

## Regional Meeting update – South West

### Regional Chair – Nick Leach

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Venue	Virtual Team Meeting (Zoom)
Date	<b>Tuesday 2<sup>nd</sup> June 2020</b>
Date of last meeting	Wednesday 8 <sup>th</sup> April 2020
Meeting objective	Informal update across the region.
Attendees	Nick Leach – Portsmouth, Matthew Green-South Devon College, David Morton-Winchester, Lisa Pitchard - Bath, Daniel Smith – Plymouth, Caroline Wynn – Bristol, Kai Hunt – South Devon, Ryan Hanson – RAU, Kristian Fernandez Mitchell – UWE, Sarah Doleman –Bristol , Jason Waterfield – Southampton, Sarah McLoughlin – TUCO, Kim Ashley - TUCO
Apologies	Matthew Mealing – FX Plus, Denise Kircher - Portsmouth

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	Topic	Subject	Action
1.1	<b>Framework updates (NEW)</b>	<p><b>Kitchen Equipment Maintenance, Deep Cleaning and Ventilation Ducting DPS</b></p> <p>We have a new supplier awarded onto the Framework for the following lots: Merlin Catering &amp; Refrigeration Ltd Lot 1: Catering Equipment Maintenance Lot 2: Refrigeration Equipment Maintenance Lot 3: Dishwashing Equipment Maintenance</p> <p><b>Convenience Retail Framework (new)</b></p> <p>Indicative awards have been made for the Convenience Retail Framework Agreement. 10 day standstill ended at midnight on Monday 1<sup>st</sup> June, with no legal challenges.</p> <p>Lot 1 Confectionery, Snacks &amp; Soft Drinks Lot 2 Cakes (Ambient, Chilled, Fresh &amp; Frozen) Lot 3 Convenience Retail Grocery (Ambient, Chilled, Fresh &amp; 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)</p> <p>Confirmed awards made week commencing 1st June 2020 for the framework to commence on 1st July. Full details to be published on TUCO website from 1<sup>st</sup> July. Lot 7 suppliers will have delayed start as finer detail relating to terms and conditions are agreed along with central billing testing.</p> <p><b>Temporary Structures – DPS agreement now live (new)</b></p> <p>Lot 1 Temporary Kitchens, Equipment &amp; Bars Lot 2 Large Event Marquees &amp; Temporary Structures (Gable Width of over 12m) Lot 3 Small Marquees &amp; Temporary structures (Max Gable Width 12m) Lot 4 Turnkey solution for Temporary Kitchens, Marquees &amp; Temporary structures</p> <p><b>Sandwiches Framework</b></p> <p>Unfortunately, we have received confirmation that Adelle Foods, who produce and distribute the Urban Eat brand of sandwiches and Food to Go, entered administration on Wednesday 27th May. All production of sandwiches and food to go ceased as from 27th and all deliveries have been cancelled. The company has appointed Deloitte as their administrators. The</p>	

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		<p>brand IP has been taken on by Samworth Brothers (who own Ginsters/Fresh Food for Now). I am waiting for this to be confirmed by Samworth Brothers. Please be assured that TUCO have a number of operators on our Framework Agreement able to meet the needs of our membership across the UK for further and higher education, healthcare and local authorities. Many framework suppliers are ready and able to take emergency calls for deliveries to cover any gaps in supply.</p> <p>A full list of nominated suppliers can be viewed here on the TUCO web site. If you have any questions or concerns please contact Category Manager, Kim Ashley.</p>
1.2	<b>Academy Update</b>	<p>Sarah Mcloughlin updated the group on the following:</p> <ul style="list-style-type: none"> <li>• Notification that it was unlikely that any face to face Academy events were taking place for the remainder of 2020</li> <li>• As a result alternatives were being explored to deliver courses that have been considered useful in the past at a much reduced rate</li> <li>• Compliance courses accredited for Highfields were on hold for the time being but could be delivered via webinar with an additional COVID-19 compliance module. A follow up face to face refresher 9-12months later with an accreditation could be an option.</li> </ul>
1.3	<b>TUCO Board/General Update</b>	<p>Nick Leach updated the group on the following;</p> <ul style="list-style-type: none"> <li>• Regional Chairs Meeting held on Thursday 21<sup>st</sup> May</li> <li>• Matthew White confirmed will continue as Company Chair until September 2020. Tenure was due to end to hand over to Phil Reese-Jones in July 2020, but remaining to aid with business continuity.</li> <li>• TUCO Competitions cancelled</li> <li>• TUCO Conference postponed – under discussion whether to move the event or hold virtually. Nick suggested that September would not be a good time of year to hold the event. Group agreed.</li> <li>• TUCO Winter Conference TBC</li> <li>• Keen to have contact between suppliers and members. Suppliers to have slots at the Regional meetings-no longer than 10 minutes. Priority to be given to TUCO Partners. Suppliers also keen to send out samples ahead of meetings for discussion and feedback.</li> <li>• Panel debate held on Monday 1<sup>st</sup> June – The New Normal – a success. Hoping to continue a number of panel debates over the next few months. Welcome suggestions for topics &amp; panellists.</li> <li>• Highlighted TUCO Forum for ongoing questions to #tucofamily</li> </ul>
2	<b>Member Updates</b>	<p><b>Portsmouth:</b> Currently scenario planning for every eventuality. Very difficult to know which plan to follow dependant on ever changing government guidelines. Looking at different areas of spend, though again not making any firm decisions as yet as to where money should be spent (e.g. on Perspex separators or 2m dividing lines) and then find they are surplus to requirement. Many staff still furloughed for the foreseeable future and many working from home. Have been looking to reduce costs where possible – referred to discounted Tchibo machine rentals. Sustainability targets adversely affected by Covid-19. Keen to monitor government targets and timelines for plastics.</p> <p><b>Winchester:</b> Currently operating at 5% of normal income for time of year. Working through a number of different scenarios. Need to have a plan, but with ever changing environment, not sure which will be best to follow. Need to cut 10% of staff costs Looking to become a cash free campus. Introducing click and collect. Working with MCR to request credit notes to be redeemed at a later date. Will be reducing menus and options available in outlets. E.g. Coffee will only be served in one size. Did have a plan in place to ban single</p>

