

Regional Meeting Update – Wales

Regional Chair – Jeremy Mabbutt

Venue	Virtual Meeting (MS Teams)	
Date	Wednesday 13 th January 2021 at 10:00 am	
Date of last meeting	Friday 2 nd October 2020 at 10:30am	
Meeting objective	Informal update across the region	
TUCO Contacts	Jane Eve (Head of Contracts) Judith Hoyle (Executive Assistant) Sarah McLoughlin (Head of Academy)	Jane.Eve@tuco.ac.uk Judith.hoyle@tuco.ac.uk sarah.mcloughlin@tuco.ac.uk

1. TUCO Update JM
 - Virtual Conference 18th November – Feedback
2. TUCO Framework Updates JE
3. Academy update/reminders SM
4. TUCO Board / General Update JM
5. Member Updates – Round the Table
6. Ideas for supplier presentations at future meetings All
7. AOB
8. Next Meeting Date

Regional Meeting Update –Wales

Regional Chair – Jeremy Mabbutt

Venue	Virtual Meeting (MS Teams)	
Date	Friday 2 nd October 2020 10:30am	
Date of last meeting	Monday 20th July 2020 2pm	
Meeting objective	Informal update across the region	
TUCO Contacts	Jane Eve (Head of Contracts) Sarah McLoughlin (Head of Academy)	jane.eve@tuco.ac.uk sarah.mcloughlin@tuco.ac.uk
Attendees	Jeremy Mabbutt Jane Eve Sarah McLoughlin Andrew Phelps Kevin Hodson Vanessa Heritage-Smith	Aberystwyth University TUCO TUCO Cardiff Metropolitan University University of Wales TSD Wrexham Council
Apologies	Jason Edwards Janine Lewis Screen Joanne Davies Kate Lowen Rob Lawton Ian Kemp Dafydd Aled Williams	University of South Wales University of Wales TSD Cardiff University Bridgend College Wrexham Council Denbighshire Council Conwy Council

1. TUCO Framework Updates (JE)

Convenience Retail Framework (new)

New Agreement went live on 1st July 2020. All documents relating to the new agreement are available to view and download on the TUCO website. This agreement replaces the Confectionery framework.

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)



The University Caterers Organisation

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 as their Terms and Conditions are agreed.

Vending (Current Agreement)

Current Framework Agreement will expire on 30th September 2020.

Vending On-Boarding Costs

Some vending suppliers 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

Switch on high footfall vending machines only

Stagger switch on of machines

These are some examples members can discuss with their supplier to help get the vending machines back up and running.

New Vending Agreement (DPS)

The current tender has been extended to 1st October 2020. The new tender has now been evaluated.

There will be 11 Lots on the new framework agreement. The tender process was carried out via DPS. This means suppliers can apply for the vending agreement throughout the contract period.

The Lots and suppliers awarded are:

Lots Suppliers awarded

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 System Lot.

Broderick

Bulk Vending

Cymraeg

Excel Vending

JW Vending

Options Management

Selecta

VH Graddon

Wilkes Vending Systems

Unsuccessful suppliers will be allowed to resubmit the areas they failed.

DipChem

A PPE webinar took place on 7th September, discussing chemicals, PPE and takeaway packaging. They were recorded and available on the Academy website.

Updated COVID19 information from each supplier is available on the TUCO DIPCHEM webpage.

Soft Drinks

Price increases are due in October. CCEP, AGBarr Ltd have advised they will be increasing their prices from 1st October.

LR Suntory have changed their name to Suntory Beverage & Food GB&I. All relevant checks have been carried out and the website has been updated.

Waste

The Innovative Food Waste Services Framework Agreement expires July 2021. The following Lots are planned:

Lot 1: On-Site Food Waste Innovation.

Lot 2: Used Disposable Cup Collection Service.

Lot 3: Waste Coffee Grounds Collection Service.

Lot 4: Off-Site Sustainable Food Waste Management Service.

Lot 5: Waste Oil Recycling Collection and Disposal Service.

We will also look at a Lot for weighing food waste.

We welcome member innovation to consider in the initial, strategy section of this project.

Sandwiches Framework

Received news that Tiffin sandwiches and Street Eats are merging on 1st July 2020. Currently awaiting official notification. In the short term, both brands will continue and there should be no change to customers.

Catering Light & Heavy Equipment

Framework extended for 1 additional year – 12.11.21

Few suppliers have submitted revised pricing; Bunzl and Brakes.

IFDC

Framework extended until 31.03.21 (not full year as being retendered early)

Any new concepts requirements or suitable suppliers?

Alcohol

Plans on bars re-opening? New normal survey suggested these were not priority and some would open September but the majority in January.

