



The University Caterers Organisation

TUCO South West Region Catering Group Meeting
Thursday 4th February 2021 at 10:00 am
Via Teams

Attendees:	Nick Leach	Portsmouth
	Kim Ashley	TUCO
	Sarah Cain	Plymouth
	Sarah Dolman	Bristol
	Kristian Fernandez-Mitchell	UWE
	Matthew Green	South Devon College
	Daniel Hancock	Bath Spa
	Ryan Hanson	RAU
	Judith Hoyle	TUCO Secretary
	Kai Hunt	South Devon
	Denise Kircher	Portsmouth
	Sarah McLoughlin	TUCO Academy
	Amy Morgan	Bristol
	David Morton	Winchester
	Lisa Pritchard	Bath
	Rachel Roberts	Bath Spa

Apologies:	Catherine Goddard	Southampton
	Craig Nicholls	FX Plus
	Christopher Sandham	Plymouth
	Daniel Smith	Plymouth
	Jason Waterfield	Southampton
	Caroline Wynn	Bristol

1. Apologies for Absence and Welcome

Apologies as listed above.

2. Supplier Presentation by Sharon Moore of Bidfood

Notes from this are attached.

3. TUCO Academy Update

Sarah reported that everything has now been moved online for the foreseeable future. Quite a number of compliance sessions have been delivered recently. The Level III and IV Food Safety refresher (interactive) is free of charge for all full members (maximum number is 20) where you can discuss ideas on food safety and allergen content. The February Social Media course is now over-subscribed. Leadership Skills is due to be held on 10th March. Most of the others are Food Safety and Allergens. We have carried out our first Food Safety Level IV course recently.

Our system is to have invigilators from our member institutions trained to carry out on-site assessments and this training takes around 20 minutes. They will deliver the assessment on our behalf and then get the accreditation at the end. We have a Healthy Food and Special Diets course coming up along with Change Management (cost £25 per delegate).

Mental Health Wellness will be run soon to help support your teams to understand what mental health is and how to spot signs in team members along with students. We also have a Qualified First Aiders in Mental Health course which is in more depth and carries a qualification at the end of it. We have a webinar on Natasha's Law being held in March in conjunction with LUPC. We plan to have a case study around the e-Learning for the MIND courses to see how this supports people with their mental health. We have also had a request to put some short videos online containing recipes for students. Nick added that Portsmouth made five videos last week as part of international week, which was very popular.

4. TUCO Board Update

Membership of TUCO continues to increase. We now have a total of 586 members of which 181 are Full (150 HE and 31 FE). However, we have lost 5 members who have contracted out their catering operation, notably St Mary's University, Twickenham. We are looking to hold a combined Conference/Competitions event in early September dependent on the situation with the pandemic. Nick added that this may be a difficult time for many members as they will be busy on site for the return of students for the new academic year. The new EPOS tender has three representatives from the South West region on the Tender Working Party – Portsmouth, Southampton and Winchester. The project has split into the following lots; Lot 1 EPOS System and associated Product Suppliers, Lot 2 EPOS Add On Systems such as Touchscreen Kiosk Suppliers and Lot 3 One Stop Shop. The group decided that the need for a 'Delivery app' should be separated out to form a separate procurement project which is being led by Jane Eve. Matthew asked about the sustainability of TUCO as a company and the financial viability of it going forward. Though we have seen a decrease of income into the organisation over the past 10 months, we are optimistic about the future levels of business. Due to reserves, we are in a stable financial position and though due to Covid-19 income has reduced though Universities, we still have business coming through Local Authorities and NHS members. Nick asked about EU Procurement Law post-Brexit. Kim advised that the Cabinet have produced a 'Green Paper' proposing a reform of public procurement law. This 'Green Paper' is out for consultation amongst purchasing authorities and the deadline for feedback is March 2021. If the proposals (or a version of which) are agreed, it's likely the new legislation won't come into force until 2022. Until the legislation is in place we will continue as normal, the only changes being advertising new contracting opportunities in FTS (UK Find a Tender Service) rather than OJEU (Official Journal of the European Union).

5. Procurement Update (Kim)

Meat and Poultry expires on 31st December so this will be renewed. Tender Working Party volunteers are needed on this, Dave confirmed he will remain on the group. Kim mentioned that we may have an issue with the 'quality' element of the evaluation due to present circumstances.

