

TUCO South West Region Catering Group Meeting Thursday 24th June 2021 at 10:00 am Via Teams

Attendees:	Nick Leach	Portsmouth
	Kim Ashley	TUCO
	Sarah Dolman	Bristol
	Matthew Green	South Devon College
	Ryan Hanson	RAU
	Judith Hoyle	TUCO Secretary
	Amy Morgan	Bristol
	David Morton	Winchester
	Craig Nicholls	FX Plus
	Jason Waterfield	Southampton

Apologies:	Sarah Cain	Plymouth
	Helen Baker	UWE
	Kristian Fernandez-Mitchell	UWE
	Catherine Goddard	Southampton
	Lisa Pritchard	Bath
	Daniel Smith	Plymouth
	Robert Smith	Bristol
	Caroline Wynn	Bristol

1. Apologies for Absence and Welcome

Apologies as listed above. Nick welcomed everyone to the meeting.

2. Supplier Presentation by Two Services

The presentation by Barry Osborn and Oliver Smith is included with these Minutes.

3. Minutes of the Last Meeting

These were agreed by the Members.

4. TUCO Board Update

We have had several new members amongst our colleges and many of the NHS Trusts are joining us to use the sandwich framework. Spend is down by 64%. However, the Academy has proved very successful with members making the most of furlough and quiet times to have their staff trained. The EPOS and Ordering System is the newest framework to be worked on with good back up on the Tender Working Party. The Sustainability Group met on Tuesday 22nd July where it was confirmed that Sustainability Manager Sue Lightfoot has now taken early retirement and there are no plans to replace her at this time.

Nick and Dave had reservations about the direction this group were taking going forward and Nick will be writing to CEO Mike Haslin to voice his concerns.

Action: Nick

Jason enquired as to whether there are too many people on this group and how about a more localized Sustainability Group? However Nick feels that there is more benefit to having a bigger group. Matthew asked if Sustainability can be a permanent feature of this Agenda going forward.

Action: Secretary

5. Framework Update (Kim)

Tenders

The new White Label Delivery App is being run as competitive dialogue and work on this is ongoing. Temporary Staffing is being re-tendered and questionnaires have been evaluated. Tenders are due back early July. Food Waste has been extended until October and the tender process has now started. A further Lot will be added for the measurement of food waste.

The Sandwich agreement has now been extended for its final year and we are looking for volunteers for the Tender Working Party for this.

DPS Updates

The EPOS tender process is now complete and was awarded on 15th April. The Access Group were not successful this time round and are expected to make a re-submission for entry. New suppliers have come onto the Vending framework as will as the Kitchen Equipment Maintenance.

Regarding Catering Innovation and Concept Solutions (CICS) – Hannah is starting the Starbucks Licence Agreement but all Terms and Conditions have not been accepted yet. Milk and Bread and Meat and Poultry are both at the strategy stage.

DipChem, Soft Drinks and Alcohol have all seen price increases and on the Grocery, Frozen and Chilled new prices were effective from 1st May. Price rises have also taken effect from Solent Butchers.

Café Direct are now supplying solely through Brakes and Bidfood so will no longer be on the framework. Bidfood have confirmed the re-listing of the Linda McCartney range of products. To confirm, the sale and merger of 4 dairies has created 'Kent Dairies'. Members will continue to be invoiced via Pensworth. Dave asked Kim to confirm where the milk is coming from as he usually gets his from Southampton. He needs to know the location as he is committed to buying locally produced milk. When this is re-tendered there will be two companies.

On the Grocery, Frozen and Chilled several suppliers are struggling with the national driver shortage so they are asking people to consolidate their orders. This is likely to continue until at least the end of the year but suppliers are working hard to resolve this. Brakes have stated that their minimum order value is £300 whereas Bidfood's is £100. The shortage seems to be affecting the south more than the north.

Upcoming review meetings include Vegan and Vegetarian and Grocery, Frozen and Chilled with Hot Beverage planned for July.

We are also planning to introduce a sampling and new product development programme to support new suppliers. The group will be made up of volunteers across the TUCO membership to look at price, packaging, testing etc. Feedback will then be passed on to the suppliers. There will also be a New Product Forum on our website where members will be able to go and request samples to try then give feedback. Kim asked for volunteers to be part of the Sampling Group.

Dave asked when The Access Group would be likely to be re-submitting.

6. Academy Update (Sarah)

The first quarter of this financial year has been busy for the Academy. 4 webinars took place and are averaging between 70-80 views. We had 15 courses with 149 attendees, with an average of 10 but we have had classes of up to 20. We hosted 2 online events – Plastics Day in May with 40-120 views on each of the 8 sessions and Innovation Day in June with 30-60 views so far on 18 sessions.

Regional courses we offer

- | | |
|-------------------------------------------------------|---------------------|
| • Level 4 refresher course | Level 2&3 Allergens |
| • Level 2 & 3 Food Safety | Level 2 HACCP |
| • Level 2 Customer Services | Change Management |
| • Level 2 Healthy Foods and Special Diets (Nutrition) | Leadership |

The ones beginning with a level can be delivered as qualifications.

