

TUCO South Eastern Regional Meeting

Wednesday 3rd February 2021 at 11:00 am via MS Teams

MINUTES

Attendees:	Manish Shah [Chair]	King's College London
	Karen Agate-Hilton	LSE
	Alison Armitage	Harlow College
	Martin Batt	Reading
	Sabrina Beck	Goodenough College
	Bill Brogan	St John's Cambridge
	Lisa Connellan	King's College London
	Yvette Cutcliffe	Surrey
	Karen Gallant	University of East Anglia
	Rob Grimer	Kent
	Judith Hoyle	TUCO
	Chris MacCormick	King's College
	Sarah McLoughlin	TUCO Academy
	Jemma Morris	Royal Holloway
	Nicola Mellor	TUCO
	David Oakley	Churchill College, Cambridge
Mark Slater	Churchill College, Cambridge	
Matthew White	Reading	
Keith Williams	Kent	
Apologies:	Jacqui Beazley	LSE
	Aleksandra Borkowska	Reading
	Sam McTrustery	University of Bedfordshire
	Duncan Palmer	UCL
	Matt Tebbit	Reading
	Ginny Vandebroek	Houses of Parliament

1. Welcome and Apologies

Apologies are as above. Manish welcomed the people attending the meeting for the first time including new member Sabrina from Goodenough College.

2. Presentation by Lorna Love and Freddie Spence of Lazy Days Foods

3. Member Updates

Churchill College (David)

Most of the staff are partially furloughed. They have 260 students on site with around 50 meals per day. Most of them are post-graduates so self-catering. They are doing some tendering work and reviewing all their processes ready for their proposed start up in September. This will also include sustainability. The refurbishment of their bar and café is complete although they currently have no customers. David is currently working on a kitchen garden containing micro-herbs.

Churchill College (Mark)

He has been working on the ProcureWizad kitchen management package with recipe cards etc. They are hanging cuts of meat in their wine cellar with a view to having their own charcuterie. They are currently planning to welcome students back for the autumn term.

Kent

They have 1,200 students on site at the moment and have just been giving out £1m per week in refunds on accommodation. They are feeding around 100 people per day so most of the staff are on furlough. They are also currently looking at budgets for the 2021/2022 financial year.

Surrey

Three outlets are open at the moment along with the outsourced shop and a couple of the SU Takeaways. They have somewhere between 1,000 and 2,000 students on campus but difficult to tell exactly how many. Most of the staff are furloughed and their Sports Park is being used for Covid Testing.

Goodenough College

Sabrina, as a newcomer to TUCO, is looking to get a sense of what is going on elsewhere and will enjoy networking with TUCO members. It is mainly post-graduates in residence and they are about 50% full at the moment. Events staff are furloughed but not those on the catering side, so Sabrina has been seconded from Events over to Catering. They served 858 meals in the week just gone. They have been providing meals for people in quarantine as well as running the breakfast, lunch and dinner service.

East Anglia

Karen has been using the TUCO Forum on the website quite a bit recently. She reported that they are using the furlough system as much as they can. They are currently looking at their coffee tender which is up for renewal at the end of July. Very few of their outlets are open but they have some nurses staying in the lodgings next to the hospital, where the university is sending in isolation food boxes.

Reading

90% of the team there are furloughed. 1,400 students are currently living in the halls who have either returned after Christmas or have never left. They provided Christmas lunches and are working with the Local Authority to provide free school meals. They have joined the 'Menus of Change' programme which originated in the US. They were the first university in Europe to join and also be accredited by them. Their catering outlets are almost becoming laboratories in line with the academic community. This is bringing huge advantages as they are growing their own beef and slaughtering it. They are also bringing in their dairy and moving on to pork, eggs and chicken. Five units in total are open, mainly around the residential areas.

The café in the Central Library is only offering a Takeaway option. Their 'Marketplace' is a shop within their catering outlets so that people can buy the products which are being cooked. They are also doing Click and Collect and a delivery service via these shops. Their Sports Park has been taken over by a Literal Flow Test Centre. This will be a longer term project as testing will be a part of life for quite some time to come.

St John's College

They have had students in college throughout lockdown with currently 400 students doing Takeaways. Takeout is only for lunch and dinner (around 20 for lunch and 50 in the evening). They are working with WRAP on accreditations along with Sarah from TUCO Academy on Level II and III training. They are looking to hold a 'May Ball' which will be an outside seating event for around 1,020 people. The College Council will be making a decision the following day (4th February) as to whether to cancel all their business until 28th September. They have taken the opportunity of updating all their risk assessments and procedures manual. They have a brand new coffee shop and have refurbished all their bar area. Alumni are still supporting the college financially. They now have their first female Master of the College. A large number of the staff are on flexi-furlough and are working to a roster. This week, all the team have been baking cakes to sell to the students. A recent Cheese Tasting which was held on Zoom had 72 attendees. They were planning a wine tasting with 50 places but this sold out within a couple of hours so additional tickets were requested. These have been popular as students are looking for something to do in the evenings.

Harlow College

As Harlow are an FE College they are non-residential so not hot meals have been served since last March. They are however doing meal packs for adults and free school meals. Staff have been given the option of furlough so Alison has around 90% of staff in. When they came back in September they piloted a Click and Deliver at their Stansted Airport site. Otherwise, there is very little else going on.

