

**TUCO Midlands Region Virtual Meeting**  
**Thursday 6<sup>th</sup> May 2021 at 2:00 pm via MS Teams**

## **MINUTES**

<b>Attendees:</b>	Stuart Rutty [Chair]	Wolverhampton
	Rob Bean	Leicester
	Dan Brazill	Loughborough
	Gavin Brown	Leicester
	Louise Chatfield	Staffordshire
	Bob Crossley	Nottingham
	Nigel Edwards	NSCG
	Mark Gane	Leicester
	Mike Guest	Halesowen
	Ivan Hopkins	Nottingham Trent
	Judith Hoyle	TUCO Secretary
	Chris Jarram	Nottingham
	Gagan Kapoor	Loughborough
	Anthony Midgley	Leicester
	Hannah Myton-Wright	TUCO Category Manager
	Tracey Pace	SIPS
	Nicola Penn	Nottingham
	Richard Plummer	Leicester College
	Phil Rees-Jones	Cardiff (TUCO Chair)
	Audrey Taylor	Wolverhampton
	Matthew Thorpe	Harper Adams
	Zoe Middleton	Warwick
<b>Apologies:</b>	Kate Glynn	Aston
	Chris Lapsley	Brooke Weston
	David Nuttall	Harper Adams
	Clive Singleton	Warwick
	Richard Thurman	Aston

### **1. Apologies for Absence**

Apologies as listed above.

### **2. Minutes of the Last Meeting**

These were taken as agreed.

### **3. Presentation by John MacDonald of Excel Vending**

A copy of the presentation is included with these Minutes.

#### 4. TUCO Board Update (Phil Rees-Jones)

Phil highlighted how important the Regional Meetings have been – not just throughout the pandemic but for the future. The group discussed the reverse vending presentation which had just taken place. Gavin had one at Sheffield about 10 years ago and is glad that it is coming in as legislation. At Wolverhampton, their main priority is taking single use plastics off campus. Nicola asked if they can go through any of the suppliers on the vending framework or would they have to buy it from Excel? Matthew responded that he sits on the Tender Working Party for Vending and all the vending companies are going to become involved in this. Hannah added that this is currently included on Mandy's Vending DPS. Mark asked how far away from outlets and vending machines are you able to put the RVMs and what number of outlets or vending machines to each RVM? Gavin stated that the machines are very noisy and they actually crush and shred plastic bottles. Hannah will circulate a list of suppliers offering this.

**Action: Hannah**

Gavin ran through a summary of other points regarding the Board:

#### Next Steps

TUCO are now currently working on and indeed planning on tools it can help members prepare for the August/September intake and onwards.

- TUCO's virtual training continues to be popular with members and we are also holding a Plastics Day on 21<sup>st</sup> May and an Innovation Day, in the coming months.
- We are planning on a virtual summer conference on the 28<sup>th</sup> July - based on 'Building Back Better' and more details will follow but this is a date for the diary.
- It still remains to be seen if the Winter Conference will be virtual or face to face.
- Due to a lack of facilities the combined Competitions and Conference will be held at Keele University in July 2022.

#### TUCO Online

- TUCO online is gaining popularity with more members signing up.
- This is driven by the excellent software and the efficiencies it can generate as well as the nutritional element in readiness for Natasha's Law.
- Free of charge offer to new people signing up.
- TUCO have taken the decision to fund implementation and training has been received very well by members who are in the sales pipeline and is likely to lead to conversion of a number of leads.
- There are also a number of developments in the pipeline and The Access Group will be launching a labelling solution ahead of the introduction of Natasha's Law which should be available to members in July.

#### Finance

We have finalised the year end accounts, and the losses are a little lower than we originally forecast but still quite heavy at £712,000.



The University Caterers Organisation

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Auditors have been instructed and have commenced work with much of it being done remotely. Cash at the bank remains healthy though and we currently have £1.8 million.

### **Office**

As remote working continues there appears to be less and less of an appetite to work from a central office as it has been proven that the team can work remotely. We need to consider the implications of this particularly with the possible easing of all restrictions next month. We will need to consult with our team and consider how or if the team return to our Manchester office.

### **National Buying Standard/Defra etc.**

We as part of PS 100 are involved in drafting or influencing the National Buying Standards for the public sector – more details will follow.

### **Sector opportunities / careers**

We continue to work with other public sector organisations to expand our business horizons, benefit the sector with cross learning opportunities, perhaps all efficiencies which will benefit the company and our members.

### **Kinetics**

Costs are going up across the sector which has identified a framework opportunity. TUCO are involved in a joint venture with UCISA & APUC Scotland to develop the tender with TUCO Head of Contracts Jane Eve sitting on the Tender Working Party.

