

South West Regional Meeting Minutes	
Venue	Virtual Team Meeting (Microsoft Teams)
Date	Wednesday 23rd September 2020
Date of last Meeting	Wednesday 8th July 2020
Meeting Objective	Informal update across the region.
Attendees	Regional Chair Nick Leach – University of Portsmouth Matthew Green – South Devon College Caroline Wynn – University of Bristol David Morton – University of Winchester Helen Warren – University of Bath Jason Waterfield – University of Southampton Sarah Dolman – University of Bristol Ryan Hanson – Royal Agricultural University Lisa Pritchard – University of Bath Sarah McLoughlin – TUCO Kim Ashley - TUCO
Apologies	Denise Kircher – University of Portsmouth Kristian Fernandez Mitchell – University of the West of England Catherine Goddard – University of Southampton
Visitors	Hannah King, Food Service Manager – Tony’s Chocolonely
Agenda	Welcome from Regional Chair Presentation and sampling with Tony’s Chocolonely TUCO Board Update TUCO Procurement Update TUCO Academy Update Round table – member updates AOB Plans for next meeting – supplier suggestions

Item	Topic	Subject	Action
1	Supplier Presentation	Presentation from Hannah at Tony’s Chocolonely. Presentation attached. Contact details for Hannah and her colleague James detailed below. Should you wish to order display items, please contact Hannah or James. Hannah King Foodservice Manager 020 8132 5814 hannah@tonyschocolonely.com james@tonyschocolonely.com	KA to share product pricing information

		020 8132 5818	
2	Board Update	The TUCO Board met on Thursday 10th September. This was the final meeting for outgoing Chair Matthew White. Phil Rees-Jones has now begun his tenure as TUCO Chair. Nick has a meeting scheduled with Phil w/c 28th. Nick invited SW members to feedback any areas for discussion/concerns/thoughts directly to Nick so that he can raise them with Phil. Full Board Report attached.	KA to share Board Report
3	Framework Updates	<p>Convenience Retail Framework (new) New agreement went live on 1st July 2020. All documents related to the agreement available to view and download on the TUCO website.</p> <p>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)</p> <p>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 until their Terms and Conditions are agreed.</p> <p>Vending Framework Agreement (current agreement due to expire 30th September 2020) Vending On-Boarding Costs Some vending suppliers (Selecta & LTT) have put in place 'On-boarding' costs. TUCO have not agreed the 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</p>	

		<p>Switch on high footfall vending machines only Stagger the switch on of machines These are some examples members can discuss with their supplier to help get the vending machines back up and running.</p> <p>Vending DPS Agreement (NEW) The new DPS agreement to replace the above vending agreement has now been evaluated. There will be 11 Lots on the new DPS. As a DPS, new suppliers can apply to join the agreement at any time. Unsuccessful suppliers will be allowed to resubmit the areas they failed.</p> <p>The Lots are: 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 Systems</p> <p>The suppliers awarded are: Broderick Bulk Vending Cymraeg Excel Vending JW Vending Options Management Selecta VH Graddon Wilkes Vending Systems</p> <p>DIPCHEM A PPE webinar took place on 7th September, discussing chemicals, PPE and takeaway packaging. The webinars were recorded and are now available to view on the Academy website. Updated COVID19 information from each supplier is available on the TUCO DIPCHEM webpage.</p> <p>Soft Drinks</p>	
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4	Supplier Issues	<p>Bidfood: Members of the group raised issues relating to the provision of 'isolation boxes' by Bidfood. Some members (Caroline/Bristol) have been happy with the service as boxes arrived in good time as required. Others (Portsmouth/Bath) expressed disappointment as they were given a 3-week lead time for receipt of the boxes and are still waiting for delivery.</p> <p>There have been some changes of account manager from Lucy to Petra. Though Lucy will remain on the Bristol account, Petra and Claire have been re-assigned to manage other SW members.</p> <p>Other issues with Bidfood raised related to out of stocks and product catalogues not being kept up to date (SciQuest/Bath).</p> <p>Bristol raised an issue regarding Bidfood pricing. Sarah asked what the process was for price reviews in response to a price increase from Bidfood. KA explained the price approval process in place for TUCO framework agreements. KA added that some contracted suppliers will have a different price</p>	KA to raise issues with relevant category managers

		<p>approval scheme in place if they stated this at the time of tender.</p> <p>Sarah Doleman has already raised the Bidfood pricing issues directly with Nicola Mellor. Bidfood are looking into pricing at the moment for Sarah with the potential to swap in alternative 'cheaper' lines to make savings.</p> <p>Bewley's: Complaints relating to the lack of staff available during the lead up to the new term. Many key members of the team were furloughed. Preparing for the new term has been difficult because of this. Nick & Dave raised this with Category Manager Nicola. This was addressed by Nicola directly at the time.</p> <p>Issues with Bewley's putting account 'on stop'. A number of members (Portsmouth, Winchester, Southampton & Bath) have had issues with their accounts being put on stop. Lisa raised the issue that Bewley's rarely seen to contact them to address this before putting the account on stop. Request to Nicola Mellor to investigate this to see if the account process at Bewley's could be improved.</p> <p>Bewley's have recently introduced a 'paperless' scheme which means that delivery notes are being emailed ahead of deliveries rather than with a delivery. Dave stated that this will cause issues at Winchester as deliveries are made across campus and the delivery note would need to be printed in order for them to run and check off stock at the point of delivery. Dave has raised this directly with Bewley's and has also requested that Nicola Mellor investigate this.</p> <p>Solent Butchers: KA informed the group that she had received notification from Solent Butchers that they had entered administration. They have received and accepted an investor proposal. The company is still running as usual.</p> <p>KA stated that for the 'new' company to be legally permitted to remain on the framework agreement a novation of the agreement needs to be completed. A novation can only be completed if the 'new' organisation can satisfy the original SQ criteria and finance checks.</p>	
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5	TUCO Academy Update	<p>Sarah Mcloughlin updated the group on the following:</p> <ul style="list-style-type: none"> • Still no plans for face to face Academy activity until March 2021 at the earliest but we have posted 4 courses that are full day online courses on the website. £25 each for full members: <ul style="list-style-type: none"> ○ level-4-food-safety-refresher 13th October ○ social-media-training 10th November ○ leadership-skills 24th November ○ change-management 7th January ○ 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 	

