

Regional Meeting Update – Scotland

Regional Chair – Ian Macaulay

Venue	Virtual Meeting (MS Teams)
Date	Thursday 18 th June 2020
Date of last meeting	Thursday 13 th February 2020 (University of Aberdeen)
Meeting objective	Informal update across the region
TUCO Contacts	Nicola Mellor (Category Manager) – nicola.mellor@tuco.ac.uk Sarah McLoughlin (Head of Academy) – sarah.mcloughlin@tuco.ac.uk
Attendees	Nicola Mellor – TUCO Ian Macaulay – University of Edinburgh Louise Levens – APUC Andy Anderson – APUC Joe McGroarty – University of Strathclyde Ype Vandershaaf – Forth Valley College Jennifer Dick – Dundee & Angus Colleges Alan Riddell – University of St Andrews Calum Maclachlan – University of Aberdeen Mark Donovan – University of Aberdeen John Duncan – University of Aberdeen Mark Nixon – University of Aberdeen Thomas Day – Heriot-Watt University Lorna Padden – Edinburgh Napier Lee Harding – University of the West of Scotland Peter Bacchetti - Ayrshire College
Apologies	George Bruce – Herriot-Watt University Steven McKay – University of St Andrews Douglas Shewan – University of Aberdeen



The University Caterers Organisation

1. TUCO Framework Updates (NM)

Kitchen Equipment Maintenance, Deep Cleaning and Ventilation Ducting DPS

We have a new supplier awarded onto the Framework for the following lots: Merlin Catering & Refrigeration Ltd

Lot 1: Catering Equipment Maintenance

Lot 2: Refrigeration Equipment Maintenance

Lot 3: Dishwashing Equipment Maintenance

Convenience Retail Framework (new)

Indicative awards have been made for the Convenience Retail Framework Agreement. 10 day standstill ended at midnight on Monday 1st June, with no legal challenges.

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)

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 1st July. Lot 7 suppliers will have delayed start as finer detail relating to terms and conditions are agreed along with central billing testing.

Temporary Structures – DPS agreement now live (new)

Lot 1 Temporary Kitchens, Equipment & Bars

Lot 2 Large Event Marquees & Temporary Structures (Gable Width of over 12m)

Lot 3 Small Marquees & Temporary structures (Max Gable Width 12m)

Lot 4 Turnkey solution for Temporary Kitchens, Marquees & Temporary structures

Sandwiches Framework

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 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.

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.

PPE Discussion

PB said that if a department hasn't worn PPE before then they won't be going forward. Screens will be in place in many areas.

AA says the guidance on PPE is very much lacking particularly the knowledge around wearing masks designed to protect others should be worn, not ones to protect the wearer (as these allow the particles to be breathed out). Andy will email out the APUC PPE guidance and this can also be discussed with local APUC managers.

AR said that St Andrews will be providing each student and staff with 7 face coverings each plus a hand sanitizer.

2. APUC Framework Updates

LL is dealing with price variation requests for the APUC Fruit and Veg framework.

3. Academy update/reminders (SM)

Two Panel review webinars have taken place on the 1st and 15th of June and there will be a 3rd on June 29th (TBC) covering the following topics:

- PPE / Uniforms
- Sustainability and waste (PPE etc) and Carbon footprint / buying local?
- Welcome Week
- Driving revenue (and controlling costs)

Webinars are confirmed up to the 6th of August as follows:

18th June:	Presentation Skills
25th June:	Food trends COVID top 10
2nd July:	Innovative Thinking
9th July:	Communication Skills
16th July:	Feedback & Challenging Conversations
23rd July:	TUCO Food trends launch
30th July:	Assertiveness Skills
6th August:	HSI / Nutrition from Plant based diets

For August / September we are exploring the following:

Foraging

Greenhouse gas calc and plant-based diets

Marketing and plan- based diets

Compliance for COVID

Customer service with COVID in mind

Potentially an Alcohol tasting class with an into to WSET quals

Also, potentially a series of 2 webinars on employability skills covering CV writing, interview techniques, Linked in use, self-promotion, and brand profiling.

That will take us to the end of September

We still have available online courses for free, 20 Food Safety and 20 Allergens and we are looking at adding a COVID module which we will try and provide FOC or at a very small nominal rate.

Virtual conference is being explored, with several platforms that would facilitate supplier tours, a virtual exhibition centre for our suppliers, speakers and hopefully a 'gala' dinner.

Ian highly recommended that members re-watch the Roundtable debates and Webinars as they are very useful.

