

TUCO North East Regional Meeting

Wednesday 11th March 2020 at Cafeology, Sheffield

MINUTES

Attendees:	Peter Anstess [Chair]	Sheffield
	Michaela Booth	Huddersfield
	Catherine Clarke	TUCO Business Development
	Richard Greensmith	Derby
	John Hodson	Bishop Grosseteste
	Judith Hoyle	TUCO
	Sue Lightfoot	TUCO Sustainability
	Mark Mullaney	Hull
	Hannah Myton-Wright	TUCO
	Darren Procter	Sheffield Hallam
Susan Walker	Sheffield Hallam	
Chris Whaley	Lincoln	
Apologies:	Liam Bergin	Manchester
	Nick Burdett	Leeds College of Music
	Steven Hogg	Newcastle
	Joanne Jordan	Leeds
	Linda Joyce	Durham
	Sharon Swales	Leeds Beckett
	Julie Tong	Leeds

1. Apologies for Absence

Apologies were as above.

2. Presentation on Cafeology by Bryan Unkles

3. Minutes of the last Meeting and Matters Arising

The Minutes were agreed as a true and accurate record of the last Meeting. Members discussed an item from the last meeting on re-usable cups. At Sheffield you can either have a china cup or a single use cup, currently for health reasons. At Bishop Grosseteste they are recycling the re-usable cups and putting them in the dishwasher.

4. Contracting Update

Framework Updates

New frameworks include Hot Beverage under 2 lots, Alcohol under 6 lots including draught beers and ciders and access to independent brewers, and DipChem.

On the new Convenience Retail agreement, we are looking to award this in April. Temporary Structures will be done under the DPS system. On the Soft Drinks framework LRS have submitted a request for price increases which has now been approved. On the supplier front Tomlinsons have ceased trading since our last meeting and Celtic and Paradise have been removed from the Fresh Fish and Seafood framework due to poor performance. On the Sandwich contract, Kim had been keeping up to date with any possible outbreaks of Corona virus within our members in order to inform suppliers delivering there. We will be re-tendering the Milk and Bread later this year and Hannah asked members if they had any suppliers they would particularly like to see on there.

Contract Review Meetings: Fresh Fish and Seafood had been carried out at the beginning of March and Grocery and Chilled was scheduled at the end of the month.

Kitchen Equipment Maintenance: Hannah asked for volunteers to sit on the Tender Working Party so Michaela will send one of her chefs from Huddersfield.

Further Competition Service: This is still very popular with members with over 100 interested parties. Anyone wishing to know more please contact hannah.myton@tuc.ac.uk

TUCO Intelligence: Our quarterly Market Intelligence Report is now out with the March magazine and also on the website under the heading 'Insight' then 'Research'.

5. Sustainability

Sue Lightfoot introduced herself as the new Sustainability Manager for TUCO and explained that she will be working on our proposed new Accreditation. We will have this third party accredited by a UCAS body and the next meeting of the Sustainability Group to discuss this will take place at University of Warwick on Monday 6th April.

RSPO: A group certification standard has just been issued. Sue will be setting up a Working Group for this. She is also posting regular sustainability updates on the website forum and asked members if they found these useful.

Beef: At Sheffield they are taking it off the menu unless there is a particular demand for it. Peter has found it difficult to source local beef. At Lincoln Chris went with a 'Meat Free Monday' and lost around £1K in takings every week. Sue mentioned the PS100 commitment to reduce meat content in meals by 20%. This can be achieved by introducing more vegetables and pulses into the dishes. Michaela has seen an increase in popularity of Huddersfield's Vegan Restaurant. Their Vegan offering is totally plant based with no meat substitutes. Sheffield have taken beef off completely, including their sandwiches but Michaela is refusing to remove it completely at Huddersfield. Darren remarked that at Hallam their biggest seller is their beef chilli.

Greenhouse Gas Calculator: Sue announced that this has been refreshed. All of the matrices at the back are being re-done. A menu bank had also been requested with all Allergens, calorific values etc.

Sue has been asked to organize a 'Plastic Awareness Day' where one of the speakers will be a Professor of Polymers. She has also updated the WRAP information on the website. All of our surplus food at Competitions will be going to a charity called 'Super Kitchen'. Michaela mentioned a food waste project over in Wakefield led by a chef called Adam Smith. This is called The Real Junk Food project in which Adam saves the food waste from going to landfill.

Sue recommended a company on the TUCO framework who produce amazing vegan pastries, meatballs and burgers. The Field and Forest products are available through the following TUCO suppliers:- Harlech, Lomond, Bidfood, Turner Price, Phillip Dennis, Birchalls, Freshfayne, Bako North Western, West Horsley Dairy.