That is, in previous years the tender working party came together for two days to carry out a visual and taste evaluation on the meat samples. Covid-19 restrictions will mean that we cannot carry out the product tasting in the same way. STS will still be able to assess the product samples in terms of product specification, packaging and labelling. Kim suggested that the quality element of the tender may have to be carried through to the 'call-off' stage of the tender. Kim asked members whether they feel that this would be detrimental to the process. Dave feels that this is something which should be done by the institutions but ultimately it will be up to the TWP to make that decision, for example the samples could be sent directly to TWP member institutions to evaluate, but we would need to be able to guarantee that all samples are assessed in the same way so not to be open to challenge.

The new Temporary Staffing is out to tender and volunteers are needed for the Tender Working Party. There were no volunteers for this. We are also looking at the strategy for the brand-new EPOS tender (which Nick covered as part of his board update).

Student Unions are now granted access to the framework agreements including Alcohol (which has proved popular). Lisa commented that this was good news as they, like others, had recently left membership of the NUS and access to agreements such as Convenience Retail would be a real benefit.

The Brexit Impact Tool is still available on our website and is regularly updated (but we have struggled slightly as many of our suppliers' contacts are currently furloughed).

Jane Eve has recently met with an organization called "Food for the Brain". They offer an accreditation to caterers who can demonstrate a food offering that optimises consumers' brain health and mental wellbeing. University of Leeds and University of Edinburgh currently hold this accreditation. There was no interest from the group.

NCCO Food Solutions - would like to present the Date Code Genie to members at regional meetings. It is an allergen labelling system and, in light of Natasha's Law coming into force later this year, it's something being considered at present. The system is available via DIPCHEM suppliers such as Stephenson's, Nivek, Catering 24, Instock Disposables, Ware UK to name a few, and they are already working with some of our members such as Reading, Harper Adams etc. They attended TUCO conference in 2019 with HG Stephenson's. Matt Tebbitt at Reading did push a forum piece on this, which may be useful to members.

TUCO have joined up with Too Good To Go. TGTG is an App that allows caterers and food & drink outlets to sell their surplus food and drink to consumers.

How it works:

- You sign up and are featured on the App.
- Customers access the App and purchase 'Magic Bags.'
- You fill your 'Magic Bag' with leftover food and/or drink and set a collection time that suits you
- Your customer pays for the bag and arrives at your business to collect.

Why it works:

- Find a new route to market: The app will give you access to customers that you might otherwise not reach.
- Recover sunk costs: Get money for food that would have been binned.
- Show you care: Take tangible steps to help the environment.

What are the fees:

There is no upfront cost - all fees are deducted from the payments Too Good To Go sends you:

- £1.09 [+VAT] per Magic Bag sold.
- No contract, no commitment & cancel any time.

Contract Review meetings have been very well attended recently for the following frameworks – Soft Drinks, Sandwiches, Vending, Alcohol. Further ones will be held in the near future including Fresh Fish and Seafood and Vegan.

Due to the retirement of the TUCO Sustainability Manager, Sue Lightfoot, our plans will be reviewed but the TSG will still meet and CEO Mike Haslin will be issuing a statement in due course.

Kim explained that under the new rules we are now advertising in the FTS (UK Find A Tender Service). Lisa asked if we now have to accept bids from Australia? Kim will cross check, but as the UK are still subject to WTO (GPA) rules (of which Australia are a member), Kim believes that we may have to consider bids from GPS members.

Action: Kim

Lisa asked about the South West Food Hub agreement with CCS and would TUCO be working with CCS on this? Ryan understands that this is a government pilot scheme and if a success will be rolled out across the UK. Matthew added that he was due to meet with them the following day. The majority of the group had been involved with/aware of the project and were concerned about the knock-on effect to TUCO. Kim added that TUCO were aware of the project and that a member of the procurement team had attended the conference call in late 2020. The procurement team have raised their concerns with the CEO. Kristian commented that anything new at UWE will have to go through ProcureWizard. Ryan mentioned that the project was quite complicated and that the first two phases were IT software and logistics. Though if a success, it could be a threat to TCUO and other Food/Catering related purchasing consortia.

Kim mentioned that we had looked at Two Services (on the KEM framework) to be invited in to present at the next meeting and Nick commented that he had been happy with a very thorough cleaning job they had recently carried out at Portsmouth and only charged £4K for.

6. Round The Table – Member Updates

Portsmouth

Nick reported that they are looking at the Too Good To Go App. They signed up for WRAP following their presentation at the recent Sustainability Group meeting on 'Guardians of Grub'. They had lots of training taking place in January, including Food Hygiene Refresher and Natasha's Law. They took advantage of the fact that furloughed staff can still undertake training. They have an Asymptomatic Testing Centre there and do around 30 packed lunches per day for this, making use of the leftover packets of crisps, chocolate etc.

