



The University Caterers Organisation

**TUCO North West Region Catering Group Meeting
Wednesday 29th January 2020 at BAKO NW, Preston
MINUTES**

Attendees:	Ian White	Chester
	Alison Bates	Manchester
	Phil Berry	Lancaster
	Ann Bickerstaffe	Liverpool
	Colin Burrow	Runshaw
	Angela Church	Bangor
	Catherine Clarke	TUCO Business Development
	Anjali Dattani	TUCO Marketing
	Joanne Dooley	RNCM
	Nichola Gill	Manchester
	Margaret Haynes	Lancaster
	Judith Hoyle	TUCO Meeting Secretary
	Todd Jefferies	NWUPC
	Mandy Johnston	TUCO Category Manager
	David Jones	Liverpool Hope
	Sue Lightfoot	TUCO Sustainability
	Chris Murphy	Chester
Paul Murphy	Edge Hill	
Gary Pace	Liverpool Hope	
Derek Rout	Bolton	
Jackie Rowlands	Chester	
Emma Stansfield	Manchester	
Ros Wilkinson	Lancaster	
Apologies:	Liam Bergin	Manchester
	Tracy Lupton	Lancaster
	David Nuttall	Harper Adams
	Alison Shedlock	Manchester
	Peter Walters	Keele

1. Apologies for Absence

Apologies as listed above

2. Minutes of the Last Meeting

These were taken as agreed.

3. Presentation by Stephen Metcalfe and Dominic Gallagher of BAKO NW

Following the introductory presentation, Sue asked about the the CO₂ emissions from the delivery vehicles. Also, how are they reducing their wrapping? They are looking into alternatives to shrink wrapping. It is high on their agenda but there are very few alternatives out there at the moment.

4. Contracting Update

Framework Updates

Hot Beverage has now been awarded with 2 separate lots – hot beverage ingredients, equipment etc and speciality coffee ingredients. This new framework does not have Starbucks on it due to their pricing being so much more expensive than other suppliers.

The Alcohol framework has now been awarded and consists of 6 lots with 11 suppliers in total. This time around it includes packaged and draught beers and ciders along with a One Stop Shop and access to independent brewers.

Fresh Seafood has been extended for a further year and DipChem was awarded in December.

The Confectionery agreement expired on 15th November and tender bids are now closed on the new Convenience Retail framework which, it is hoped, will be awarded in time to start in April this year. Vending is also currently being re-tendered under the DPS system and the Strategy Document is with the Tender Working Party.

Pork prices are due to rise because of swine fever and turkey prices will also increase due to disease.

On the Design and Installation agreement which has now been awarded, Atlantic Graphic Solutions have gone into administration. Mandy mentioned a company called ThirstLink who are aggressively targeting our members whilst offering to do the contract management for them. However TUCO already do the contract management meetings themselves.

Temporary Structures has gone out as a DPS with 4 separate lots on it. The Milk and Bread contract is due to be re-tendered this year and on the Soft Drinks framework LRS have submitted a price increase which has now been authorized.

The Brexit Impact Tool is available on the website in the 'News' section. No questions were raised by any of the members on Brexit.

Coronavirus update – Chalkers on the Fruit and Veg framework have issued a statement on this.

Tomlinsons have ceased trading since our last meeting and Celtic and Paradise have been removed from the Fresh Fish and Seafood agreement due to poor performance.

Mandy asked for members to give their feedback on the benefits of attending Regional Meetings and what specifically they would like to see on the Agenda.

Ros felt that the main benefit is Sharing Best Practice. Member attendance is not an accurate reflection of the meeting content but more an indication of how busy people are with their day jobs. After the Minutes are distributed in future we can ask people if they would like to see anything specific on the Agenda.



