

Regional Meeting Update – Midlands

Regional Chair – Stuart Ruddy

Venue	Virtual Meeting (MS Teams)
Date	Wednesday 4 th November 2020 at 2:00 pm
Date of last meeting	Thursday 24 th September 2020 @ 2pm
Meeting objective	Informal update across the region
TUCO Contacts	Hannah Myton-Wright (Category Manager) – hannah.myton@tuco.ac.uk Judith Hoyle (Executive Assistant) - Judith.hoyle@tuco.ac.uk Sue Lightfoot (Sustainability Manager) - Sue.Lightfoot@tuco.ac.uk Sarah McLoughlin (Head of Academy) – sarah.mcloughlin@tuco.ac.uk

1. TUCO Update SR
 - Virtual Conference 18th November
 - Regional Chairs' Meeting 3rd November
2. TUCO Framework Updates HMW
3. Academy update/reminders SM
4. Sustainability Update SL
5. TUCO Board / General Update GB/KG/GK/DN
6. 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.”*
7. Supplier presentation – Lazy Days Foods
8. AOB HMW
 - Results of Doodle poll on presentations for future meetings
9. Next Meeting

TUCO Midlands Region Virtual Meeting Wednesday 4th November 2020 via Microsoft Teams

MINUTES

Attendees:	Stuart Ruty [Chair]	Wolverhampton
	Nigel Albutt	Newman University
	Rob Bean	Leicester
	Gavin Brown	Leicester
	Jane Eve	TUCO
	Mark Gane	Leicester
	Kate Glynn	Aston
	Mike Guest	Halesowen
	Judith Hoyle	TUCO Secretary
	Gagan Kapoor	Loughborough
	Sue Lightfoot	TUCO Sustainability
	Sarah McLoughlin	TUCO Academy
	Zoe Middleton	Warwick
	Anthony Midgley	Leicester
	David Nuttall	Harper Adams
	Nicola Penn	Nottingham
	Laura Ross	Extra Care Trust
	Audrey Taylor	Wolverhampton
	Richard Thurman	Aston
	Debbie Tyler	Loughborough
	Dawn Vincent	Stoke-on-Trent
Apologies:	Ivan Hopkins	Nottingham Trent
	Hannah Myton-Wright	TUCO Category Manager
	Richard Plummer	Leicester College
	Clive Singleton	Warwick

- 1. Apologies for Absence**
Apologies as listed above.
- 2. Minutes of the Last Meeting**
These were taken as agreed.

3. TUCO Update

We held a Regional Chairs' Meeting the day before this one and the main discussion point was the current situation. Some members were still doing quite a lot of teaching on campus. Chester had reported that their income was only down by around 30%. £50 million in hospitality and conference income has been lost. Gavin asked if anyone had any recovery plans – some people are looking at returning in January 2021 but for the majority this will be September of next year. At Wolverhampton there is very little business hospitality-wise. They are looking to run a Flu Vaccination programme there as the government are looking for venues for this in order to keep people away from hospitals.

4. TUCO Purchasing Update

We are currently awaiting official notification from Tiffin and Street Eats that they have merged.

On the Innovative Food Concepts we are now trying to include Starbucks and Costa – this would be due to start in April 2021. Zoe asked why Starbucks were not successful on the current contract and Jane replied that this was down to the scoring. Category Manager Mandy Johnston is compiling the strategy for the EPOS system. Regarding Brexit, we have sent out a list of questions to our suppliers in order to update the Brexit Impact Tool. We agreed four questions across all the purchasing consortia and will be letting members have the responses to these. Rob mentioned that as he understands it, most universities are now out of contract with Starbucks and he asked if any other members have had a conversation with them about a possible Group Licence? Jane replied that this is being pushed forward by herself, Mike Haslin and Hannah Myton-Wright at the TUCO office. Starbucks would ideally like to appoint someone as a kind of 'gatekeeper' of the agreement with several universities.

5. Academy Update

Webinars:

Date	Webinar Title	Cost
5 th Nov	Food To Go Market Findings with Food for Now/Samworth Brothers	FOC
3 rd Dec	Beer 101 (first 30 to sign up get free samples)	FOC

Courses:

Date	Course Title	Cost
10 th /11 th Nov	Mental Health First Aiders Qualification	£200
26 th Nov	Level IV Food Safety Refresher	FOC
17 th Dec	Level III Food Safety Refresher	FOC
25 th Jan to 2 nd Feb	Five Day Level IV Food Safety Qualification	£99
7 th Jan	Change Management	£25
14 th Jan	Level IV Food Safety Refresher	FOC
20 th Jan	Mental Health First Aid	£25
11 th Feb	Level III Food Safety Refresher	FOC
16 th Feb	Social Media Management	£25
TBC Feb/March	Leadership	£25

Anything above not identified as a qualification – attendees will receive a certificate of attendance. All Level II Food Safety and Level II Allergen qualifications are free of charge - TUCO will pay for registration and certification – and can be delivered virtually. Sarah will need a volunteer to invigilate and have 20 minutes of training with her prior to the exam. Level III Food Safety and Level III Allergens are £55 and £25 respectively and again will require an invigilator from the institution for the exams. There are no set dates but can be arranged with Sarah directly at Sarah.McLoughlin@tuco.ac.uk.