Winchester

Their Vice-Chancellor has resigned and leaves at the beginning of April. Their on-site shop is being used for storage of furniture which is redundant due to social distancing.

They are at 5% of their usual income for this time of year and most of the staff are being furloughed. Only 3 courses are being taught on site. They have also been shortlisted for a Green Gown award for their 'LIFE' ethos. They will be running two separate budgets for September – 'Best Guesstimate' and 'Normal'.

UWE

Kristian is looking at their meal deal support as the SU are about to finalise their meal deal for next year. He asked what kind of deals other universities have with their suppliers. Kim offered to follow-up with Kristian regarding meals deals.

Action: Kim

As Portsmouth are a city centre campus they struggle with competition from the likes of Boots and Sainsburys. However, meal deals are very important to Bath. They have two outlets which rely on meal deals, one of which is affiliated to the Co-Op. They are looking at an alternative meal deal solution for their other shop, which is currently closed. Kim advised that this would be possible through the TUCO Sandwich framework but you may be limited as to the range of products. This is not something that TUCO can do on a national scale but the suppliers are there and willing to do this on an individual basis.

South Devon College

Matthew explained that all sandwiches at the college are produced in-house and because of the implications of Natasha's Law are looking at starting to buy in their sandwiches. Are there any recommended suppliers in the region? Kim will send details of this through to him.

Action: Kim

UWE make their own as there are higher margins and more control over quality. Bath mainly buy from Real Wrap but have one or two outlets which have the chef capacity to make their own.

Southampton

The recent turmoil has demonstrated how quickly business and service requirements can change and the true cost of having high levels of fixed cost, especially labour. There are lessons to be learnt from this pandemic and opportunities to be explored. Accordingly, SU catering are carrying out a full strategic review of their retail catering and hospitality services and seeking to modernise. This is likely to result in being much more reliant on technology, streamlining systems, standardisation and working from a lower fixed cost base. As an example, we are not looking to re-appoint 15 FTEs who have left through voluntary schemes, instead we will change our service model and use casual labour when required.

Bath Spa

Most staff are currently furloughed. We still have our Starbucks coffee shop open from Monday to Friday for Click and Collect. We have an App service too that opens daily for the students living on site, which is the best thing we have ever implemented. We use Preoday. We have had approximately 550 room refund requests for the first 6 weeks and have around 400 students back and living on campus here at our Newton Park campus. Our Events team are operating the test centre twice a week.

We are looking at launching a virtual conferencing section on our App where we deliver food boxes to staff working remotely (to begin with). We are now going into the 2021/22 budget setting period. Just a couple of questions for members please.

- Anyone else looking at Virtual Conferencing?
- I know there is a question on the Forum but really keen to know what everyone is looking at forecasting for next year please?

7. Any Other Business

As there was no further business, the meeting was duly closed at 11:30 am.

8. Proposed Dates for Next Meetings

Next meeting to be held just before or just after Easter – exact date to be confirmed.

The Vegan and Vegetarian Market

TUCO
4.02.21





Contents

Market Insights

Bidfood Trends

The future of veganism

VKitchen

Q&A

Market Insights

During the COVID-19 pandemic and its aftermath flexitarian and plant-based trends are expected to have become further embedded. *1 Greggs' launch of the vegan sausage roll tied in with the emerging trend of "flexitarianism" whereby consumers started eating less meat without cutting it out completely, and paved the way for wider adoption of the plant-based trend across the UK. *2

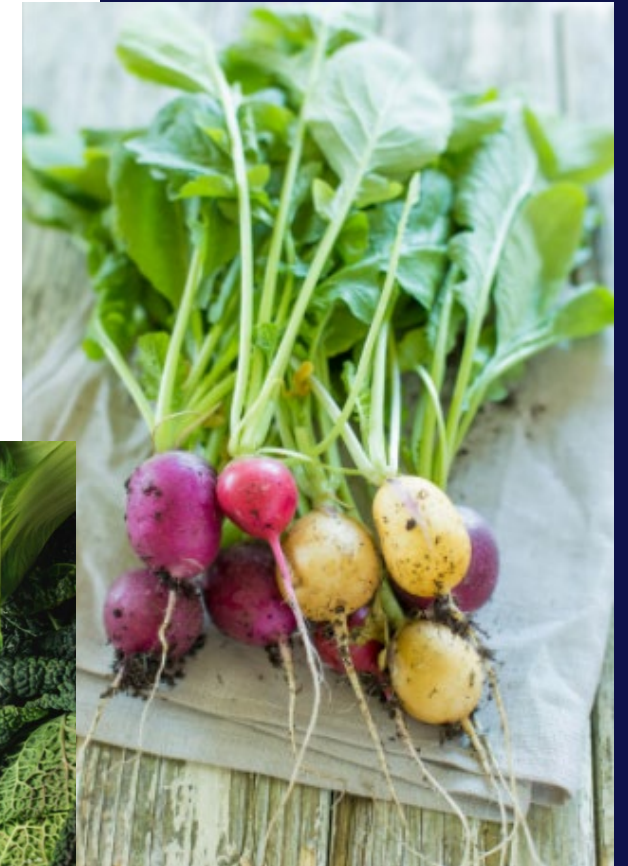
- **400,000** people signed up to Veganuary in 2020*³
- Among the **88%** of people who eat red meat/poultry, **44%** limited or reduced their consumption of these in the six months to September 2019*⁴
- **19%** of people believe that the impact of COVID-19 will encourage people to eat less meat *⁵
- Deliveroo have seen a **163%** increase in demand for vegan food compared to the previous year. *⁶
- The first week in Jan'21 saw a **153%** increase in searches for 'Vegan food' in the app. *⁶