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Mandy asked if any members were using FINGOPAY but not many people had heard of it and it seemed to be something that was used more by schools. She also asked if Catering Teams held any responsibility for the mental health of students. It does come under Ian's remit but healthy eating is high on the Agenda and how it affects mental health. Angela remarked that her colleagues within Residences are attending more and more courses on mental health and wellbeing. At Chester they are keeping their eye on Vegan students because they are not having enough vitamins. More education is needed on vegan food as a lot of it contains saturated fats. Ian commented that in the USA most universities have a nutritionist. Ros added that the EHO have now introduced a second inspection for Allergens. Another question for members – have any institutions radically changed their catering offering in the last 3 years? Ian observed that most institutions are going over to more plant based foods as everybody is looking to reduce the amount of meat that they eat. However at Bolton their vegetarian option only accounts for 20% of sales. For certain dishes, Ian is looking to reduce the amount of beef contained in the dish and replacing it with pulses, vegetables etc. Sue advocated eating less and better as vegan is not necessarily carbon neutral – it is all about changing people's behavior. Emma is under pressure at Manchester to do the #lessbeef initiative. There are less vegans at Manchester this year but she is reducing the amount of beef and using organically sourced. We should also be looking at our farming methods as this has a knock-on effect with the agricultural industry.

The group were asked whether they use a laundry company at their institution. Chester, Liverpool and Manchester use the NWUPC cleaning framework. Most smaller companies are being bought out by the bigger ones so as a result there is very little competition. Angela remarked that if TUCO did a catering linen framework it would probably not be used. Ann kindly offered to be Regional Commodity Champion for the Vegan and Vegetarian framework.

We are still busy with our Further Competition service and if anyone has any questions please email Carys.Hopcyn@tuco.ac.uk

Innovative Food Concepts – this is for a 2-year fixed period and will be extended to February 2022.

TUCO Online

We are in the process of working with The Access Group to update the information on the website. We are also looking to produce some video case studies. More information will be sent out with the e-Newsletters. Ian is not impressed with The Access Group and will be taking this to the Board as he feels that it is not putting TUCO in a good light. The actual ProcureWizard system is working really well but communication from The Access Group is poor. Catherine remarked that some universities have already handed their procurement over to a procurement service in direct competition with TUCO but their claims of better pricing are not necessarily the case. Chester have recently run a further competition on the Grocery framework which resulted in excellent savings. Angela asked for information about direct awards on frameworks, using the alcohol as an example.

5. Sustainability

Sue Lightfoot introduced herself as TUCO's new Sustainability Manager who will be working on, amongst other things – the new TUCO accreditation; MSC and RSPO; Sustainability pages of the TUCO website; another Palm Oil Day; a 'Plastics' day in conjunction with the Academy. There was some discussion around Starbucks no longer being on the new Hot Beverage framework. Within certain retail outlets Starbucks are doing very well. The North West region would like some clarification as to where we stand with the Starbucks situation. It may be a solution for some members if Starbucks come onto the Vending framework.

6. Research

Benchmarking Against the High Street

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. We are continuing with the Quarterly Intelligence Reports and the next one will be out at the beginning of March – both online and a copy circulated with the March magazine.

7. Marketing and Communications

TUCO Website has now been live for 6 months and Anj will be publishing a "How To" guide to navigate this. Competition entries closed this week and delegate bookings will open next. Some people have delayed their entries as they expect an extension to the deadline every year. There is a new case study on the website about King's College London which appears under the Why TUCO? Section. Anj asked members to send her any press releases or news stories. They will also be having another Member Talk at Conference this year following the success of last year's talk by Huddersfield and Manchester. Please contact Anjali.dattani@tuco.ac.uk if you would be interested in doing one of these.

8. Board Update

The current TUCO Chairman Matthew White will step down at summer conference at the end of his term of office. As a result four new Non-Executive Directors have been appointed of which one, Ros is from the North West. Members who attended the Winter Conference in December 2019 at Cardiff University agreed that it had been a great success and that the subject of Sustainability had been a very interesting and thought-provoking one. We are hoping to hold Winter Conference 2020 in Berlin.

Competitions will be held at University of Warwick from 6th to 8th April and this year has a record number of entrants and 3 new categories – Love British Food, Innovative Breakfast Challenge and the Vegan Challenge which has seen the highest number of competitors.

This year's Charity Challenge will be a 36K walk along the Thames Pavement from Windsor to Henley-on-Thames. Participants can choose to do the whole walk or just a section of it and this will once again be in aid of the Chair's Charity, Mary's Meals.

