

TUCO Midlands Region Catering Group Meeting
Tuesday 25th February 2020 at Love Joe's Innovation Zone

MINUTES

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|-------------------|----------------------|---------------------|
| Attendees: | Stuart Ruddy [Chair] | Wolverhampton |
| | Rob Bean | Leicester |
| | Daniel Brazill | Loughborough |
| | Louise Chatfield | Staffordshire |
| | Catherine Clarke | TUCO Business Devt |
| | Bob Crossley | Nottingham |
| | Mark Gane | Leicester |
| | Kate Glynn | Aston |
| | Ivan Hopkins | Nottingham Trent |
| | Judith Hoyle | TUCO Secretary |
| | Chris Jarram | Nottingham |
| | Gagan Kapoor | Loughborough |
| | Hannah Myton-Wright | TUCO Category Mgr |
| | Audrey Taylor | Wolverhampton |
| | Matthew Thorpe | Harper Adams |
| | Debbie Tyler | Loughborough |
| | Dawn Vincent | Stoke-on-Trent |
| | Matthew White | Reading |
| Apologies: | Chris Lapsley | Brooke Weston Trust |
| | Anthony Midgley | Leicester |
| | Nicola Penn | Nottingham |
| | Richard Plummer | Leicester College |
| | Clive Singleton | Warwick |
| | Ian Williamson | Loughborough |

1. Apologies for Absence

Apologies as listed above.

2. Minutes of the Last Meeting

These were taken as agreed.

Stuart reminded everybody to use the Forum on the TUCO website as it was gaining popularity.

He also asked for volunteers to speak at Conference in the Member Talks.

3. TUCO Academy Update

Courses

We've had quite a few requests recently to run courses on site at institutions for a number of courses including visual merchandising, team leading, mentoring and marketing. We try to encourage them to be open to other members if possible so we can offer a wider curriculum regionally. If anyone is happy to support please get in touch with Sarah.McLoughlin@tuco.ac.uk

The Academy is also here to provide face to face training and qualifications for operational staff since we became an accredited centre for Highfield.

If you would like to hold a Level 2 & Level 3 course in your region for Allergens and/or Food Safety at only the cost of certification and registration per person, please complete the regional booking form [here](#)

We will also deliver sessions outside of term time if required. See below for details:-

| Course | Guided learning hours (GLH) | Exam length in addition to GLH | No of Qs | Pass rate | Cost | Max no. |
|---------------------|--|--------------------------------|----------|----------------------------------|------------------------|---------|
| Level 2 Allergens | 4 hours | 30 minutes | 15 | 60% (9) | £15 per candidate +VAT | 15 |
| Level 3 Allergens | 10 hours (2 days) or 7 hours (1 day) + prework | 60 minutes | 30 | 60% (16) Distinction 80% (24) | £25 per candidate +VAT | 15 |
| Level 2 Food Safety | 7 hours | 45 minutes | 20 | 66% (13) | £15 per candidate +VAT | 15 |
| Level 3 Food Safety | 20 hours (3 days) | 90 minutes | 45 | 66% (30) Distinction 80% (36) | £55 per candidate +VAT | 15 |

We are considering adding a Level 2 and Level 3 qualification in HACCP for team leaders and managers who need to create or update their food safety management systems. Would there be interest in the topic?

Study Tours

Shorter study tours have been very popular when it comes to trends and hot topics like vegan and we are working with suppliers to provide a wide range of events at even lower costs.

Japan is being pushed back to the last quarter in the year and we are researching opportunities for the Dubai Hospitality Show in January 2021 and Peru/Colombia (to see coffee growers) in later 2021. Please let Sarah know if you would like to be added to the contact list or if you have any ideas that you think would benefit yourself and other members.

Development Days

We're focusing on development days at the moment for this time of year to support competition entrants.

Master's Degree

The 2020 cohort completed their first lectures at the beginning of this month in leadership and strategy. The 2019 cohort have completed their 1st year successfully – all 9 are through to complete their consultancy report by November 2020.

It's never too early to start thinking about your continuing professional development and if you are interested in starting on cohort 3 in 2021, there are further details on the course in the [LSBU](#) website. You can also send your enquiry to sarah.mcloughlin@tuco.ac.uk for contact details and information about the bursary.

e-Learning

The TUCO store is now live and is a more user-friendly option for TUCO members to create their own account and purchase e-learning modules by invoice and for the first time directly with a credit card. There's a wider choice of modules, managers can also add and remove users on the site themselves and credits can be easily transferred to purchase other e-learning modules if the ones bought are unused. Check out the TUCO Store [here](#)

Camilla Hayes

Camilla Hayes has joined the Academy team as the new Co-ordinator/Trainer. She has worked within hospitality for over 10 years and moved from a waitress to deputy manager position where she has had a lot of experience in training new staff in compliance and brand standards. She's worked in different aspects of hospitality, mainly bar and pub venues and more recently in a vegan/vegetarian focused café bar. She brings with her sound personal experience of the joy and challenges involved in delivering good hospitality and customer focused service. She will be taking on more training delivery in the coming weeks (in the compliance courses so that we can offer more classes at certification and registration cost only).