After July we can also offer:

- Level 1 award in Awareness of First Aid for Mental Health (RQF)
- Level 2 award in First Aid for Mental Health (RQF)
- Level 2 award in First Aid for Youth Mental Health (RQF)
- Level 3 award in Supervising First Aid for Mental Health (RQF)

We are looking to have 4 webinars over the next quarter or so, one on Calorie Labelling and 3 from The Food People on Food Trends.

We are also looking to expand the curriculum offer with further courses potentially including menu engineering, mastering your motivation, presentation skills and mentoring. Phil also suggested running a course along the lines of getting furloughed staff back into work after the pandemic.

The main event of the year though is the Summer Conference – taking place online this year on Wednesday 28th July. This year's theme is Build Back Better, focusing on post-pandemic recovery. The Agenda includes sessions on The Gut Stuff, Menus for Change and The Technological Road to Recovery. Our keynote speaker will be Andy Cope from The Art of Brilliance to talk about Mental Wellbeing. There will be a social event with the TUCyO Olympics in the evening.

7. Member Updates – Round the Table

Portsmouth

Nick has had 2 months whether the Graduations will be on or off so is currently stockpiling Prosecco. They will be given a 'Graduation Goodie Bag' when they drop their gowns off. They had an IT issue some time ago which is unfortunately still ongoing. There is some talk of getting international students back early so that they can quarantine. Currently around 15 quarantine boxes per day are going out to students. Real Wrap were including some dips which exploded so they replaced them all free of charge and asked Nick to donate the remaining products which were fine to charity.

Winchester

Things are very quiet so they have been undertaking some kitchen training with 'Forward Food'. They have lots of vegan/plant-based food. They received their Humane Society International Report and have achieved 40% reduction in meat and dairy derivatives. Beef has been completely banned. Dave advised that he will be taking part in the Plastics Webinar as part of the Innovation Day. 25% of staff are now trained on Level 3 Allergens. The university are currently interviewing for a new Vice-Chancellor.

Southampton

Jason reported that the campus is very quiet and there has been some downsizing and looking at reducing fixed costs. They are also trying to create some branded concepts across campus. There is no confirmation still on the Graduation front but this is most likely to be next term.

South Devon College

They are preparing for Natasha's Law as there is a lot of detail involved, particularly for things such as home-made cakes. They are also taking the opportunity to look at all their new menus. It has been decided that their students will not have to wear face masks in classrooms. It appears that most universities are not looking to have any social distancing from September but at South Devon they still have a minimum of 1 metre distance and all staff are still wearing masks. Teachers only do not have to wear them when they are actually in the classrooms. Jason commented that at Southampton Front of House staff are still wearing masks and keeping 2 metres apart. They have continued with the Takeaway element to discourage people from sitting in and all their Open Days are virtual. Winchester have 3,000 students coming to site for an Open Day the following week.

Bristol

All their events have been cancelled. However, they have just achieved Fair Trade 1 star status.

RAU

They have postponed Graduation until the end of September / early October and then it will be a double ceremony. They are looking at EPOS and did approach The Access Group but were not impressed with their customer card so they will probably not win the contract.

Regarding Natasha's Law – they will be taking their Grab n'Go away from a third party and bringing it in-house. They are also hoping that The Access Group model for labelling will be coming in sooner rather than later. Ryan also advised that Kinetics attempted to bring in a huge price increase so they are now with Star Res for their accommodation. Kinetics are unsupported for the commercial element. Ryan is now managing a vineyard and is producing gym. Their Vice Chancellor has announced that she will be leaving the university.

8. Any Other Business

Nick enquired about tinned water and where to get it from. Kent Frozen Foods supply this but Kim will send through a full list of suppliers.

Action: Kim

9. Proposed Dates for Next Meetings

A Doodle poll will be sent out for some dates around mid-October.

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TWO Services



Barry Osborn
Managing Director



Oliver Smith
Head of Sales



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- ▶ Atalian Servest
- ▶ Surrey County Council
- ▶ OCS Catering
- ▶ Accent Catering
- ▶ Wilson Vale
- ▶ TNS Catering

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- ▶ All our work is carried out in accordance with the European Regulations EC852/2004, the Food Safety & Hygiene (England) Regulations and COSHH.
- ▶ All of our engineers are accredited under the company's CHAS and SafeContractor schemes.
- ▶ We can keep your kitchen clean and safe; protecting your staff, students and your reputation.





Working safely during Coronavirus

- ▶ We can test our team for COVID before work begins on site if required.
- ▶ We carry out daily temperature checks.
- ▶ Our engineers and cleaners wear PPE while they're on site.
- ▶ Call us any time to ask us a question about our COVID-safe working practices.



“They have been professional, courteous and accommodating, with competitive pricing and good communications. The PPM visits have been organised efficiently and smoothly. And the engineers good all round knowledge means the equipment is often repaired on the first visit. When equipment has had to be replaced, the safe removal of the old equipment and install of the new equipment has been completed proficiently, with the area left clean and tidy.”

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