Lockdown & Veganism boost Veg popularity

Locked down Brits have fallen back in love with cooking and since the rise of veganism and more time to prepare meals from scratch veg is back on the menu.

Since the first lockdown in March Tesco has seen the following increases in veg sales...

- Leeks – demand up by more than 30%
- Cabbage – up nearly 25%
- Broccoli – up 20%
- Sprouts – up 10%
- Kale – up 10%
- Spinach – up nearly 10%



Customers are incorporating veganism into the everyday...

“ Not only have we seen a hungry appetite for new vegan and veggie dishes and restaurants from our customers who always order vegan, but we’ve also seen a Flexi trend emerging where an increasing number of customers are ordering a mix of vegan and non-vegan dishes ”






Arabella Jenkins, Deliveroo



Bidfood Trends 2021

Whilst 2020 was a challenging year for so many areas of foodservice, others have thrived; it hasn't just been about the quality of the food and drink but about its access and availability. For the year ahead, the trends focus as much on ways of life as they do on the role of food and drink on all states of wellbeing.

The food and drink trends look at the why, how and when of what we will be eating and drinking, twists and tastes that consumers have grown to love and will hope to see more of as we enter a new year.

					
Wellness My Way	Careful Consumption	Little Luxuries	Food For the Soul	The New Normal	Cuisines

Wellness my way

Diet, exercise and weight management is front of mind, as authorities like the WHO confirm that healthy diet plays a ‘crucial role’ in fighting off coronavirus. For some consumers, that means adopting new diets and lifestyles. For others, it’s about subtler changes to their routine, e.g. healthy swaps and additions.

Sub Trends

Light & Low

Stealth Health

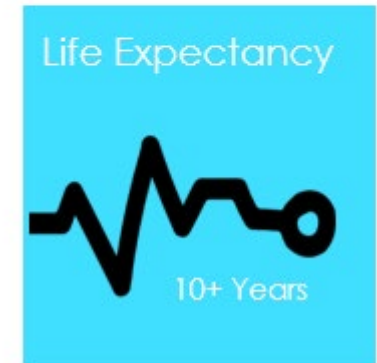
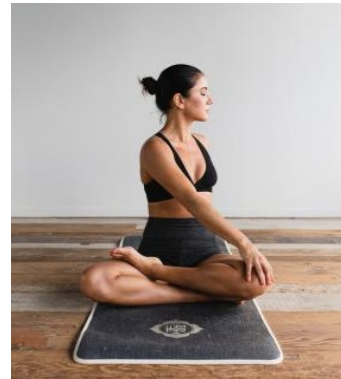
Digestive Health

Functional

Optimise Yourself

Fish First

Better Kids’ Food



A FUTURE YOU CAN RELY ON

Careful consumption

In the new age of transparency, there's nowhere to hide irresponsible practices or eye-watering air miles. Consumers look to support low impact and local businesses, as well as brands and producers that align with their values on diversity and equality. We're seeing tangible action for causes and for the future.