		<p>additionally have a panel review / networking session post event. Also looking at sustainability and business planning</p> <ul style="list-style-type: none"> • 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. Also looking to see if we can add this as an entry for comps. • 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 cookalong and drinks! Calling it “The Great TUCO Cook off; Black tie and Slippers” – black tie and posh frocks will be optional – but tbh it might be the only time you’ll get dressed up this year! Registrations will be out beginning of next week. 	
6	<p>Round Table member updates</p>	<p>The round table discussion was dominated by questions/answers relating to the recent government announcement for catering services to be ‘table service only’.</p> <p>As the scheduled time for the meeting had ended, Nick suggested that the group continue the meeting next Wednesday. KA to issue an invitation to a follow-up meeting with the following suggested by the group as agenda items;</p> <ol style="list-style-type: none"> 1. Round tables updates 2. Track & Trace 3. Local EHO feedback on government proposals 4. Catered Halls 5. Click & Collect (definition of a take-away) 	<p>KA to issue invitation</p>

		Members of the group were keen to follow on discussion next week.	
7	Actions	<p>Kim Ashley</p> <ul style="list-style-type: none"> • To share Tony's Choclonely Presentation • To share Tony's Choclonely Pricing • To share Board Report • To raise supplier issues with relevant category managers for feedback • To update group on Solent Butchers • To feedback on Bidfood issues • To arrange follow-on meeting for Wednesday 30th September • To ask Mike Haslin if work can be done by TUCO to clarify recent government guidance on 'table service' • To check who should receive a copy of VFM reports within region <p>SW members</p> <ul style="list-style-type: none"> • to let KA know which suppliers they would like to present at meetings • to feedback to NL any subjects relevant to Nick's meeting with Phil Rees-Jones 	
8	AOB	Next monthly meeting scheduled for Wednesday 21st October 2020 at 14:00-15:30.	
9	Suppliers interested in presenting at SW meetings	<p>For info:</p> <p>LWC Proposition: Signature brands (October Meeting) We would like to present a virtual Signature brands, perfect serve tasting with the Region. We will send samples directly to Decision Makers homes as we appreciate that many University staff are still working from home. The tasting will be an educational piece on what the perfect serve should be, and it will not be a sales pitch and will last approximately 40 minutes. Duncan Bryan, Brands Manager from Signature Brands will present this, along with a quick introduction from Adam Alexander, TUCO National Account Manager.</p> <p>The perfect Serve session samples packs will include: Old J Original, Cherry and Pineapple, along with Beerlao and Luck Buddha. We will also put red, white and rose white samples in the same pack, ready for the November meeting where we would like to offer to hold a virtual wine tasting (please see below)</p>	

		<p>LWC Wine Merchants & Shippers, virtual tasting (November Meeting) Interactive & Fun 45-minute Video Call session at Regional meetings Participants to have a list of products to in readiness for the call (easily accessible list of items) Video call session to include. What is Wine and what effects the taste of wine How we taste the different characters of wine Tasting of 3 wines (LWC Wine Merchant & Shippers to supply) Food Pairing Interaction will include. Explaining how wine is made, tasting sensations, food pairing – how wine enhances the food experience</p> <p>ARYZTA FOOD SOLUTIONS Interested in attending - any region. BIDFOOD Any region, any topic BRAKES GROUP LTD Any region - will discuss topics. Would like idea of dates. CARLSBERG UK Interested in presenting. DAWN FOODS Bakery ingredients for experienced chefs & bakers – cake mixes (including Vegan, Gluten Free & reduced fat / sugar mixes), frostings, icings, glazes, fillings, etc., Time saving concepts – Scoop & Bake frozen cake batter, ready to decorate solutions, ready to bake cookie pucks, etc., Thaw & serve – donuts, individually wrapped cookies, muffins etc MCCAIN FOODS (UK) LTD Consumer attitudes towards eating out, who is ready to start eating out now, what they are looking for in an outlet, and what foods do they want to see. Keeping safe in the kitchen Making the most of prepared foods to minimise contact in the kitchen Preparing to open a restaurant Improved pricing on your Favourite McCain chips Surecrisp Gourmet, Traditional, Staycrisp thin skin-on and Original choice thick cut chips"</p> <p>RED BULL Interested in presenting TETLEY GB Interested in presenting</p>	
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