2. Academy update/reminders (SM)

- Still no plans for face to face Academy activity until 2021 at the earliest but we have posted 4 courses that are full day online courses on the website. £25 each for full members:
 - level-4-food-safety-refresher 13th October
 - social-media-training 10th November
 - Leadership Skills 24th November
 - Change Management 7th January

- Mental Health First Aid (posting soon) 21st January
- 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. We can also deliver as a webinar with a certificate of attendance instead. Tried face to face session at MMU and both socially distanced sessions went well (please find attached risk assessment for attending on site if institutions are allowed off-site visitors).
- Compliance courses with qualifications are as follows:
 - Level 2&3 Food Safety
 - Level 2&3 Allergens
 - Level 2 HACCP
 - Level 2 Customer Service
 - Level 4 Food Safety (newly added on Friday!)
 - And Level 4 Food Safety refresher (not a qualification but there is a certificate of attendance).
- TUCO is supporting a bid from a consortium 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 additionally have a panel review / networking session post event. Also looking at sustainability and business planning
- 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.
- 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! Registrations are out now and can be found here:

<https://www.tuco.ac.uk/academy/professional-development/courses/upcoming>

(Closing date for the social event is the 23rd of October to allow for posting out of ingredients).

- We're hoping to collate pictures and videos of good news stories from support you've had in the community – town and gown! For example we've had many members who cooked meals for the homeless or supported NHS workers by having them stay in residential areas. Please let me know about them and we can spread the word. Send pictures and details to sarah.mcloughlin@tuco.ac.uk

3. TUCO Board / General Update

- Conference & Competitions being planned as combined event August/September 2021 at Keele University
- The spend through the Frameworks down 87% for the last 6 months which is slightly less than expected
- Value For Money reports have been issued
- The TUCO apartment has been put up for sale

4. Member Updates

Cardiff Metropolitan University

Feeding residents, breakfast and evening meal being provided but there is not much demand for lunch. A lot of the teaching is on line. The majority of the Catering Team are still furloughed. 2nd & 3rd years are expected on campus from January 2021.

University of Wales Trinity Saint David

The campus is very quiet. There is a click & collect facility. Catering staff are being given other tasks such as cleaning to fill their time and avoid hiring agency staff. All teaching is online.

Aberystwyth University

There has been no face to face teaching this week. Next week will give an indication as to what will happen for rest of the term.

Wrexham Council

Menus have been changed and condensed and lunchtimes staggered. Serving 60% of meals compared to pre-Covid but the numbers are coming up. Disposables are being used. Not delivering into classrooms. Visors and face coverings are being worn. The schools are controlling handwashing.

5. AOB

There was no further business.

6. Next Meeting

Date of next meeting to be confirmed.

TUCO Welsh Regional Meeting Wednesday 13th January 2021 at 10:00 am via MS Teams

MINUTES

Attendees:	Jeremy Mabbutt	Aberystwyth
	Angela Church	Bangor
	Jason Edwards	USW
	Jane Eve	TUCO
	Vanessa Heritage-Smith	Wrexham Council
	Judith Hoyle	TUCO
	Annabel Hurst	Cardiff
	Ian Kemp	Denbighshire
	Sarah McLoughlin	TUCO Academy
	Andrew Phelps	Cardiff Met
	Dafydd Williams	Conwy Council
	Sue Williams	Wrexham Council
Apologies:	Kevin Hodson	UWTSD

1. Welcome, Introduction and Apologies

Apologies as listed above. Jeremy announced that following the Christmas break, Aberystwyth have some 1,000 students still on campus and Bangor have several hundred.

2. TUCO Update – Winter Virtual Conference

Jeremy commented that he particularly liked the speaker who presented on Mental Health and Wellbeing. However, Angela was slightly disappointed in this because the content was very similar to a recent TUCO webinar.

Jane explained that the TUCO Team are on part-time furlough with most of the Category team working 3 out of 5 days. She is available every morning with a full day on Wednesdays.

3. Frameworks Update

Temporary Structures – this is a DPS to which Danco Ltd have now been added.

Regarding re-tenders, Mandy Johnston is looking at Waste and on the IFDC framework Hannah will be hoping to include a Lot for High Street Coffee Shops. Jane asked members if anyone had anything they would particularly like to see on this.

Kim Ashley will be working on the new Meat and Poultry contract but it is not yet clear how she will carry out the sampling for this. Jane asked if anyone would like to volunteer to be on the Tender Working Party and if so to contact Kim Kim.Ashley@tuco.ac.uk

Catering Light and Heavy Equipment has been extended by a year. Milk and Bread has also been extended but Hannah is now re-tendering this. Nicola Mellor has started work on the new Temporary Staffing framework.