Sub Trends

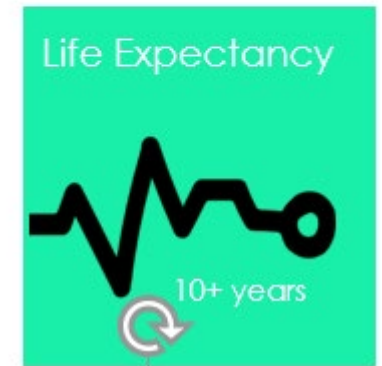
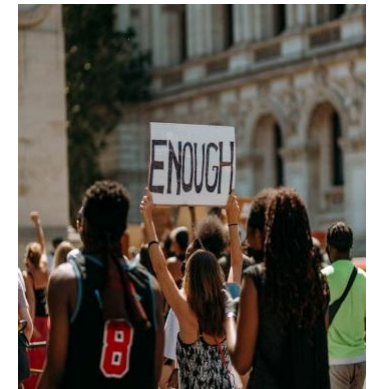
Waste Less

Staying Local

Transparent

Biodiverse

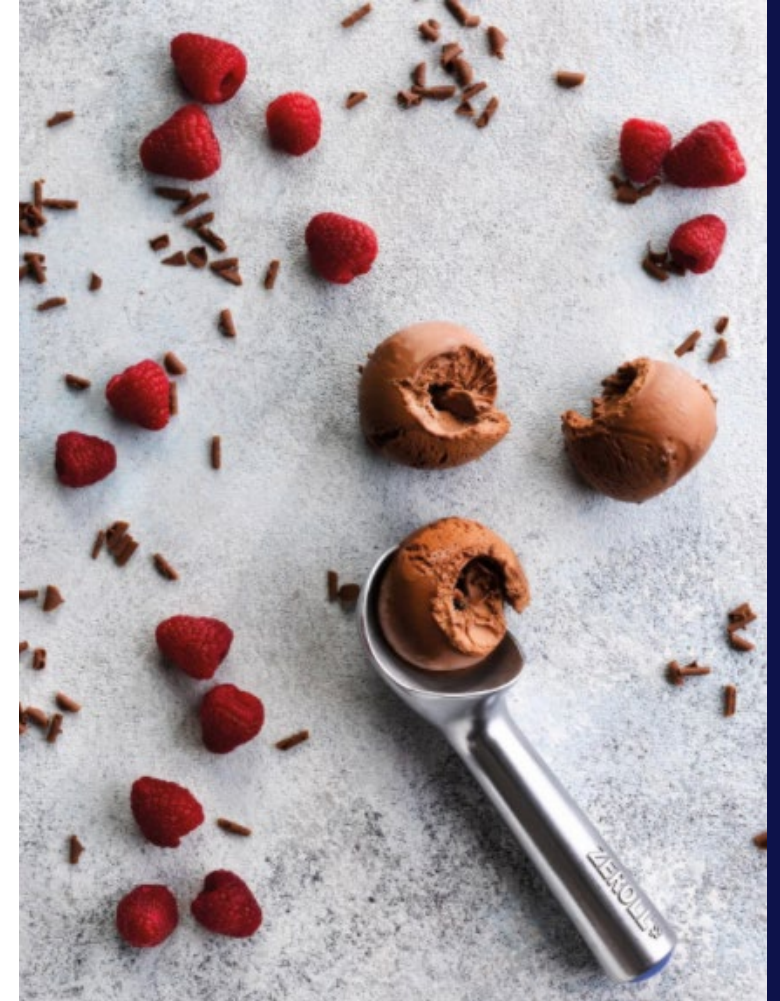
Accountability



A FUTURE YOU CAN RELY ON

What does the future of veganism look like?

- **Flexible eaters:** It's Growth will come from those who want to reduce their meat consumption for health and environmental reasons but will not cut meat out entirely.
- **Greater scrutiny:** Consumers will demand more transparency and less processed options.
- **Plant-power:** Brands will entice more consumers by leading with 'plant-based' claims or 'rockstar' plant ingredients —and relying less on the 'vegan' badge.
- **Save the world:** Veganism's sustainable benefits will become a much stronger driver of sales — especially among younger consumers inspired by 'Greta Thunberg effect'.



Vegan NPD in the market



Snacks account for the largest share of vegan NPD, thanks to standard products like fruit-, nut- and veg-based chips, snacks and bars.

Sauces & seasonings is in second place, again with standard veg-based sauces, but also including products such as oil-based vegan mayonnaise.

Vegan bakery, in third place, includes **dairy- and egg-free cakes**.

NPD in plant-based dairy has advanced to such an extent that dairy is now the fourth largest contributor to vegan NPD.

TOP 10 categories that see most vegan launches

Veganuary product launches 2021

A FUTURE YOU CAN RELY ON



Introducing...

- 100% Vegan
- An extensive range of vegan products comprising of both branded and own brand products in one place
- Ready-made products or ingredients for scratch cooking, we've got them covered
- Trend-driven products that make providing vegan options on our customers menu a breeze





The range



Over 250 cross category products including:

Ingredients ✓



Protein alternatives ✓



Pre-prepared ✓



Desserts ✓



Bakery ✓



Impulse ✓





Thank you for your time

Any questions?