use plastic on campus, this target has now been pushed back to summer 2021 in light of Covid-19. Did have a deposit scheme in place, again this is on hold until it can be re-opened safely. Keen not to lose sight of all sustainability targets and operate as closely as possible within remit. **South Devon College:** Referred to panel debate, and overall thoughts that catering will be operating at 50% of normal income for 2020/21. Will really struggle to reduce costs, whilst still needing to operate all outlets to ensure social distancing requirements can be met. Staffing requirements will still be there to not only operate all outlets, but potentially to operate for longer hours. Unsure how costs will be balanced. Situation keeps changing, so also scenario planning and reviewing budgets. Worried about the rising costs of disposables. Keen to seek assistance from TUCO to help secure stable prices. Action: KA. **UWE:** Not events to be held on site for the foreseeable future until the Nightingale Hospital is fully dismantled. Students will be returning to campus in January and online teaching will be offered up until that point. Have been operating site to feed key workers on campus over the past few months. Similar comments to those already raised. Very difficult to plan until student numbers are confirmed.

**Southampton:** Majority of staff currently furloughed and likely to remain on furlough until the end of August. Discussions about becoming a cash free campus, though concerns about this as may put off customers. NL offered reassurance that going cash free did see a drop in custom initially but does pick up as customers adjust. Considering more take-aways on site, click and collect and the introduction of the Upay app. Referred to questions posted on the TUCO forum. Would be keen to seek assistance from TUCO to strengthen terms with providers. Action KA to raise with TUCO. Would still like to operate some establishments with crockery/cutlery as felt this could be managed safely. Following Monday's panel debate, keen to see if catered halls will be fully booked for the year ahead. **Bristol:** Echoed comments on sustainability taking a back seat. Currently have approx. 400 students remaining on site. These students have been fed through take-aways and also the provision of meals to be re-heated. Pre-prepared meals are being prepared 3 days per week and packed in a 'Chinese take-away style' single use plastic container to be re-heated in a microwave. Full nutritional, allergen and cooking instructions provided. Generally, well received, though the department has been under pressure to ensure a wide variety/choice of meals and more recently to fit meal collection around the examination period.

**Royal Agricultural College:** Majority of staff furloughed. Do still have a number of students on site. Been very busy 'Feeding the 5,000'. 40,000+ meals have been produced across Gloucestershire so far and distributed to vulnerable families in need. Students expected to be back on campus in September, in catered halls only rather than operating in own kitchens. Catered Halls seen as a safer option. Lost all conference business so far. Again, as referred to by other members, sustainability targets are being pushed back, but loath to forget all the good work done so far and keen to continue to operate sustainably as far as possible.

**Plymouth:** Echoed comments on multiple scenario planning. A lot of work has been done regarding calculating the space for numbers of students on campus accommodating for social distancing. Site can currently accommodate 22,000 teaching spaces. Accounting for social distancing (of 2m) this reduces to 3,000. A very difficult number to manage. Considering flexing the teaching times. Reiterated comments previously stated from other members also applying to Plymouth.

**Bath:** Currently operating with only one outlet open. Focus in the new term will be on retail. Considering changing some hospitality outlets into retail operation. Have worked with local council to secure a loan of 'Christmas sheds' (usually used for Christmas Markets. These will be used to operate a takeaway coffee outlet. Accommodation still in use by key workers.

**General comments:** Furlough scheme has been difficult for some and has caused issues with morale for those remaining. Some sites have introduced cash bonuses for those staff remaining on site. Other sites are offering free

meals and other non-cash benefits. In a recent CUBO seminar, the furlough scheme was discussed including how to recognise the work done by though non furloughed staff, whilst their colleagues were off on full pay. Members reported that, furloughed staff are arguing to keep accruing holidays rather than be forced to take them. 8 days remaining before cut-off for new furloughed workers – members may furlough more staff within this period. Sites may struggle to make up difference to full pay. Agreed very difficult to manage and be fair to all.

Some members reported that they are receiving £40 extra bonus for working from home to cover energy/Gas/broadband etc.

Members reported the requirement to **make significant savings**/cost cutting over the next 12 months. Figures not minuted.

3	<b>Actions</b>	<p><b>Kim Ashley</b> to share details of suppliers on disposables framework. Pull out key product lines like 'wrapped cutlery' to compare prices. When Category Manager <b>Mandy Johnston</b> returns from furlough – work to be carried out on firming up pricing for key volume lines. <b>Jane Eve</b> currently working with UKUPC (all other University consortia) to pull together a list of suppliers, products and stock levels of PPE. List to be made available to members upon request. Modern Slavery to be considered within this project.</p> <p><b>Kim Ashley</b> to share a list of suppliers and a brief overview of topics for regional meetings. Members to let KA know which would be of interest.</p> <p>Tchibo currently offering to reduce rentals by 50% or add rental on to end of agreement. <b>KA</b> to discuss with <b>Nicola Mellor</b>, Category Manager the terms of rentals across Hot beverages agreement to offer out to all members.</p> <p><b>Kim Ashley</b> to raise with TUCO the request to potentially support with UPay discussions – possibility of a national agreement.</p>
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4	<b>AOB</b>	Doodle Poll to be issued to agree date of next virtual meeting in July.
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