer the question, they do not ask for ID.

## **11. Dates for 2019 Meetings**

- Wednesday 4<sup>th</sup> March                      King's College, London
- Wednesday 17<sup>th</sup> June                      University of Kent
- Wednesday 18<sup>th</sup> November              Venue to be confirmed