Jane mentioned the 'Too Good to Go' App for waste food. Several of our members are now using this – details will be put on the Sustainability page of the website. Jason mentioned that he is using this at South Wales and finds it useful as it saves having to throw away waste food. Jane also asked the group if they had any particular topics they would like to see covered in a webinar. Jeremy asked everyone to check that they are purchasing items through the TUCO frameworks and thereby getting the best prices.

The Retail framework has been put in place to replace the old Confectionery agreement. Angela asked what the current situation is regarding NISA and Terms and Conditions.

4. Training Academy Update

Sarah explained that everything is now being done online. Level II Food Safety and Allergens are free of charge and we can be flexible on dates. Level III Food Safety and Allergens Refresher and Level IV Food Safety are all free of charge. This can tick your compliance boxes and is also good for mental wellbeing. The Social Media course on 16th February at a cost of £25 is sold out. On 17th/18th February is the Qualified First Aider for Mental Health at £200 charge. Annabel has done this one and found it very good. On 10th March is a Leadership day course and on 6th April a one day First Aid course for £25. Sarah reminded everyone that staff can still undertake training whilst on furlough.

5. Board Update

Jeremy reported that framework spend is down everywhere apart from Sandwiches. All the staff at TUCO are currently on partial furlough.

6. Updates from Members

Bangor

They still have four outlets open with another on standby for students quarantining etc. They were intending to have a return date of 18th January but this is now not looking likely. They have been giving out individual bags for quarantining international students with enough food for 24 hours. All the four outlets which are open are very quiet.

Cardiff Met

Andrew reported that they had opened early in the New Year but very soon after closed down fully. Hot food is being delivered to Cyncoed Halls to the students in their rooms where around 250 are isolating. The university made the decision to close and all members of staff are on furlough. It will potentially be mid-February before they are in a position to open anything on site. Last term they introduced a new EPOS Till System and will be taking over the main Food Court from the SU. They are refurbishing another outlet on the Llandaff site. The supplier of the Till System is a company called Kappture and going forward the university hopes to be completely cashless.

Denbigh

The schools are open and they are feeding vulnerable children and children of key workers. Numbers of children within the schools varies from around 40-50 to schools feeding just 2 children. None of their staff have been furloughed however there has been a number of cases of Covid amongst members of staff.

South Wales

5 of their 11 outlets are open with some staff furloughed.

They continue to offer free isolation packs for anybody in a flat with someone who has tested positive. They have now gone cashless but are looking at September before regular business returns. They have applied for funding from the government to get completely rid of disposable coffee cups. They had 800 people on site in the halls before Christmas. 70% of the team are furloughed with key staff at each campus checking diligence. Jason explained that he has been looking after accommodation temporarily.

Wrexham

Vanessa reported that they are in a very similar position to Denbigh – feeding children of key workers and vulnerable children. Some schools do not want any catering staff in whatsoever so at the moment there are no hot meals. The most numbers in one school are around 20. None of the staff have been furloughed.

Cardiff

Annabel has 4 outlets open and no staff furloughed. Residential catering is in a delivered format. For staff safety everything is online so they are delivering about 500 – 600 meals per day. Students are back in residence now. Where less outlets are open staff have been redeployed across campus. Last term they implemented online ordering. Click and Collect and Click and Deliver. This happened much quicker than anticipated. They are now looking at the next academic year.

Jason added that he has also relocated staff. He asked about Takeaway facilities – are students allowed to use the dining areas? At Cardiff everything has been moved to Click and Collect. At South Wales they had allowed students to sit in the dining areas at a social distance, this is mainly for their wellbeing and to get them out of their rooms. The Welsh government has now said that if it is a catered hall, the students are allowed to sit and eat in the dining areas in their social bubbles.

Aberystwyth

1,000 students are now back in the halls but all the rest have been told not to come back. They are now giving a refund for every week that the students are being told not to return. Online ordering and grocery delivery is now open from the LIDL shop and that is all they have until at least mid-February. They are looking to do a 'May Ball' weekend event to try to end the academic year on a high. This will all be held outside, with restrictions hopefully having been lifted by then. Jason asked if anyone plans to have double graduations this year. Bangor are not hopeful of holding any end of term graduations but Jeremy remains hopeful that both the May Ball and graduation ceremonies will go ahead. Cardiff were also planning double graduations but are now doubtful that these will go ahead.

7. Ideas for Future Presentations

It was agreed to invite both Lazy Days Foods and LWC in to present at the next meeting.

8. Any Other Business

Annabel commented that Harlech have not loaded any Allergen information onto ProcureWizard. Jane will look into this.

9. Date of Next Meeting

The next meeting will take place around mid-March – exact date to be confirmed.