

TUCO South Eastern Regional Meeting Tuesday 13th April 2021 at 02:00 pm via MS Teams

MINUTES

Attendees:	Manish Shah [Chair]	King's College London
	Jacqui Beazley	LSE
	Tim Burrows	Kent
	Lisa Connellan	King's College London
	Yvette Cutcliffe	Surrey
	Judith Hoyle	TUCO
	Stephen Lambert	Brighton
	Jemma Morris	Royal Holloway
	Nicola Mellor	TUCO
	David Oakley	Churchill College, Cambridge
	Phil Rees-Jones	Cardiff (TUCO Chair)
	Nikhil Santos	St Mary's Twickenham
	Mark Slater	Churchill College, Cambridge
	Matthew White	Reading
Apologies:	Alison Armitage	Harlow College
	Martin Batt	Reading
	Sabrina Beck	Goodenough College
	Graeme Collie	South Essex
	Kamil Khoury	Imperial
	Chris MacCormick	King's
	Duncan Palmer	UCL
	Ginny Vandebroek	Houses of Parliament
	Wendy Wenborn	Anglia Ruskin

1. Welcome and Apologies

Apologies are as above. Manish introduced TUCO Chairman Phil Rees-Jones as guest at the meeting.

2. Presentation on the Too Good to Go App by Pancho Lewis-

3. Member Updates

LSE

Four outlets have been open throughout lockdown. Easter capacity was 47% but this was more than was anticipated.

The main campus only had the library open, with one café supporting this averaging around 200 coffees per day. Two more cafes with takeaways will open from Monday 19th April along with pop-ups outside the building and some external caterers outside. The SU have opened their gym this week and a bar with external seating will open on Wednesday 14th April. The online merchandise shop has been open throughout and they have just started doing Click and Collect this week so students can come inside the shop to collect packages which saves on postage. Tables of 6 are available for drinks and nibbles. Students and staff are being tested twice a week so that they can come into the building. Positive cases are very low (only two people). 50% of the staff are currently furloughed. Jacqui is busy with work on Natasha's Law at the moment.

Churchill College

David reported that things have been very quiet and they are waiting to see what happens. They are doing around 60 meals a day at the moment. The micro-herbs are growing well.

Reading

They have been feeding people in the Halls throughout the pandemic, where occupancy was around 65%. On Monday 12th April they started opening other areas of the business where they are allowed to. 16th May is when the Government will announce which students can return. One of their bars took £10K the day before this meeting. They have turned the car park into a beer garden which had taken just under £6K. They are looking to keep people on campus as Reading town centre is not suitable for outdoor drinking. The marketplace has been very popular by opening shops within the food malls. They are doing a delivery service as well as Click and Collect. They are currently tendering for a food management system known as 'Digital Dining'. They could not find a system which did everything so have gone out to the market. This must dovetail into TUCO Online and their goal is to have it in place in time for the new academic year. Manish asked Matthew how their Menu for Change is progressing. This came about as a result of TUCO's Californian Study Tour when they visited various institutions that were doing this. Matthew stated that they are almost using their catering venues as academic laboratories. There are strict criteria around where the academic programmes match the catering ones. All their beef now comes from their own farms but they are looking at how they can reduce the quantity of beef consumed. They are also looking at how to introduce selenium back into the diet, possibly by getting this back into grass and getting the cows to eat this grass, thereby having it in their milk.

Royal Holloway

Jemma stated that things are very quiet at RHUL. Two catered hall restaurants are open and one café. Nothing is planned to be opened until the start of term, when one other café will open up. They have 37% occupancy of the halls at the moment and still a large number of staff on furlough.

St Mary's Twickenham

They have been open for one year learning. They have around 350 students in halls so dinner is the busiest meal. One bar opened on Monday 12th April and the café is doing takeaways. Most of the catering team are back and trying to cover the extra capacity. They are currently looking at the BioHiTech waste system and will make a decision as to what is the most suitable system for campus. More teacher training students will be back during the following week but there is very little business with the summer schools.

Brighton

Steve reported that four of their canteens have been re-purposed as Lateral Flow Test Centres. Only four cafes are open at the moment and nothing more planned for the foreseeable future. No summer business will be pursued for this year. The new building is about to come to completion ready for the summer – 800 bed halls of residence, academic buildings, Students Union and sports facilities. They will be looking at their grocery tender over the coming months. All staff will remain on furlough until business picks up.

Kent

At Kent they only have one mobile pop-up open and around 45% of students on campus. One canteen was doing around 150 covers per session. All furloughed staff will be coming back in May as no annual leave has been taken. Come May only a handful of units will open including a bar and a takeaway. The new Director of the Department is insisting that they do a summer festival with live music and different food offerings.

King's College

Staff are allowed to carry over 10 days of annual leave instead of 5. However once they return there is no guarantee that they will be able to take their holidays. From 4th May all areas will be open but the business may not be there. They are currently at 4% of their retail income. Outside dining started from 12th April but none of the bars have outside drinking areas. They are still operating Click and Collect and delivery to students. They have a new Principal starting in June from the University of Melbourne who is a medical professional. They are currently busy working on their model for hospitality and what happens with events etc but there will be no summer business. Internal hospitality will commence in September. Ex TUCO Chair Julie Barker is working there on a part-time basis focusing on Sustainability.