As always please get in touch if there is anything in particular in L&D you might want to support your teams with.

4. TUCO Purchasing Update

Framework Updates

New frameworks include Hot Beverage which is split into 2 lots and Alcohol which has been awarded to 11 suppliers across 6 lots, which include draught beers and ciders and access to independent brewers.

Fresh Fish and Seafood has been extended for another year. We are currently working on the new Convenience Retail framework. Milk and Bread is set to go live later this year. LRS on the Soft Drinks framework has had price rises authorized whereas alcohol prices will be reviewed in March.

Generation Z: Hannah asked if anyone has changed their catering offering? Chris responded that at Nottingham they have changed their branded offering and at Wolverhampton Stuart had introduced more 'Free From' products.

There have been updates from some suppliers on the coronavirus situation.

Review Meetings: Fresh Fish and Seafood is planned for the beginning of March and Grocery at the end.

Stuart asked about the fact that Starbucks are no longer on the Hot Beverage framework. There are two ways of responding to this – we can either look at a brand new framework or re-tender the Innovative Food Concepts agreement.

Matthew added that the Board feel that there is a need for a "branded concepts" framework but some members are wanting to use their own 'home grown' along with artisan concepts but also with something familiar as well, such as Starbucks.

Sustainability: Sue Vaughan-Williams started with us on 27th January as TUCO Sustainability Manager and is posting regularly on the Forum. She will be looking at the Palm Oil Accreditation along with MSC and TUCO's own new accreditation. Sue is more than happy to come out to visit members but her main accent at the moment is on Plastic Free. Matthew requested that Sue's report on Plastics vs Cans be put on the website.

Action: Sue Lightfoot

Further Competition Service: Stuart urged members to contact TUCO for any advice and/or help with this. Matthew stressed the savings that can be made on this which can result in prices being up to 30% cheaper.

Efficiency Reviews: The number of these has petered out so in future they will just be available on demand.

TUCO Intelligence: Our Q1 2020 version will be out at the beginning of March, both on the website and circulated with the monthly magazine.

TUCO Online: 20 members have now signed up for this and Catherine asked for some data as to what it is actually saving members. Staffordshire will be having a demonstration of the system the week following this meeting. Harper Adams have committed to this but will be using it in conjunction with Saffron until 2021. Rob would like to see some kind of marketing brochure to give members more information on it. Catherine will mention this to The Access Group at their next conference call. Nottingham had a new EPOS system in summer and are currently looking at both TUCO Online and Saffron. Matthew feels that a 2 or 3 tier Team is needed to include the Senior Finance people and then for the Chefs and Catering Managers. Digital Services would be asked to put a message on the Forum and Debbie asked about the dedicated place for his on the TUCO website.

5. Research

We have recently published the latest Benchmarking Against the High Street. This is a live dashboard and there is a live form on the website for members to submit information.

Regarding ideas for new research topics, Mark had previously suggested 'Delivery Service'. Recruitment and Retention of Staff was another hot topic. Gagan also announced that at the Board Meeting the previous week he had requested a Study Tour based around Technology.

6. Marketing and Communications

The website has now been running over 6 months, any feedback on this would be welcome. The Forum has also been picking up traction – there is now an Industry Vacancies category for you to post any vacancies you might have. Please continue to use the forum to ask questions rather than requests for information. Competitions entries have now closed, delegate bookings are now open. This will be held from 6-8th April at University of Warwick.

There is a new case study on the website under Why TUCO - Case Studies. It focuses on King's College London. If you have any press releases/news stories about your institution that you'd like putting on the website, please send to Anjali.Dattani@tuco.ac.uk

Please e-mail Mike.Haslin@tuco.ac.uk if you'd like to give a member talk at the summer conference (in Keele), they are a great way to talk about your journey and share ideas with other members.

7. Business Development Update

Catherine explained that the role of the Business Development Team is to bridge the gap between our members and the Procurement Team.

As well as our Further Competition Service and Training Academy we can now offer full Procurement Surgeries whereby one of the Category Managers will be assigned to a member institution and review their procurement operation.

8. Board Update (Matthew White)

The Board have been busy with business continuity planning given that he will be stepping down as Chair in summer and with a number of other Directors coming to the end of their term of office over the next couple of years. At the recent EGM it was agreed to change the articles of our company to allow a greater number of Non-Executive Directors onto the Board. As a result, two new members from the Midlands region were appointed – Kate Glynn (Aston) and Gagan Kapoor (Loughboro). We have budgeted as a Not For Profit company.

Matthew touched on the MA programme as we only have 3 candidates in the latest cohort and as a result have asked LSBU if anyone can join later.

It had also been suggested that to improve meeting attendance we can encourage people to dial in. Matthew urged members to either bring along procurement people to the meeting as well as spreading the word within their organisations.

Our Annual Conference this year will be held on 27th to 29th July at Keele University and we will be staying predominantly on campus. The theme this year will be 'Breaking the Mould'.

