

TUCO Welsh Regional Meeting Wednesday 26th February 2020 at Harlech Foodservice Expo

MINUTES

Attendees:	Jeremy Mabbutt	Aberystwyth
	Angela Church	Bangor
	Catherine Clarke	TUCO Business Development
	Jane Eve	TUCO
	Tracey Griffiths	UWTSD
	Judith Hoyle	TUCO
	Hayley Jones	Denbighshire
	Ian Kemp	Denbighshire
	Janine Lewis-Screen	UWTSD
	Sue Lightfoot	TUCO Sustainability
	Dafydd Williams	Conwy Council
Apologies:	Joanne Davies	Cardiff
	Jason Edwards	USW
	Annabel Hurst	Cardiff
	Kate Lowen	Bridgend
	Andrew Phelps	Cardiff Met

- 1. Welcome, Introduction and Apologies**
Apologies as listed above.
- 2. Presentation by Martin Boyd of Spoonfed**
- 3. Minutes of Last Meeting and Matters Arising**
The Minutes were agreed.
- 4. Training 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
Jeremy urged members to look at training courses at their own institutions.

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.

Jeremy also mentioned a lady who is willing to come round to your institution to work with Chefs to make the Vegan option more appetizing. Please contact Jeremy for more details.

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. Jeremy is part of the 2020 cohort and highly recommended it. 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.

5. Sustainability News

Sue explained that her role is more of a support function for members. She will be working on a 'Plastic Awareness' Day in conjunction with The Academy. The TUCO Sustainability Group will next meet on Monday 6th April at the University of Warwick on the first day of Competitions. Palm Oil is another topic she will be working on. We are aiming to be the first group to get the RSPO Accreditation. Bangor's biggest problem is with things such as disposables on Open Days when they have so many people. Dafydd asked if suppliers reported on their Environmental Agenda with the Annual Report. The Welsh Government has now requested that all Welsh institutions aim to go carbon neutral.

6. Purchasing Update

Framework Updates

The new Hot Beverage has now been awarded with 2 Lots however Starbucks were not awarded on the framework. To get around this we may do a 'High Street Brands' tender or do a separate lot under the Innovative Food Concepts framework. Angela has a Starbucks 'Proud to Serve' and wanted to bring in china for drinks, which you can now do. The Alcohol framework has been awarded with 6 separate lots and there is now a One Stop Shop, one for draught beers and ciders and one for independent brewers.

On the Design and Installation framework, Atlantic Graphics have gone into administration. Work has started on the Vending tender and Mandy Johnston will be populating the Strategy Document. Temporary Structures will comprise of 4 separate lots. Soft Drinks has seen some price increases on there.

Fruit and Veg – it has been confirmed that any goods coming from China, by the time it reaches the UK there will be no risk of infection from Covid-19.

Generation Z changes to the catered offering – most institutions are moving away from main courses and concentrating more on ‘Grab and Go’. For new concepts, Jeremy suggested more of a Japanese style ‘ramen’ type noodles etc.

The Fresh Fish and Seafood will have a contract review at the beginning of March and Grocery and Chilled will take place at the end of March.

Denbigh have been asked to remove all pre-packaged drinks from schools.

On the Duct Cleaning framework, Jeremy commented that every single company on there was brilliant.

Members who had used the Further Competition Service were very happy with it.

Sue announced that she will be looking at Scope 3 Emissions, which focus on travel.

TUCO Intelligence Q1 2020 will be coming out with the March magazine and will also be available online.

Angela is struggling to get hold of Fair Trade orange juice at Bangor. Many institutions are moving away from Fair Trade due to cost as well as its links to the Students’ Union. Jeremy stated that all institutions need the TUCO Accreditation to be created as a matter of urgency then grow it or shrink it as required. Angela suggested getting a survey out to members to find out what people have and/or want.

7. 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.

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.

Jeremy feels it would be a good idea for Conference to have more ‘Open Forum’ discussions and it would also be good to have a ‘New Product’ Innovation Area.

9. Business Development

Catherine reported that 21 members have now signed up to use the ProcureWizard system with another 10 in the pipeline. She stressed that if members have any suggestions for new developments on this, then these will be looked at.

There may be an option to introduce consolidated billing. A new service being introduced by TUCO will be 'Procurement Surgeries' whereby one of TUCO's procurement specialists will visit members at their request to review their procurement operation.

10. Board Update

Competitions will be held at the University of Warwick from 6th to 8th April. There are an increased number of entries this year and 3 new categories – Love British Food, The Breakfast Challenge and the Vegan Challenge, which has attracted the largest number of competitors.

Our Annual Conference will be held at Keele University from 27th to 29th July and the theme this year will be 'Breaking the Mould'. For the first time the Conference will be held on campus for its entirety.

The Charity Challenge this year will be on Saturday 13th June and will be a 36K walk along the Thames Pavement from Windsor to Henley-on-Thames.

For our Winter Conference this year we will be heading to Berlin during the second week of December and will be holding this in conjunction with the government body, Studentenwerke. Jeremy asked if we could perhaps look at TUCO sponsoring a couple of the LEAs to go to Berlin for this.

11. Regional Hot Topics

UWTSD

Very little to report.

Conwy Council

They will be raising the price of their school meals by 20 pence. This follows another 20 pence price increase from last year.

Bangor

Angela reported that Mon Larder have been talking to Bangor and also trying to get the Power Station at Wylfa B to use locally sourced high quality Welsh products. Their aim is to drive all food spend through the Crown Procurement Service.

12. Any Other Business

There was no further business and the meeting was duly closed. This was following by a tour of the Foodservice Expo.

13. Suggested Dates and Venues for 2020 Meetings (all to be confirmed)

- Wednesday 24th June Radnor Hills, Knighton
- Tuesday 24th November Aberystwyth University