Royal Holloway

They currently have around 600 students on campus which is 20% capacity. They are catering for between 100 and 150 people per day for meals and have a café serving around 100 customers per day. Most of the staff are on furlough and spaces are being used for a Lateral Flow Testing Centre and an NHS Testing Centre.

LSE

Four of the catered halls are open for a supper service. They have 100 students each day across the four halls. All students and staff are being tested twice a week on site. The café is open for people using the library on campus and this caters for around 100 customers per day. The online merchandise shop is doing very well. 80% of their staff are furloughed but those that are not are looking at other sustainability projects ie the Too Good To Go App and preparing for the introduction of Natasha's Law in autumn.

King's College

They have 1,200 students on campus from the residences. Two out of their five campuses are closed. Some vaccinations are taking place on campus and they have a testing centre and are working with St Thomas's Trust on this. They are taking around 5% in income and nothing in hospitality. On the forecasting front, they have a number of scenarios:

Best Case Scenario - life pre-Covid budget; Worst Case Scenario – where they are at now; and third case – what life could be.

80% of staff are on full and part-time furlough and it has been agreed that they can carry over 10 days' leave from last year but they are insisting that staff on furlough take as much of their holidays as they can. Online teaching will continue until Easter and after that some online and blended learning.

Chris reported that they are collaborating with King's Sport on the 'Move Your Mind' project alongside the 'Feed Your Mind' initiative. They will be putting on four sessions of Knife Skills training. They are also working on a e-Cookbook course, the idea for which came up last year, where you create an electronic book for students then scan a bar code and download the recipes to a device of your choice. He has asked all his Chefs for their signature dishes and they will also be promoting local suppliers. The Nutrition Department are involved as well with input on what is good to eat coming up to examinations. Their Group Head Chef and Digital Marketing department are also working with them. They are hoping to launch this by the end of September.

On the retail side Lisa is making the most of the time to look at products, procurement, new tenders and sorting out their EPOS system.

4. Procurement Update

Nicola reported that four frameworks are currently being re-tendered – Meat and Poultry, IFDC, EPOS and Temporary Staffing – and that we are looking for volunteers to sit on the Tender Working Parties of three of us. Confirmed volunteers were as follows:-

<i>Meat and Poultry</i>	Karen Gallant	UEA
<i>EPOS</i>	Gavin Yuill	UEA
	David Storrar	Reading
	Lisa Connellan	King's
	Lewis Linley	King's
<i>Temporary Staffing</i>	Matthew White	Reading

Pricing reviews have been taking place on the DipChem agreement but suggested high percentage increases have been rejected. Johnson Diversey have applied for a price increase from April. Soft Drinks has seen increases from Coca Cola and LRS. The Category Managers have undergone training on the new regulations post-Brexit. An updated briefing on Brexit is on the website as from November 2020. We are working with Food for the Brain on their accreditation for caterers which optimizes food for good mental wellbeing. Nicola asked if anybody would be interested in having more details on this.

Labelling for Allergen Systems

NCCO have a system available through a number of the DipChem suppliers and Matt Tebbit from Reading has done a piece on the TUCO forum for this.

Too Good To Go

TUCO have entered into a partnership with the App people which enables waste food being sold to customers via the 'Magic Bags'. As part of the partnership, Too Good To Go will waive the first year's admin fee to TUCO members.

Online Contract Review meetings have been working very well so we will be continuing with these.

With the retirement of TUCO Sustainability Manager Sue Lightfoot, TUCO will be reviewing its plans for sustainability projects going forward and a statement will be issued by CEO Mike Haslin in due course.

5. TUCO Academy Update

We have moved over to online training and are offering Levels II and III Food Safety and Allergens free of charge. Level IV are run at a cost and require an on-site invigilator for the examinations. This only needs 20 minutes of training to deliver the assessment for staff. 3 Level III examinations were held the day before this meeting run by invigilators from the institution. The Level IV Food Safety candidates will be taking their exams week commencing 8th February. There are a couple of Mental Health courses taking place, one for mental wellbeing and the other for First Aid in order to recognize any early issues with either staff or students. The forthcoming Leadership Skills has places left but the Social Media course is now over-subscribed. Level II Allergens and Food Safety can be done separately with an invigilator to do the assessment and these are free of charge, including registration, assessment and certification. We hope to run a course on Healthy Foods and Special Diets soon. Change Management will also be taking place in the near future at a cost of £25. Development Days and Study Tours are currently on hold. We will be running a session on Natasha's Law in conjunction with LUPC, as well as a half day's session on Plastics. We are also running a series of MIND Mental Health e-Learning courses with Upskill and a case study on this will appear in the March magazine.

6. Board Update

Manish reported that we have 12 new members from the NHS. 5 members have left us because they have contracted out. Virtual Regional Meetings held throughout lockdown have proved very positive. The financial situation is not too healthy with an actual loss of around £750K versus the budget of £925K and income generation being a lot lower than anticipated. The Virtual Conference held in November was very successful with 37 exhibition stands, 269 day delegate registrations and 66 delegates at the evening social event. We are tentatively looking at a combined Conference/Competitions event in early September, depending on the situation with the pandemic.

7. Any Other Business

We will issue an updated list of suppliers to present at future meetings including Too Good to Go, Dr Schar, NCCO Allergen labelling and K-Box.

Matthew wished to record the thanks of the members to the Board, CEO and Staff of TUCO for their handling of the current crisis and support to members during a very difficult year.

8. Date of Next Meeting

Members agreed that the next meeting should be held after the Easter break around mid-April time (exact date to be confirmed).