

Regional Meeting Update – Midlands

Regional Chair – Stuart Rutty

Venue	Virtual Meeting (MS Teams)
Date	Thursday 24 th September 2020 @ 2pm
Date of last meeting	23 rd June 2020
Meeting objective	Informal update across the region
TUCO Contacts	Hannah Myton-Wright (Category Manager) – hannah.myton@tuco.ac.uk Sarah McLoughlin (Head of Academy) – sarah.mcloughlin@tuco.ac.uk
Attendees	Hannah Myton-Wright – TUCO Stuart Rutty – University of Wolverhampton Kate Glynn – Aston University Gagan Kapoor - Loughborough University Matthew Thorpe - Harper Adams University Dawn Vincent – Stoke on Trent College Bob Crossley – University of Nottingham Nicola Penn – University of Nottingham Audrey Taylor - University of Wolverhampton Debbie Tyler – Loughborough University Nigel Edwards – NSCG Richard Plummer – Leicester College (no mic on PC)
Tentative	Gavin Brown – University of Leicester Mark Gane – University of Leicester (may join late as has a meeting at 1pm) Debbie Price – Loughborough University
Apologies	Ahron Asghar – Newman University Clive Singleton – University of Warwick Ivan Hopkins – Nottingham Trent University David Nuttall – Harper Adams University

1. TUCO Update
2. TUCO Framework Updates (HMW)
3. Academy update/reminders (HMW)
4. TUCO Board / General Update (KG)



The University Caterers Organisation

5. Member Updates

Shall we encourage members to tell us about *“what sites etc. remained open during lockdown, the re-opening process and what things have gone good/bad? And the usual help or advice anyone needs or can offer during all this madness.”*

6. Supplier presentation – Chris Lightfoot from Nisbets (ready to present around 3.30pm)

7. AOB; any suppliers that the group like to present in October?

8. Next Meeting

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1. TUCO Update

SR welcomed the group and said we would continue where we left off by way of learning from each other; in particular in respect of the ongoing challenges presented by C19. He praised the TUCO forum and encouraged the group to use it as a valuable source of information and advice. He advised the group that Phil Rees Jones was now the TUCO Chair and that they were having a one-2-one meeting on 5th October; he encouraged the group to advise him of any areas they would like to be included in the meeting so that Members needs are met going forward.

2. TUCO Framework Updates (HM)

HMW advised the group of changes at TUCO due to the impact of C19 in that spend was down by 87% and that staff redundancies had unfortunately ensued. TUCO are hoping to achieve 50% of spend between now and March 21 with no further cuts expected. The office remains open, with most staff working from home. The contracting team are available to offer any procurement help and support, as part of the FOC further competition service or procurement surgery, to TUCO Members as per the recent email communication. VFM reports have now been issued, copies of which are available to view on the CRM dashboard system which KG pointed out, may be the best place to view them given the number of people working from home at the moment and delays with post rooms.

Convenience Retail Framework (new)

New Agreement went live on 1st July 2020. All documents relating to the new agreement are available to view and download on the TUCO website. This agreement replaces the Confectionery framework.

Lot 1 Confectionery, Snacks & Soft Drinks

Lot 2 Cakes (Ambient, Chilled, Fresh & Frozen)

Lot 3 Convenience Retail Grocery (Ambient, Chilled, Fresh & Frozen)

Lot 4 Convenience Retail Alcohol

Lot 5 Convenience Retail Non-Food

Lot 6 Cigarettes, Tobacco, E-Cigarettes and associated products

Lot 7 One Stop Shop (incl. all above)

Please note that Costcutter who were awarded onto the agreement (for Lot 7) have decided that they do not wish to be part of the framework. NISA who have also been awarded onto Lot 7 are currently pending as their Terms and Conditions are agreed.

Vending DPS

Vending. Current Framework Agreement will expire on 30th September 2020.

Vending On-Boarding Costs

Some vending suppliers have put in place 'On-boarding' costs. TUCO have not agreed the board on-boarding costs, however, we feel that as a public sector entity and, during this global pandemic, such costs should be considered on a case by case basis.

The areas suppliers and members may consider are:

- Members may wish to pay the on-boarding costs, should they wish to.
- Bringing forward annual service checks where possible rather than pay for filters etc.
- Negotiate royalties to cover costs
- Extend contract period for 12 months
- Switch on high footfall vending machines only
- Stagger switch on of machines

- These are some examples members can discuss with their supplier to help get the vending machines back up and running.