### **Sustainability**

There are lots of initiatives which are now under one banner on the front page of our website. Many universities have declared a climate emergency or have committed to reducing their carbon emissions from a certain date. A number of tools and initiatives to assist our members with this can be found on the website. TUCO's Sustainability Manager Sue Lightfoot has now opted to take early retirement. Stuart and Gavin asked if she was likely to be replaced but it was felt that this would not be in the near future.

## **5. Academy Update**

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 28<sup>th</sup> 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.

## 6. Procurement Update

Temporary Staffing is currently being evaluated and the Catering Innovation and Concept Solutions (CICS) returns are back in and being evaluated. Waste was due to expire in July 2021 but will be extended until October. The new agreement will include a Lot for the weighing of food waste. The TUCO Delivery App is being tendered by competitive dialogue. The EPOS DPS was awarded on 15<sup>th</sup> April and includes suppliers Bleep, Hardacre, MCR and Sonar. The Access Group are not on there at the moment but will be submitting another bid to gain entry. On the Vending DPS, both Fairtrade Vending and Ideal Vending have been accepted onto the new framework. New suppliers will also be added onto Temporary Structures. The Grocery, Frozen and Chilled contract review meetings are due to take place later this month. The DipChem agreement has seen some price increases and on the Soft Drinks framework both Brakes and Bidfood have reviewed their prices.

Regarding Starbucks, Gavin stated that Leicester are not comfortable with having an independent operator on campus but the alternative is not having Starbucks on campus at all. Wolverhampton have asked them for some proposals but purely to use as a benchmark for others. Rob added that they are receiving regular e-mails from Starbucks asking them what the university plans to do. They have no plans to re-open the outlet at the moment and they do not have the trained staff to do it. Gavin asked if TUCO knew of any other brands which would be suitable for the student market – is there any new or emerging brands which we could take a look at?

## 7. Forum Activity Discussion

The website Forum continues to see lots of activity and Stuart urged members to use it on a regular basis for such things as Ask TUCO, Ask Your Peers and Sector Vacancies.

## 8. Member Updates

### *Leicester*

Rob announced that their new Food Court, 'Campus Kitchen' has opened this week after having been delayed from September 2019. This contains five new outlets – Coffee House, a Vegan offering, Rocket Caravan with loaded fries and jackets, Wood Fired Pizza and Afro-Caribbean. They are now on board with ProcureWizard as from 1<sup>st</sup> March although they have a bug in the system at the moment which is affecting their stock levels. Their main concentration lately has been on the new Food Court. They have been working with Consultant Andy Daniels (ex Wellbilt) on this.

Gavin explained that a full induction programme had been held for staff returning from furlough – around 30 staff have now come off the furlough scheme but there is not as much demand because of the low number of students around. They will be put back on furlough for the summer break from June until mid-September. Stuart added that at Wolverhampton some of their term time staff will be put back on furlough at the end of terms as they are paid for all year. Mark commented that it was nice to have the students back on campus and be getting some more business.

### *Leicester Procurement*

Anthony has been very busy on the procurement side with contracts.

### *Staffordshire*

Louise also has staff who are term time only and are paid for the 12 months. This drops down to 70% after June. Some of their outlets are open but in general things are very quiet. They have a new building which they will be in in January. In their new bistro/coffee shop they are deciding which suppliers on the coffee framework to bring in. They also have a Deli bar within the new building. The new Street Food village will open in January and they are looking to hold their Graduation ceremony in December.

### *Nottingham*

Nicola is currently working on their catering strategy and they have a vacancy for a new Head of Catering. They have 15,000 students from the last couple of years who are looking to graduate. She is very busy on the procurement side with lots of mini-competitions.

Chris advised that parts of the business have been brought in-house which were previously managed by third party caterers. They now only have two third parties on campus. This was felt to be an excellent idea for a case study on bringing everything back in-house. He is currently working on a Japanese-style food concept. They have also converted one of their sites to a Subway, due to open in August and have also invested in mobile trailers.

Bob added that 12 Halls of Residence holding 2,900 students are back open now and up to 80% capacity. They have a new café in the Derby Medical School. They have bought two Tuk Tuks and a 19 ft Airstream trailer and are looking to purchase a second, 21 ft trailer. They are actively using ProcureWizard to produce their menus.

### *Loughborough*

Gagan is very busy with 60-70% of students back on campus and business returning to normal. Numbers for next year are looking good with everything as normal, particularly their delivered catering.

Dan added that they have now awarded their Grocery, Frozen and Chilled tender to Brakes which has gone live and are currently in the process of the onboarding for TUCO Online. He asked if anyone has used Mobile Chef for any mobile catering units? The unit is fully kitted out and you can apply your own branding.

