

TUCO Welsh Regional Meeting Wednesday 20th November 2019 at Cardiff Metropolitan University

MINUTES

Attendees:	Andrew Phelps Garry Collins Joanne Davies Jason Edwards Jane Eve Annabel Hurst Judith Hoyle Lee Pedley Peter Standfast Dafydd Williams	Cardiff Met The Access Group Cardiff USW TUCO Cardiff TUCO TUCO Digital Services Cardiff Met Conwy Council
Apologies:	Tracey Griffiths Mark Hames Jeremy Mabbutt	UWTSD Hafod Aberystwyth

- 1. Welcome, Introduction and Apologies**
Apologies as listed above.
- 2. Presentation by Kevin McKenna of Brewfit**
- 3. Minutes of Last Meeting and Matters Arising**
The Minutes were 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 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.

5. 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”.*

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.

6. Update on HEPCW and the NPS : Peter Standfast

Peter is Chair of the HEPCW Executive which is governed by a Board who are Directors of Finance from some of its members. They now need to change the way in which they operate and provide better services to the members. They are trying to simplify the whole procurement process from a policy point of view. They are also sanity checking what was the commodity group structure. HEPCW does not have the resources to take on huge amounts of contracting but they do need to look at the Confectionery and Soft Drinks frameworks.

The loan from the Welsh Government to the NPS has now been written off. NPS itself has been downsized. The Food and Catering commodity group is the only one still functioning. One of the NPS frameworks covers Welsh foodstuffs which gives everybody access to Castle Howell. None of the frameworks appear to cover the artisan producers.

Peter asked, what role does this group see the HEPCW Food and Catering Commodity Group playing? Members felt that they needed something which covers the Welsh local produce.

Current HEPCW Contracts

Meat and Poultry is currently in the standby period and will be awarded on 2nd December. Fresh Fruit and Veg – their present supplier has been taken over by Total Produce. Andrew asked if the resources were available to manage these two contracts or should we migrate it to TUCO? Jason stated that as a new person in the HE sector who came from contract catering, he refers to TUCO for all procurement. At Cardiff Met Peter will put together details details of what artisan producers are doing. They have a Food Industry Centre covering these. Annabel remarked that Welsh lamb and cheeses are easy to get but there is more difficulty in obtaining such things as Welsh vegan products. Regarding Fresh Fruit and Veg, Annabel would be in favour of going down the TUCO route as they have Total Produce.

Confectionery – the TUCO one as such is coming to an end soon so they are now looking at more of a retail type framework. There will be several lots on this under product type. Members wanted to go down the route of regional lots for Fruit and Veg and Meat and Poultry.

7. Research

Annabel brought up the subject of Kinetics vs Spoonfed. She would like to see some research into AI and how it is developing in the hospitality sector.

8. TUCO Online

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

9. 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

10. Regional Hot Topics

USW

They are looking for a Head of Commercial Services but other than that they have a recruitment freeze for this year.

Cardiff

They have just come out of a recruitment freeze so are now advertising for a number of positions, including Kitchen Managers, Shift Leaders and a variety of hospitality roles. The application process takes so long that people have found other jobs in the meantime.

Conwy Council

They have 53 kitchens they look after. Their dairy supplier went bust and they had to find an alternative supplier so they moved to their number two on the TUCO framework and as a result supplies were only disrupted for a day. They are limited on storage so need regular drops.



The University Caterers Organisation

TUCO Digital Services

TUCO has now signed a 20 year deal with The Access Group. We will have images coming up on the search screens as well as special promotions being flagged. Allergen information is in development at the moment as well as searching for Fair Trade. TUCO Online users current and potential held their first Steering Group meeting at the end of October.

Cardiff Met

They are currently looking at their tills system and are at the presentation stage of their EPOS tender. They are looking into a cashless system for the whole of the university with a loyalty card link-in. They are also looking into finger print recognition and contactless. Student numbers have increased and income is also up on last year.

11. Any Other Business

There was no further business and the meeting was duly closed.

12. Suggested Dates and Venues for 2020 Meetings (all to be confirmed)

- February Castle Howell
- Wednesday 24th June Aberystwyth University
- Tuesday 24th November Radnor Hills, Knighton