DN, GP and KG have all faced these costs and chose to address it through negotiated royalties.

New Vending Agreement

The current tender has been extended to 1st October 2020. The new tender has now been evaluated.

There will be 11 Lots on the new framework agreement. The tender process was carried out via DPS. This means suppliers can apply for the vending agreement throughout the contract period. The Lots and suppliers awarded are:

Lots	Suppliers awarded
Lot 1 Confectionery / Snacks – Ambient, Lot 2 Food including Sandwiches chilled & Hot Food Concepts, Lot 3 Beverages – Cans / bottles, Lot 4 Hot Drinks, Lot 5 Fully Managed Service, Lot 6 Self-fill only machines, Lot 7 Reverse vending machines, Lot 8 Retail Convenience Store Vending, Lot 9 Mobile Vending, Lot 10 Express Vending Coffee, Lot 11 Telemetry System Lot.	Broderick Bulk Vending Cymraeg Excel Vending JW Vending Options Management Selecta VH Graddon Wilkes Vending Systems

Unsuccessful suppliers will be allowed to resubmit the areas they failed.

DIPCHEM

A PPE webinar took place on 7th September, discussing chemicals, PPE and takeaway packaging. They were recorded and available on the Academy website. Updated COVID19 information from each supplier is available on the TUCO DIPCHEM webpage.

Soft Drinks

Price increases are due in October. CCEP, AGBarr Ltd have advised they will be increasing their prices from 1st October. LR Suntory have changed their name to Suntory Beverage & Food GB&I. All relevant checks have been carried out and the website has been updated.

Waste

The Innovative Food Waste Services Framework Agreement expires July 2021. The following Lots are planned:

Lot 1: On-Site Food Waste Innovation.

Lot 2: Used Disposable Cup Collection Service.

Lot 3: Waste Coffee Grounds Collection Service.

Lot 4: Off-Site Sustainable Food Waste Management Service.

Lot 5: Waste Oil Recycling Collection and Disposal Service.

We will also look at a Lot for weighing food waste.
We welcome member innovation to consider in the initial, strategy section of this project.

Sandwiches Framework

Received news that Tiffin sandwiches and Street Eats are merging on 1st July 2020. Currently awaiting official notification. In the short term, both brands will continue and there should be no change to customers.

Catering Light & Heavy Equipment

Framework extended for 1 additional year – 12.11.21. A few suppliers, Bunzl and Brakes have submitted revised pricing.

IFDC

Framework extended until 31.03.21 (not full year as being retendered early). The group were asked if they had any new concepts in mind or know of any suitable suppliers.

Alcohol

ABV's have been reduced on a number of draught products in an attempt to boost on-trade by lower prices. Agreement with Molson Coors over the TUCO framework documents has now happened so their pricing is now available to see on the TUCO website.

Milk & Bread

Due to C19 this framework was extended for a 5th year until October 2021. The retender will pick up again in March 2021.

Recruitment

Extended until 31.08.21 and will be retendered next year.

Temporary Structures

Danco Plc have now been added.

New EPOS and App order payment framework

This is currently at research stage. KG said that e-procurement was available via Access / Procure Wizard. HMW raised this and can confirm that Mike Haslin wants a separate one to PW for members who don't use the system. The proposed new agreement would also include order and payment apps to provide access to pre-ordering, click and collect and delivery.

Question: Importance of red tractor. Acceptable trade off to protect pricing or necessary? The group agreed that this is still a valuable accreditation for suppliers to have and whilst they themselves (may) be temporarily shifting their focus and financial investment away from their own sustainable accreditation they insisted this would need to remain a requirement of TUCO suppliers.

HMW advised the group to refer to the website for up-to-date supplier contact details as there have been lots of changes due to C19; also many suppliers are still on furlough or flexi-furlough.

