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## TUCO South West Region Catering Group Meeting Thursday 21<sup>st</sup> November 2019 at University of Portsmouth MINUTES

<b>Attendees:</b>	Nick Leach	Portsmouth
	Cathy Amos	Brakes
	Kim Ashley	TUCO
	Catherine Clarke	TUCO Business Development
	Garry Collins	The Access Group
	Matthew Green	South Devon College
	Ryan Hanson	RAU
	Judith Hoyle	TUCO Secretary
	Denise Kircher	Portsmouth
	Chris May	Portsmouth
	David Morton	Winchester
	Lee Pedley	TUCO Digital Services
	Lisa Pritchard	Bath
	Manish Shah	King's College

<b>Apologies:</b>	Connor Dowd	Plymouth
	Catherine Goddard	Southampton
	Andrew Parsons	Bristol
	Christopher Sandham	Plymouth

### 1. Apologies for Absence

Apologies as listed above.

### 2. Presentation by Kevin McKenna of Brewfitt

### 3. Minutes of the Last Meeting

These were taken as agreed.

### 4. 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 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. TUCO Purchasing Report

### Contract Review Meetings (since March 2019)

#### *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.

When discussing the 'new convenience retail agreement' Dave (Winchester) and Lisa (Bath) stated that they are both developing zero waste stores. As this is a relatively new market, new suppliers are still being established.

Dave and Lisa stated that the zero waste element of the convenience retail tender due to be advertised would be better suited as a DPS so that new suppliers could apply to join at any time. Kim added that this could be done by creating a separate stand-alone agreement for this area. She confirmed that this would be discussed with the tender working party and if they were in agreement, the contract strategy would be amended accordingly.

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”*.

Members complained that recent issues with Real Wrap included No Stock, incomplete orders and a lack of vegan and vegetarian offering.

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. Nick stated that Bewleys have written to him warning that prices will be going up significantly. 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.

### ***Regional Commodity Champions***

There is currently a vacancy on the Kitchen Equipment Maintenance framework as the current regional champion, Andrew Parsons, is moving to a different role. RCCs are entitled to claim travel expenses for attendance at any meeting plus cost of any accommodation.

### ***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.

### ***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.

Kim asked members to study the framework spend reports on the website to highlight any discrepancies.

Nick asked about the possibility of an EPOS tender. Several members are having problems with MCR and went to Leicester to have a group meeting with them.

### ***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. Nick would be interested in this and Matthew mentioned that they looked at it at South Devon a few years ago.

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?

The members in the room were completely split on this subject. Portsmouth University have been told directly by their management team that they are not to be involved in Student Welfare/Mental Health issues. Winchester/Bath/Portsmouth all stated that student wellbeing would fall under their 'Residential Life' teams. The residential life team are a group of individuals who live amongst the students and are trained in mental health awareness and life coaching skills.

These teams are responsible for the production of any related wellbeing literature. This literature may be done in-house or produced externally.

Matthew Green at South Devon College expressed interest in receiving further information on this subject.

## ***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.

## **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! [Anjali.Dattani@tuco.ac.uk](mailto:Anjali.Dattani@tuco.ac.uk)

## **8. Presentation by Jimmy's Iced Coffee**

## **9. Business Development Update by Catherine Clarke**

Catherine explained that her role is to build relationships with institutions and make sure that everybody is aware of TUCO and all its member benefits.

## 10. 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.

## 11. Regional Updates

### *Portsmouth*

Nick passed around some anti-slavery chocolate by Chocolonely for members to try. The university has now introduced a cashless system and this has gone very well.

### *Winchester*

Their new building should have been handed over in October and will now be January but they are saving money on costs of staff. They will be having a phased opening of the new building with the opening of a new café and alongside that will be a 'Zero Waste' shop which will be completely waste-free.

They are currently trying to get their MSC status. They have been working with the Humane Society who have been looking at their meat versus other plant based products so from 2015-2016 their carbon footprint has gone down considerably. Just taking beef off the menu is not the way forward. Sales of alternative milks have gone from 2% to over 20%.

### *South Devon*

Climate change is a big part of Matthew's role now. Their café is vegetarian with a lot of vegan options. They have removed all plastic bottles from their meal deals. They have put up the price of their bottled water and put more water fountains around campus. Cathy mentioned the reverse vending machines. Winchester have to be single-use plastic free by the end of 2020. Legislation will be coming in in Scotland by May 2020. The problem with reverse vending is that South Devon is multi-site and the units are big. George Havercroft in his new role at IMC had been in to see Matthew about putting in a composting unit, which takes out 80% of moisture. Some systems take Veg Ware but this has to be shredded first before it is composted.

### *Bath*

On the sustainability front they are now waste and plastic free. They are putting in Saffron for their recipe management.

### *RAU*

They are planning to put in ProcureWizard in an effort to go completely transparent with all their Food and Beverage. Their students are very opinionated about the sales of their food.

### *TUCO Digital Services*

A 20 year contract with ProcureWizard has now started and we are doing the migration over and hoping to complete this by 3<sup>rd</sup> December. The first steering group meeting took place at UWE at the end of October.

We will be undertaking a complete overhaul of our pages to include images, allergens etc and in Quarter 3 we will be putting supplier promotions on there.

### *King's College*

Last month they were awarded the SRA 2 star rating and they plan to have ProcureWizard in place by Easter next year. They have also won a Green Gown Award for one of their plant-based restaurants.

## **12. Any Other Business**

Dave asked if members managed their own “grease traps” or if their Estates Departments looked after the cleaning and implementation. In general, this is usually done at the same time as the hoods.

## **13. Proposed Dates for 2020 Meetings (venues to be confirmed)**

- Tuesday 17<sup>th</sup> March
- Thursday 25<sup>th</sup> June
- Wednesday 25<sup>th</sup> November