Summer Conference this year will be held at Keele University from 27th to 29th July and for the first time ever will be held entirely on campus.

9. TUCO Academy

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.

10. Regional Updates

Chester

They have had a very busy summer and have opened a Costcutter shop. Members networked to help each other on this and it has been a complete success for Chester. Ian has implemented some of the ideas he brought back from the California study tour. Their Students' Union has chosen to become a commercial entity and Ian has taken control of this. He has also taken over the sports teams. They are re-evaluating most of their menus for sustainability. On campus he has had a huge fish created from sustainable metal which is where people throw their plastic bottles which highlights the problem of plastics with marine life.

Liverpool

Liverpool are on the point of signing up with ProcureWizard. They have opened a Law and Social Justice Café which at the time of our meeting had been opened a week and was doing well.

Lancaster

They have a new Vice-Chancellor starting on 1st May – Professor Andy Schofield who comes to them from Birmingham. The Health Innovation Campus is due to open in March and there will be four or five buildings on that site.



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They have a new Conference Room which is actually within Lancaster Castle and this will be open from the end of February. A new lecture theatre for 400 people is to be finished in September. Their Sports Centre will be doubled in size with another extension and Corporate Communications at the end of July. The library is also being extended. In one café they have done a completely vegan month; this has gone very well and they are doing 50 to 60 covers per day.

Manchester

Their Registrar is pushing a 'Keep it on Campus' campaign to try to limit the number of external caterers. Chancellors has now closed as from Christmas and this will become a new catered hall with a bar and café. Their Apprenticeship Group have just completed Levels 2 and 3 Supervisory. Emma is happy to advise and help anybody whose university will let them use the levy for this.

Bolton

Six months in to bringing catering in-house and so far it has been very successful. The Catering and Facilities side has gone without a hitch and suppliers have been exceptional. They have taken on one apprentice who is doing very well. All of the staff were TUPE'd over and put on the enhanced Living Wage.

TUCO Business Development

Catherine explained that her role as Business Development Manager is to bridge the gap between the membership and procurement team. She has been out talking to institutions about the additional services offered by TUCO such as ProcureWizard and the Further Competitions Service and asked members to talk to her about any questions they may have Catherine.clarke@tuco.ac.uk

Runshaw College

They are educating students about the high levels of saturated fat found in some vegan foods. With the introduction of Natasha's Law all ingredients will from now on have to be correctly labelled. They have 5,000 16-19 year olds who are more interested in chicken than plant based food. Ann remarked that Liverpool are supporting the Real Living Wage so that all their suppliers must be signed up to this as well.

Bangor

They have a new Vice-Chancellor who has come from Swansea. They have an initiative in place to stop the number of external caterers on campus. They were nominated for the Green Gown Awards but did not win. The next big task Angela faces is the implementation of ProcureWizard.

Liverpool Hope

Gary reported that they were busier than expected during the first term particularly due to the shop. All information is supplied on their purchases. One of their cafes has just re-introduced meat after being vegetarian. They are currently doing a mini-competition on the grocery framework.

NWUPC

Their new website will be launched in the next couple of weeks and their Annual Conference takes place on 16th June at University of Manchester. On the Sustainability front they are leading the way on packaging and recycling.

Both Jane Edwards and Rikaya Knott have moved on to pastures new but they now have Natasha Peacock – Senior Category Manager responsible for Estates and David Yates, Category Manager for Office Solutions and Libraries.

RNCM

They have undergone a complete refurbishment and had a new entrance. They are looking at the Appraisal Scheme and a lot of the private sector have now abolished the traditional Annual Appraisal System.

Chester

Chris commented that a lot of the companies on the Kitchen Equipment Maintenance framework are outside their area. Bangor has also struggled to find local suppliers. Angela will put this out to the TUCO forum.

Edge Hill

Paul reported that they have made one of their outlets completely vegetarian and vegan and it has been a huge success. At the moment they are trying to get rid of their packaging for something more sustainable.

11. Any Other Business

There was no further business and the meeting closed with a demonstration from BAKO.

12. Dates and Venues for 2020 Meetings

- Wednesday 20th May Keele University (TBC)
- Autumn Term (with Networking) Date/Venue to be confirmed