3. Academy update/reminders (SM)

- Still no plans for face to face Academy activity until 2021 at the earliest but we have posted 4 courses that are full day online courses on the website. £25 each for full members:
 - [level-4-food-safety-refresher](#) 13th October
 - [social-media-training](#) 10th November
 - [leadership-skills](#) 24th November
 - [change-management](#) 7th Jan
 - Mental Health 1st Aid (posting soon) 21st Jan
- Compliance courses – offering all courses by webinar and still be able to certificate through collaboration with institution by setting up a staff member at the institution as an invigilator in the TUCO centre. Can also deliver as a webinar with a certificate of attendance instead. Currently trialling face to face session at MMU on Friday (please find attached risk assessment for attending on site if institutions are allowed off-site visitors.)
- TUCO is supporting a bid from a consortia of universities for a grant from the Doctorial Training Centre in Transformative Food Systems. This will give us access to research projects on menu planning, meal concepts that are based on nutritional composition and environmental sustainability. It can also provide an opportunity to give free training on the above for members, they have had their interview and are waiting to hear the results but in the meantime have found additional funding so we're looking to collaborate with them soon.
- Building a programme of forums to provide tools and support for all tiers in member institutions – starting with Leadership workshop which will additionally have a panel review / networking session post event. Also looking at sustainability and business planning
- Free webinars will continue for the foreseeable but are now only going to be every few weeks – videos are still available
- Free online courses for Food Safety and Allergens still available through our e-learning platform with Upskill
- Working with University of Edinburgh to create a resource for students for 'one pot' cooking recordings from university chefs – hoping to expand that out with other universities soon.
- Virtual conference on the 18th of November will be looking at "Managing disruption and change in a VUCA world" (VUCA is Volatile, Uncertain, Complex and Ambiguous) – there will be an online social event but it will be first come first served for a cook-along and drinks! Registrations will be out this week.
- We're hoping to collate pictures and videos of good news stories from support you've had in the community – town and gown! For example we've had many members who cooked meals for the homeless or supported NHS workers by having them stay in residential areas. Please let me know about them and we can spread the word. Send pictures and details to sarah.mcloughlin@tuco.ac.uk

4. TUCO Board / General Update (KG)

KG said that HMW had covered off a lot of her update. She informed the group on the number of new memberships and those that had left TUCO. She reported on activity of the other regions and that each region was meeting monthly via MS Teams. 29 members are now using PW. Vfm reports had now been issued.

5. Group discussion on “Track & Trace”. SR had been using Sprout which worked really well and provided better visibility than the NHS (COVID-19) app. The group were asked how they are currently managing this and all are using the NHS app along with either door access systems, loyalty schemes, ID cards. MT reported the downside that not all phones work with the NHS app which is all they are using at HAU with no budget to invest in other technology.

SR said he would provide legal guidelines to the group regarding table service which is outlined below.

You’d need to make your own interpretation / judgement, and today’s / future guidance could be different.

But from <https://www.gov.uk/guidance/north-east-of-england-local-restrictions>

Hospitality venues must only sell food and drink for consumption on the premises if it is served to customers sitting at a table. They may also sell food and drink for consumption off the premises. Hospitality venues include:

1. restaurants, including hotel dining rooms and members’ clubs
2. cafes (not including cafes or canteens at workplaces, hospitals, care homes, schools, prisons, establishments intended for the use of naval, military or air force purposes and for providing food or drink to the homeless)
3. bars including bars in hotels or members’ clubs
4. pubs
5. social clubs
6. casinos



376424 - The Health Protection (Coronav



376429 - The Health Protection (Coronav

Please also note that since the meeting, TUCO has created a guidance page for Members, please visit: <https://www.tuco.ac.uk/insight/news-opinion/government-guidance-re-opening-hospitality-sector>

6. Member Updates

DV – Stoke on Trent College.

Students started back 2 weeks ago and they are operating an A & B class structure with virtual learning in between to manage student numbers on site. Full takeaway service using disposables is the current offering with rationalized menu and socially distanced eating-in areas. DV is starting to see potential shortage(s) in disposables and takeaway boxes that they currently buy in from Vegware.

NP - University of Nottingham.

They have a number of marquees on site operating as “spill out areas” which were being used by groups in the evening as party tents meaning that extra security has been deployed to break up any large gatherings. C19 has meant a number of projects that had been in motion are now having to be revisited such as till systems and opening of a Subway. They have purchased 2 tuk tuks and a trailer from Cafeology. Currently having some issues with the integration of advanced IT capture software which is still due to go live. They have responsibility for the Costcutter on site that had previously been managed by Sodexho and NP has done a lot of work in terminating third party caterers’ contracts (Sodexho, Elixor, Chartwells and Mr Mann) and is aiming to have no Sodexho at all on campus but more franchising options. She has a new job title “Head of Business Performance, Catering, Hospitality & Conferencing.”