4. Procurement Update

Regarding new and renewed frameworks – Meat and Poultry and Milk and Bread are at the Research and Strategy stage. Due back during April and May are New Catering Innovation and Concept Solutions (DPS), Temporary Staff, EPOS Pay to Order, TUCO Delivery App (competitive dialogue) – submissions have now been evaluated and the start date for this is 15th April. On the Hot Beverage agreement Café Direct will be using Brakes and Bidfood. Bewley's staff are now all back from furlough. On the DipChem there have been some price increases and Mandy has asked for additional information to justify these. On Soft Drinks, Brakes have increased some prices. The Waste contract expires later this year and Mandy has requested feedback from members on the national strategy. Vending is now a DPS and members are requested to use the further competition for call-offs. On the Grocery Frozen and Chilled a members' survey has been sent out and the annual contract review meeting is due to take place in May. New price lists from suppliers will be out at the beginning of May. Alcohol price changes are coming in in April and May. Nicola had put in a request to members for details of additional suppliers of marquees on the Temporary Structures DPS. Bidfood have been overcharging on their Ecolab products – members were asked to contact their Account Manager or Sharon Moore to arrange a refund. Review meetings are coming up on the Grocery and Vegan and Vegetarian in the next couple of months.

A new member survey has been sent out asking questions on such things as Regional Meetings, events, suppliers, planning, stock control etc.

On New Product Development – supplier and TUCO Partner Dr Schar are offering to send out samples of their Gluten Free products to members if anyone would be interested.

5. TUCO Academy Update

The Academy has been busy with 27 webinars – 1965 views (live and recorded) the most popular being Natasha’s Law in March with 205 attendees. We have had 5 Panel reviews including “New Normal” with 844 views (live and recorded). We have also had 26 Courses delivered online – 172 attendees (Dec-Mar). Up to March 2020 we had 533 assessment passes for compliance courses, we added another 66 up to March 2021, so the Academy has delivered 599 qualifications to date.

The next couple of months are mainly compliance courses, most have the option of an assessment with a qualification (as long as you can let us use a staff member to be an invigilator on our behalf). We also have a new course with an optional qualification based on healthy food and special diets with an introduction to the Menus of change, this will take place on Tuesday 1st June.

We are looking to possibly add **Insights**, which is a great course that analyses team personality and supports the best way of working together, **Edward De Bono’s 6 thinking hats** which helps to identify structure meetings and work through strategy creation and **Situational Leadership** which supports Managers and Leaders on how to drive teams forward and create synergy for work processes.

Change Management and Leadership will be added this week for June/July. Please let Sarah know if there are other topics you would like to see in the curriculum.

We have some really exciting webinars coming up: 3 sessions in May with Food for the Brain which looks at:

- General healthy eating for wellbeing
- Eating for Brain Health, long term (protecting against Alzheimer’s etc) and day to day concentration (for students, to focus at 1 day conferences)
- Application of principles in food service (attractive menus to encourage healthy eating)

These will be on 11th, 18th, and 27th May. There will be a repeat of Natasha’s Law on 9th June. There is also an exciting series we’re hoping to be doing with LWC where we will be remotely visiting supplier sites, such as a vineyard and an orchard as part of a food pairing and tasting session. Save the date for a Virtual Plastics Event on Friday 21st May along with a Supplier Innovation Day planned for 30th June. A virtual Summer Conference is proposed for the 28th July with the theme of The Road to Recovery ‘Build Back Better’ (BBB is the UK plan for growth).

We have done an e-Learning case study around the MIND courses. People completed a survey both before and after the short course. There was a marked increase in people recognizing mental health issues in both themselves and others.

6. Board Update

Phil reported that on the Membership side, we have 8 new members taking the total to 600. The spend level is significantly down – 73.5% down on budget. Regarding ‘Menus for Change’ TUCO are in conversation with Stanford University in the USA. We are hoping to hold a joint Conference/Competitions Event at Keele University in 2022. An exciting new development on the contracting side is the TUCO Delivery App. All the TUCO Team are still on flexible furlough but maintaining the service level is the main priority.

On a personal front, Phil reported on the situation at Cardiff University where things are very quiet still and he is now planning for the new academic year in September. They are looking at extending their residential period until early July – to link with some form of student experience or festival. They are currently looking at various digital platforms and, regarding their outlets, maybe change the food offering. They will only have 10% of their summer school business which is normally very profitable. They have 5 new buildings opening in September and 3 catering spaces have gone to external suppliers. However, Conferencing and Hospitality will continue to be run by the in-house team. Staff there have not been furloughed but have been redeployed in other areas.

A current hot topic – Kinetics – have shown that costs have increased in some cases by over 50% and TUCO are liaising with UCISA and APUC to look at a possible tender for this.

The first cohort of candidates on the Masters Degree have been extremely successful with their results.

7. Any Other Business

The group discussed the format of meetings going forward – 90 minutes’ duration was felt to be the perfect timing. Members favoured a mixture of online and face-to-face meetings in the future.

8. Date of Next Meeting

Members were happy to arrange the next meeting for late June time before the summer break and it was agreed that Excel Vending would come in to present.