There will be some marketing sessions for such things as baristas, bars, cocktails etc. Sarah will shortly begin writing content for the e-Learning sessions. Stuart asked whether the MIND mental health sessions would be available to members.

She reminded everyone about the virtual conference on 18th November, which is free of charge to all members, including the evening social event. This will be a global event with speakers from all over the world and including topics such as Mental Wellbeing, Nutrition and Change Management.

6. Sustainability

We have now opened up the TUCO Sustainability Group to all members and the next meeting will take place on Thursday 26th November. Topics still high on the agenda are Food Waste and Single Use Plastics.

NetPositive – this is a tool aimed mainly at smaller suppliers and is free to members. We can also help our suppliers with their modern day slavery policy. Scope 3 has been around for a while now but there is still no common methodology. Our 3 main policies – Environmental, Sustainable Procurement and Modern Slavery are in the process of being reviewed and the Greenhouse Gas Calculator has been updated. All these documents are or will be available on the website very soon. We are able to monitor the website to see how many people are using it.

Sue mentioned the Sustainability Development Goals – we need to look at how we can align ours to these. Friends of the Earth are running a campaign to support reducing the amount of meat consumed called ‘Kale – Yeah!’ Stuart commented that Wolverhampton have signed up for the Plastic Pledge which means no single use plastics by the end of 2021. Sue asked members for any feedback on the topics which she is posting on the website Forum.

7. Board Update

Gagan reported that the Board have been discussing a recovery model and that he himself is looking at what percentage of income comes from each area. Have our revenue streams in catering suffered this year and by what percentage? If anyone has any suggestions in order to protect our revenue streams he would be happy to hear them. Stuart asked if we could maybe tag something on to our benchmarking exercise. Gavin has written to Phil Rees-Jones and Mike Haslin to ask if TUCO can look at benchmarking research and he has a meeting with the two of them and Sarah McLoughlin to look at the questions for this. Communication will then go out to members from the Board. Leicester have lost a lot of their student workers but by shrinking their workforce they can then re-recruit again at a later date.

8. Member Updates

Harper Adams

Their catered halls are ticking over but cafes, outlets etc are around 80% down.

Leicester

Leicester are a long way down on their retail. They will be closing their bar on 5th November and as yet do not know what Christmas is going to look like and some redundancies are being considered. They are having discussions with the trade unions and going through a period of consultation. They are supplying isolation packs free of charge to their students. Mark Gane asked how Covid has impacted on single use packaging which is going straight in the bin but Stuart is confident that in the future we will get back to where we were on this. Anthony commented that the Procurement Team are down from 4 to 3 which is difficult for Gavin and Rob as they are currently rolling out ProcureWizard.

There had been some conversation about space for eating at Leicester once the students leave the point of purchase (ie the Till) – they can move into the university social space. This would mean no seating in the cafes etc but in any of the social spaces within the university.

Aston

They were set up for isolation boxes to last for 5 days with 3 meals per day. They cost £27 per box and are mainly for the foreign students who are forced to isolate. They are 85% down on sales and have a lot of competition from the High Street being a city centre campus.

Wolverhampton

Wolverhampton are supplying boxes which last for around 14 days and keep approximately 60 in stock. As soon as one box is used it is replaced.

Nottingham

Notts have nearly 4,000 students in residences and at one time half of these were in isolation. Thankfully cases are now down. There was a fire in one of the halls so students there had to be relocated to the university's two hotels.

On the procurement side, they awarded the Tills contract back in March but have still not implemented this. They are now hoping to go live in December with software called Capture. Regarding vending – they have around 100 vending machines which they filled up and are now having to close down. Mark added that this is difficult as there are date sensitive products in there. Their vending company wanted to charge for flushing out the machines and changing filters etc. Rob feels that the vending companies are looking at this as a way to help their cause rather than something which is in the contract smallprint.

Loughboro

There was no system to tell them how many meals they needed or how to manage dietary requirements. Gavin asked if the university has been supportive of the Catering Team. On the procurement side, Debbie reported that the Frozen Grocery and Chilled tender is currently in the evaluation stage. In early 2021 they will start work on the Hot Beverage and Fruit and Veg.

Warwick

Zoe reported that income is substantially down. They are due to launch a Click and Collect food delivery on Friday 6th November but there will be limited food offers available. They are working on their involvement in the 2022 Commonwealth Games.

9. Presentation by Lazy Day Foods

There was a brief presentation by Lorna and Freddie from Lazy Day Foods.

10. Date of Next Meeting

- Thursday 10th December at 2:00 pm including a Christmas Cocktail sampling courtesy of LWC and a Christmas Quiz!