GK – Loughborough University

Reiterated the overall challenges faced by everyone at the moment and in managing self-isolated students. They have plans should they have to isolate everyone. GK stated that they could potentially have to work over Christmas if students aren’t allowed to go home. So much uncertainty however GK praised the benefit of his TUCO membership and how much support he had received from colleagues by way of sharing of information and advice. Something he felt you couldn’t get anywhere else and should be promoted.

KG – Aston University

New term sales are disastrous and things look very tough right now. To add to that, a new catering pod which could have tapped in to alternative revenue streams has been put on hold following a strategy review by the Estates team. This has been a huge blow to KG and her team. They are working on a number of tenders – and recently started using Real Wrap which didn’t get off to the best of starts but supply levels are now improving. KG and other members of the group stated their concerns over the tender responses they get from Tiffin in that they are poor. They are also reviewing M&P and Grocery. Aston will continue to use Eco-mugs and they pre-wrap cutlery to avoid the use of disposables. KG enquired about accessing Barista training and this is something the academy are in talks with Matthew Algie about as they have set up some free online learning. More information to follow on this.

MT – Harper Adams University

Freshers starts this Sunday and they will adopt a herd (bubble) and class rota system to manage social distancing. The main dining area (serving hot meals) will feed 50% of students with the other 50% dining in the Sports Hall to ensure that each student has access to 3 hot meals per week. Breakfasts will be served earlier and it’s up to students to ensure they arrive at the right building at the right time. They face challenges in serving food in the sports hall due to the distance from the kitchen. Spend was released for outdoor furniture but not for the retail shop they recently acquired. Currently working with Blakemore as part of the Convenience Retail DPS agreement with hopes of it one day becoming a farm shop.

DT - Loughborough University

Their F&V supplier (Start Fresh) recently served them notice – giving them just 4 weeks to find a new supplier. DT worked with Jane Eve at TUCO to appoint a new supplier, for 6 months, in which time they can look at this again. They are currently working on Frozen and Grocery. Hot Beverage ends in September and they will look at Disposables and Vending next year.

Nigel Edwards – NSCG

Colleges are adopting curriculum bubble areas and they have closed retail, Starbucks and Costa. Take-away pop-up points have been created instead and sites are now cashless. Students have been encouraged to bring their own food and food halls have been split and allocated to different groups. They are struggling to get students to remain on-site. Like many others, they have switched back to the use of disposables to minimize risk.

SR – University of Wolverhampton

Sites are all cashless now with the exception of Starbucks that still has the ability to take cash payments. They are also using disposables. C19 has had a huge impact on the University with many key areas closed and 28 staff made redundant leaving just skeleton staff to run grab and go concepts all prepared in the central kitchen. This in itself has meant a review of HACCP now that the sites are supplied by a CPU. The decision was taken to postpone any conferences and visitors for the foreseeable (at least 12 months) which will equate to around £1.2 million of lost revenue. SR stated that this is the most difficult time he has faced in 23 years; he was very interested in the TUCO Mental Health first aid course as his staff have been through a lot.

- The group decided they would like to complete a Doodle Poll to decide what supplier(s) they would like to present at the next meeting. Options include:

Who?	What?
Delice de France	New doughnut concept
Carlsberg	Love my local
Lazy days	Vegan sweet snacks
Nine brand	Healthy, GF, Vegan etc. snacks
Lemon-Aid	Organic soft drinks and iced teas, called Lemonaid & ChariTea
Chicago Town	Click and collect and self-serve Bagged self-serve packaging allowing for 50% less touchpoints vs our competitors. Holds for over 3 hours reducing waste and proximity to customers. Less staff required on site to prep. Products can serve multiple day parts ¼ for lunch and full pizza for delivery/ click and collect.
Dawn Foods	Bakery ingredients for experienced chefs & bakers
Diageo	Draught cocktails and product range
Funnybones	New products and concept solutions
LWC	Interactive wine tasting session. What is Wine and what effects the taste of wine.

	How we taste the different characters of wine. Tasting of 3 wines. Food Pairing
Tony's Chokoloney	Ethical chocolate
Beavertown (craft beer)	Beer and brand training. Can include samples of core range.

8. October TBA