6. 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. Most popular High Street brand at the moment would appear to be Greggs. At Huddersfield they have a meal for under £3 on their menu which she highlights on a board outside the outlet to try to discourage students from automatically choosing Greggs. Peter asked if anyone was thinking of bringing in a brand such as Greggs or Subway. He is particularly under pressure at Sheffield to match the big brands on price.

There is also a case study on King's College under the 'Why TUCO' section on the website.

7. Business Development

Catherine explained that she had joined the TUCO Business Development Team at the end of October. Between November and January Catherine and Brian Jones went out to visit 66 of our members. Their role is mainly to bridge the gap between our members and our Procurement Team and she feels that they are here to work with our members, not to dictate to them. The BD Team have a monthly meeting with The Access Group so that they are kept fully up to speed with all TUCO Online developments. 21 members are currently signed up, 4 are at implementation stage and 25 interested parties. The Advanced Stock Control function is now free of charge and she asked for members' thoughts on consolidated billing but different institutions process links through differently. She explained about the way in which our competitors work by promising to save their customers 10% but they will also restrict your basket of goods choices.

8. 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.

9. Board Update

The Chefs' Competitions will be taking place on 6th to 8th April at the University of Warwick.

The introduction of 3 brand new categories – Love British Food, The Breakfast Challenge and The Vegan Challenge have resulted in a huge increase in entries, particularly in the Vegan category (18 entrants). The Summer Conference will be held at Keele University from 27th to 29th July with the theme being ‘Breaking the Mould’.

At the recent Extraordinary General Meeting, we changed the Articles of Association to increase the number of Board Directors and as a result four new Directors have now been appointed.

The Chair’s Challenge this year to raise funds for TUCO’s chosen Charity, Mary’s Meals, will be to walk the 36K along the Thames Pavement from Windsor to Henley-on-Thames finishing at University of Reading’s Business School. This will take place on Saturday 13th June.

10. 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@tuc.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@tucos.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.

John mentioned that he had recently run some Academy courses at Bishop Grosseteste and found them to be excellent.

11. Regional Hot Topics and Institution Projects

Lincoln

Mobile vehicles have proved to be a problem. He now has one of the vehicles working but no mobile chefs to staff it.

They can cook street food, waffles, all day breakfasts etc and are looking to do festivals in the future. They are not opening any other units. Student numbers might be down next year but internal hospitality is going through the roof so they are now looking to push their external hospitality.

Sheffield Hallam

Darren reported that they are 8% down year on year and feel that there are several things that are affecting this such as student numbers and quality rather than price. Their income has also been affected by the strikes. They have been through a major staffing restructure last summer. Peter and Darren have met to discuss joint mini-competitions. They are also planning to offer a 'Meal Deal'.

Derby

Student numbers will be zero on the Buxton campus as course subjects are not proving as popular. £½ million has been taken on external trade. Numbers will be wound down over the next couple of years.

Hull

On Retail they are 5% down on last year but there are reduced student numbers. Last year their income was around £750K this year it will be around £350K. They will be stopping all residential catering and are trying to fill the empty bed spaces with commercial business. They have just been through a huge restructure and as a result they have lost around 100 staff over the last 3 months. Mark's remit is now the Facilities side of the Directorate as there is a new Head of Commercial Services.

Huddersfield

At Huddersfield they have opened 3 new sites, one is a Costa Coffee pod and they have also opened a 'caffeine lab'. Their new Bath House is a Grade 2 Listed Building with all the original features still there and is attracting members of the public. Hospitality is currently 3% down. She is considering not using Proper Made again after having issues with them going directly to the school. Student numbers are up by 3% but the SU shops are down by 10% and Michaela has been told that there will not be any increase next year. She has plans for a re-furb on one site and a new build at another.

Sheffield

Peter reported that they have opened their new 'Engineering Heartspace' which links two of its historic buildings originally built in the 19th century. Takings are around £1,500 per day and the atrium is a very pleasant space. They are probably around 10% down on the figures and currently have 1,000 empty beds as there has been a drop in student numbers but they have the highest number of postgraduates than ever before. The strike action they have had there has not helped.

They stopped doing catered accommodation last June which would previously have put £350K into the coffers. Internal student numbers for September will decrease due to the Corona virus as they previously had the fourth or fifth highest numbers of Chinese within the UK. These will obviously decrease and they will have more Indian students coming in but they do not have the money to spend like the Chinese.

12. Any Other Business

Chris advised that they would like to put a catered package in at Lincoln. Peter commented that at Sheffield their catered halls were old and tired and students wanted self-catering.



The University Caterers Organisation

Mark added that at Hull of 1,000 beds 850 were catered halls under a 'Use it or Lose it' basis. The new residences on campus were built as self-catered accommodation. Only 86 students out of a total of 2,000 signed up for catered accommodation.

13. Dates and Venues for Future Meetings

- Wednesday 10th June University of Derby (TBC)
- Wednesday 11th November Sheffield (including overnight networking event)