The Winter Conference will be held during the second week of December in Berlin in conjunction with the government body 'Studentenwerke'.

The Chair's Charity Challenge this year will be 36K along the Thames Path from Windsor to Henley-on-Thames in aid of TUCO's nominated charity, Mary's Meals on Saturday 13th June.

He announced that we are working with PS100 to reduce the amount of animal protein in the student diet but not necessarily eliminate it. It can easily be reduced by 20% by substituting vegetables and pulses for meat. In the USA they have introduced 'Menu for Change' in which, at a self-serve style offering, you pass all the salads and vegetarian dishes before you get to the meat courses. Stuart asked about the possibility of loading vegan menus on to ProcureWizard to share with other members.

9. Regional Updates

Wolverhampton

Their new campus opens in August which is a £60 million investment. This is the School of Architecture with a hybrid coffee shop in there. They are currently going through a 'Future Proofing' exercise, particularly in areas where student numbers are down but they still have the same amount of staff. On the Sustainability side, Catering has been targeted. They have moved over to cans for their water, apart from exams where cans are not permitted.

They have also adopted a 'Deposit Cup' scheme. Matthew Thorpe remarked that Harper Adams have been shortlisted in the Cost Sector Awards for their 'Shrewsbury Cup' scheme there.

Reading

They have done a deal with Franke on a re-usable cup with a chip in the bottom – you can load money onto this so that a cup of coffee works out at about 69 pence. Stuart asked if anyone has had any issues with YoYo asking for some 'KYC' information.

Nottingham Jubilee

They have opened up a Pizza Parlour with 2 new big ovens which can cook 200 pizzas per hour. He is linking up with Roehampton University to develop a 'Cheetah Pizza' offer. All their 14 Halls of Residence are catered halls and there is no self-catering whatsoever. For the next academic year in September they will have another 200 bedrooms which will all be self-catered.

Nottingham Trent

They are looking to get on board with ProcureWizard and have opened a couple of new outlets, one of which is called Goldsmiths with a Lebanese style wrap and a dessert shop with Belgian style waffles but this one completely flopped so this will modify it to more of a Greggs-style offering. On the Sustainability side, Ivan has been working with free range milk.

Leicester

Leicester have also been working with ProcureWizard. They have an old Citroen van on site with coffee machines which they have not used regularly so this will be taken over by a local homeless charity. They are also planning to open a new food court in the Percy Gee Building. The university also ran an event for staff with a full statement of what the business is up to. Just before Christmas they visited Welbilt to look at the 'Merry Chef' options (which is what Subway use) with a view to using them for graduation dinners. These are very good for speed of service. Rob would highly recommend a visit to Welbilt for a future regional meeting.

Loughborough

Gagan introduced his new Head Chef, Daniel Brazill. They opened a new outlet just after Christmas and are now looking at their current catering portfolio against the future. Debbie will be busy running a few catering tenders before the end of the year. They are looking to become more stringent with their contract management in terms of their relationship with suppliers.

Nottingham University Park

They are working closely with Amanda Pettingill in her new role and have been talking with Subway. The SU have been putting pop-ups all over the place chasing the catering operation's revenue. This has had to go out to tender which is something that Subway has never done. Starbucks seem to be less and less inclined to work with the smaller franchises. PhD students have developed some software as to footfall and the number of shoppers who convert to purchases.

Harper Adams

They have not had much investment as this is all going to the Veterinary School in conjunction with Keele. They have had a TUCO Efficiency Review carried out there.

They are having Fair Trade fortnight there at the moment and Matthew asked the group if anyone would be renewing their certification when the £2,000 cost comes into force. They have 18 months left to run on theirs then will have to reconsider their situation. Harper have produced a cookbook and will not be banning beef from these menus but rather will be promoting the health benefits of red meat. Matthew commented that he had had some issues with Food For Now when they have been invoicing Harper at non-commercial rates.

Wolverhampton Procurement

Audrey commented that branded concepts has been of interest to them and they would be interested in having more information on this.

Aston

Kate reported that the restructure is now complete and that nobody has lost their jobs. The building strategy for Aston and resulted in profitable units throughout the university. Hospitality operates from a very tiny kitchen at the moment which has proved to be quite a challenge. They are looking at a waste food company called 'Too Good To Go' and have got rid of Starbucks to put in Cafeology, a move which has resulted in a decrease in sales of 48%.

Staffordshire

Their new building will be ready for next year. The Food Court will be the last part to come down and after that they will all be moved into the new building. They have recently undergone quite a few staff changes. It has been proposed to have a Frisca offer from Manchester's Whitworth Building but Louise does not feel that this will work in the new Catalyst Building. She asked if anyone was using re-usable food containers which can be washed and given back.

Stoke College

Dawn reported that Stoke have changed from Adelie to Tiffin but still have some money owed to them.

10. Any Other Business

There was no other business and the meeting duly finished.

11. Dates for 2020 Meetings

- Tuesday 16th June Nottingham Trent (TBC)
- Tuesday 17th November University of Leicester (including Overnight Networking event)