

TUCO Welsh Regional Meeting Thursday 9th September 2021 at 10:00 am via MS Teams

MINUTES

Attendees:	Aled Closs-Davies	Bangor
	Jason Edwards	South Wales
	Jane Eve	TUCO
	Vanessa Heritage-Smith	Wrexham Council
	Judith Hoyle	TUCO
	Annabel Hurst	Cardiff
	Ian Kemp	Denbighshire
	Sarah McLoughlin	TUCO Academy
	Andrew Phelps	Cardiff Met

Apologies:	Angela Church	Bangor
	Samantha Jones	Trinity St David
	Jeremy Mabbutt	Aberystwyth
	Phil Rees-Jones	Cardiff
	Dafydd Williams	Conwy Council
	Sue Williams	Wrexham Council
	Clare Winfield	South Wales

1. Welcome, Introduction and Apologies

Apologies as listed above.

2. Presentation by Rebecca Harman of Vegetarian Express

Rebecca's presentation is included with these minutes. Her contact details are - rebeccaharman@vegexp.co.uk

3. Minutes of the Last Meeting

These were taken as agreed.

4. Frameworks Update (Jane)

Jane reported that Carys has now moved on and we are looking for a replacement. The sandwich manufacturers are having issues as there are problems with production at their bread supplier, Roberts Bakery. This is having an impact, particularly with Real Wrap. Kim will be advising on any secondary suppliers. The agreement for the Delivery App is to be in place by 1st October and Temporary Staffing will also go live on that date. Food Waste Management is due to go live at the end of October. The Sandwich framework has been extended to 30th June 2022 and Kim is currently working on the strategy documents for this. On Soft Drinks, the new Account Manager for Coca Cola is Steve Bradley and his contact details are on the TUCO website.

Catering Light Equipment will run into 2022 and work will start on this soon. Alcohol now runs until January 2023. Milk and Bread has been extended until 24th January 2022 and Hannah is working on the documents. The EPOS System framework has been awarded under a DPS and has four suppliers on there. A re-submission from The Access Group is being evaluated at the moment. The Vending agreement is also a DPS and there are new suppliers on there. Kitchen Equipment Maintenance has had two new suppliers added to it. On the Catering Innovation and Concept Solutions (CICS) the Starbucks Legal Team are reviewing the documents and Hannah is also working with COSTA on this. Meat and Poultry is being re-tendered and is at SQ stage at the moment. Jane is currently working on preparing the draft for the TUCO Intelligence Q3 Report.

Jane explained about the new NPD Area of the TUCO website where members can go to request samples of new products and then provide feedback. This is a pilot scheme to be run until the end of the year. Items available for sampling on there currently include dairy-free chocolate products. Contract Review meetings have been held with suppliers on the Hot Beverage framework.

5. Training Academy Update

Academy is starting to hold face to face courses (onsite at universities for teams but not at TUCO HQ) and recent venues have included Staffordshire, RNCM and St Mary's Twickenham. Webinars online for full day courses will still be available – check the website for upcoming courses but we can add ones you need if you prefer not to have face to face just yet. We will visit onsite and send you a risk assessment for COVID ahead of the session. The following courses are available:

- Level 4 refresher course
- Level 2&3 Allergens
- Level 2 & 3 Food Safety
- Level 2 & 3 HACCP
- Level 2 Customer Services
- Change Management
- Level 2 Healthy Foods and Special Diets (Nutrition)
- Leadership
- 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're also working on:

- Menu Engineering
- Mastering your motivation
- Presentation Skills
- Mentoring
- Worklife after furlough (supporting managers)
- Customer Service (tailored to individual requirements from institutions)

We have a Calorie Labelling webinar in the works, 3 Food Trends and a Youth Nutrition one coming up (FOC). Veganuready (Innovation Day 2) will take place on the 11th of November – another full day of plant-based showcases from suppliers with some guidance on menus and recipes.

Two new plant based mini study tours with Veg Express are in the pipeline at the end of the year, one in Newcastle and one in London. We'll be looking for one plant-based champion from each institution and there are several places available, price point will be @£99 with an overnight stay.

A face-to-face Winter Conference is being organised. Early December is the likely timing (exact date TBC) and the theme will be food trends, we will launch the new Food People 'Food Trends' booklet. Hoping to have an opportunity for a mini exhibition from suppliers.

6. Board Update

There is little news from the Board as their next meeting is due to take place the following week (Thursday 16th September). However, a decision has been taken by the Chairman and CEO to stay with online meetings for the remainder of 2021, after which it is hoped to introduce a blend of online and face-to-face meetings. We are also hoping to have one of the meetings per year as a networking event with an overnight stay and dinner.

7. Sustainability

The TUCO Sustainability Group had met this week on Tuesday 7th September and Sarah reported that going forward we will be working closely with Menus of Change as their 24 principles will fit in with most universities and the accent is on taste. Cardiff have gone out to the Academics who were initially very dismissive of anything to do with catering but there is actually a great deal of research taking place there into Food and Nutrition. Jane added that she recently sent out some information to the Regional Chairs on EATS Army catering and members asked if there is any way that TUCO could roll this out as a piece of research?

8. Updates from Members

Cardiff

All the team are now back after having been on re-deployment around the university. They are now busy doing Customer Service and Level II Food Safety courses from the TUCO Academy, however morale is quite low. They have closed one of their restaurants and turned it into a café which is at the centre of their sustainability policy. They have opened a new building in Park Place called 'Centre of Student Life' with an event kitchen in there which can cater for up to 500. They have also started to bring some of the sandwich production back in-house which has given them more control over their margins and volumes as they have been experiencing problems with Real Wrap. They will be going live with TUCO Online on Monday 11th October.

Bangor

Aled reported that they have been supporting the Management Centre with Chef support but now that the new term has commenced all their chefs are coming back in-house. One of their student bars is having a complete overhaul and the bar is now open during the daytime rather than just the evening.

Along with other members, Bangor have also had problems with Real Wrap with one of their outlets recently taking delivery of just 10 sandwiches! Provision has been made to feed all the international students in their Halls whilst quarantining.

USW

Their new VC Dr Ben Calvert, who was previously Pro Vice-Chancellor for a number of years, started in his new role on 1st September. They also have a new Director of Estates who will be carrying out a restructure. Student return to campus is very slow but they have made a decision not to have any more disposable coffee cups. Jason also advised that their 400 seater restaurant has been having some problems and they have shut down two of their food courts so only have nine main outlets now.

9. Ideas for Future Presentations

Jason suggested something on Sustainability and the use of plastic water bottles.

Annabel is looking at the replacement of some of their old kitchen equipment and wondered if there were any companies who could look at carbon emissions. Cardiff can do energy ratings for their buildings but not for their kitchen areas. The challenge at Cardiff is to improve the energy efficiency of their kitchens and anything which could assist with that would be welcomed.

10. Any Other Business

Jason reported that he has been in contact with new TUCO members the Royal Welsh College of Music and Drama and is advising them on TUCO contracts and the benefits of membership. He was asked to try to persuade them to attend one of our Regional Meetings.

11. Date of Next Meeting

Members agreed that they would like to have one more meeting before the end of the year so this would be arranged for end November/early December.