4. TUCO Board / General Update

Alan Riddell and Calum MacLachlan updated the group on the following:

- Regional Chairs Meeting held on 15th June.
- 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 now remaining to aid with business continuity.
- TUCO Conference 2020 cancelled
- TUCO Winter Conference – we are looking into a virtual conference toward the end of this year.
- 2021 may possibly see Comps and Conf merged next year if there is scope to do so.
- Update on TUCO Finances, as the flat can't be used by TUCO at the moment, the decision has been taken to rent it out.

5. Member Updates

Over the past few weeks the University of Edinburgh has been feeding into the Scottish Government group looking to draft and confirm a range of Guiding Principles for University Accommodation and Catered Halls. This has representatives from:

- Students (NUS)
- Trade Unions
- Universities
- Colleges
- PBSA Providers
- Scottish Funding Council

The drafting group also includes Scottish Government representatives. The Deputy Secretary, Strategic Planning from The University of Edinburgh is now a key input on behalf of Universities to inform these so we have something both relevant and workable.

Timelines are first draft on Tuesday 30th June with the aim of a couple of iterations before going into approval process on 8th July. A week then to get approval from Ministers. Being pushed to be a hard deadline – because of need to support students etc.

Ian asked the group to comment on the following in their updates

- What nature of teaching are you adopting- all on line or hybrid and for how long?
- Have you clarity yet on reduction in student's numbers on site of adopting a hybrid model?
- If catered halls how do you plan to operate given some will have traditional multiple halls, some a central hub and some a combination?
- Cafes and other outlets – plans for re-opening and considerations both in terms of environment change and operational delivery?
- Staffing, furlough and future implications, what stage are TUCO members thinking of manpower plans or has their institutions put in mechanics for costs reduction?

University of Edinburgh (Ian Macaulay)

We are targeting to fill all our accommodation as moving a large chunk also to returning student. This includes 2000 in catered halls so we plan for delivering that and we are lucky reference social distancing in how Pollock Halls is a hub with lots of additional meeting rooms. Hotels open 15th July. Cafes will open to support a hybrid model of teaching in September with some rationalisation in semester 1. No Conference and events activity until Feb 2021. Also looking after nurseries at present.

University of St Andrews (Alan Riddell & Mark Nixon)

Blended learning is planned for September. There has been increased interest due to gap year opportunities disappearing. However, cost of attendance and safety are still issues.

The en-suite rooms are not as popular (likely due to cost). There is 100% occupancy, shared rooms are not being offered. Bubble groups are being investigated.

Whilst at 100% capacity rooms are not being used through the summer so any students that need to quarantine for 14 days on return to the UK from 24th Aug can be isolated in what will be their own room.

Mealtimes will be extended to keep social distancing and new staff rota's are being worked up. It will be challenging to ensure the flow of students throughout the dining areas, testing what will work and ensuring that everyone is fed.

Ayrshire College (Peter Bacchetti)

Any teaching not of a practical nature will be taught online in Sept. Students on site will wear their normal protective clothing such as boiler suits and chef whites. There will be a continuation of the late night openings, but much of this will be to teach the daytime classes due to the smaller groups will extend teaching time. Food Service hours will be increased to match. All food will be take-away and students will take food back to their specific classrooms to eat. Seating will be removed so that



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people are not encouraged to congregate. Enhanced Vending will be in place and food manufacturing will be limited.

Numbers are not looking great at the moment and a number of applications have been retracted, it is thought this may be to do with families needing everyone to work that can.

Forth Valley College (Ype Vandershaaf)

Students start every 6 months, so the Feb students will re-start in August with the new August starters. This means all kitchens across the 3 sites (including commercial kitchens) will be used for teaching so that the students can be spread out into smaller groups.

They will also open 3 nights a week to help accommodate this alongside the leisure and commercial courses. There are expecting less footfall into catering due to less students on site.

Edinburgh Napier (Lorna Padden)

Having a soft opening of one outlet on 24th August, however, are being pressured internally from above to open from 20th July but this is not in line with current Government Guidelines.

Ian asked the group to let him know if they have anything they wish him to feed into the group he is on for Government Guidance on Catered Halls.

- Lorna would like to know if they should be offering communal eating areas as well as take-away as this is being requested internally.
- Calum would like to know what sanctions (if any) will be placed on Institutions if they work outside the rules.
- Thomas would like to know if student travel is classed as essential as nobody will/can answer the question and he has tried various places to gain a response.

6. AOB

Ian asked if members would like to meet again in around a months' time, the group agreed this would be a good idea. Ian suggested the focus on the next meeting should be around HR Issues and Business recovery.

Ian also said that he would have not gotten through the last 12 weeks if not for Gin, Chocolate and Coffee. Most people were in agreement but Alan added that he couldn't wait to go out for a pint of lager.

Nicola reminded members of the TUCO Forum as an additional useful tool if they need help from other TUCO members.