They have quite a lot of events coming up for when restrictions start to be lifted.

#### *Nottingham Trent*

Ivan currently has 65 staff furloughed and has been bringing them in and out of furlough. He is trying to manage this with the peaks and troughs. They have been delivering some street food as students in the Halls were not really coming to the outlets. One of their outlets was being used as an LFT Testing Centre so this will have to be completely refurbished. They have allocated two weeks in September and one week in December for Graduations and are expecting to be busy from the beginning of August right the way through. Click and Collect has been launched but uptake was minimal due to the small number of people around but this gave them chance to put it in. The company they used are called Dill and they have been very good and very supportive. Louise remarked that Staffordshire are using NoboToGo on their Click and Collect which links in with their tills but it is not an App, it is a web link.

#### *Harper Adams*

All Matthew's staff are back now but he has had requests to reduce hours and for term time only working. TUCO Online has been signed off for use as of today's date. They have some big events planned for over the summer.

#### *Wolverhampton*

Audrey has been busy on the procurement side with a number of contracts up for renewal but several people in the procurement team have not been there during the pandemic

## **9. Any Other Business**

Chris would be interested in having more information on Loughborough opening up a Subway but was informed that this actually came under the Student Union.

## **10. Date of Next Meeting**

The next meeting would take place during the Autumn term at a date yet to be confirmed.

# Deposit Return Scheme



John MacDonald  
Director

Excel Vending

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# Deposit Return Scheme



**BUY DRINK  
PAY DEPOSIT**

Cans, PET  
plastic or glass



**TAKE BACK TO  
ANY OUTLET  
THAT SELLS DRINKS**

Take back can be by  
machine or at the counter



**DEPOSIT  
RETURNED TO  
SHOPPER**



**BOTTLES &  
CANS RECYCLED  
& RE-USED**





Retailers charge deposit and take back containers from shoppers - reimbursed by DRS Scheme Administrator - **20p goes full circle**

# Return Points

Scotland's Deposit Return Scheme is due to go live on 1 July 2022.  
The rest of the UK are set to follow in 2023

## Handling Fee

- All businesses acting as a return point will receive a handling fee to cover the costs of participating in the scheme. If you sell drinks to take away.
- Waste management costs are reduced as the majority of containers will not be placed in bins as they will be collected via the DRS.

## Collections

- The scheme administrator(s) will be responsible for collecting empty containers for recycling from all return points and on-site consumption businesses. This will be done free of charge: a saving for those businesses currently paying for the removal of containers by waste management companies.

# Why use Reverse Vending as a solution

The nominated authority within each council decides on how they wish to proceed.

► **Benefits of having an RVM (Automated) against Manual Handling.**

- Under the latest government scheme, companies investing in qualifying new plant and machinery assets will benefit from a 130 per cent first-year capital allowance. This upfront super-deduction will allow companies to cut their tax bill
- No rates on the floor space
- Minimum handling fee of 2.5p for RVM
- Maximum Handling fee of 1.2p for Manual Handling
- Based on 2.5p per drinks container collected it would require approximately 2500 containers per week to cover the lease on an RVM

	Automated Return Point	Manual Handling
Staff time dealing with returns	Minimal - customer self serve	Each container manually hand scanned
Storage of materials for collection	Compacted to decrease footprint	Uncompacted bottles to be stored - higher floorspace/storage area required (uncompacted containers which are mostly air)
Pandemic Consideration	minimal contact with staff and therefore lower risk to staff and	Risk to staff, risk to customers of transmission
Data handling	Automatic returns to DRS administrator	Arrangements to be confirmed
Handling Charge back to retailer	2.5p per container	1.2p per container

# Reverse Vending in Education

- Direct benefits for reducing litter in schools and surrounding areas
- Pupil and Staff engagement is high
  - Eco Schools Green Flag initiative
  - Increasing focus on recycling
- Pupils see this level of automation as natural
- Lack of catering staff time to process manual return point
  - Catering periods are limited as is and little scope to carry out manual return during break
  - Income from manual return is lower than automated return point
  - Ability to locate RVM to drive footfall/manage flow of people in the setting
- Floor space used is minimal (similar to traditional vending solution)

## St Andrew's and St Bride's pupils lead recycling revolution



**Glasgow** Evening **Times**

**A SECONDARY school in East Kilbride is the first in the country to install a 'reverse' vending machine.**

In less than a fortnight the pupils of St Andrew's and St Bride's High School have recycled almost 3000 cans and plastic bottles as part of the pilot project instigated by South Lanarkshire Council