

TUCO North East Regional Meeting

Wednesday 29th June 2022 at 10:00 am via Teams

MINUTES

Attendees:	Peter Anstess [Chair]	Sheffield
	Michael Arthur	Sheffield Hallam
	Jon Broadhurst	Sheffield Hallam
	Jane Eve	TUCO
	Joanna Fulton	Huddersfield
	Steven Hogg	Newcastle
	Judith Hoyle	TUCO
	Julia Taylor	Newcastle
	Chris Whaley	Lincoln
Apologies:	Mark Agar	Leeds
	Ann Copcutt	Leeds
	Richard Greensmith	Derby
	Sarah Hodgson	Huddersfield
	Joanne Jordan	Leeds
	Richard Mangan	Leeds Beckett
	Anita Northing	Leeds Beckett
	Julie Tong	Leeds

1. Apologies for Absence

Apologies were as above. Peter welcomed Michael Arthur who has been in his new role at Sheffield Hallam for four weeks.

2. Presentation by Richard Carter of OrderPay

3. TUCO Update

Peter ran through the main news items:

- Summer Conference from 25th to 27th July at Keele with a free place being offered to each full member
- Winter Conference has been confirmed for 30th November at Newcastle University
- It is hoped that the Chefs' Competitions will return in 2023
- At the recent Regional Chairs' Meeting the Chairs had asked for a basket of goods to compare price increases

4. TUCO Framework Update

Fresh Fish and Seafood: is being evaluated for a new agreement starting 14th August.

Fruit and Veg: Jane is working on this but there was a slight delay on this because of STS changing their service. This will now go live in October.

Grocery, Frozen and Chilled: Nicola will be starting the research for this and is asking for volunteers for the Tender Working Party. The new agreement will start on 1st April 2023.

Design and Installation: ITTs are due to be submitted on 30th June then Nicola will be evaluating them.

Sandwiches: new agreement to start on 1st July.

Soft Drinks: this has now been extended into its final year and will end in September 2022 with the new framework to commence on 1st October.

EPOS: some agreements are under a DPS system and this is one of them which has added more suppliers onto it.

CICS: another DPS where new suppliers have been added. All details are on the website.

Kitchen Equipment Maintenance: also a DPS and Hobarts have recently been added to this. Ovensclean have been removed from the framework at their own request and more suppliers will be added in August.

Grocery, Frozen and Chilled: the market is very volatile so more requests for price increases are coming through.

Hot Beverage: A price review is due in August, so we are expecting increases.

Catering Light and Heavy: this has seen huge increases on the cost of raw materials.

Milk, Dairy and Bread: suppliers on this have asked for price increases.

The TUCO Intelligence Report has been issued along with a market report from the distributors.

Jon asked for information on the Vending agreement. This is a DPS which will have new suppliers added and runs until September 2024.

Some contract review meetings have been held on Grocery, Frozen and Chilled and Convenience Retail will be held next month. Price increases have been coming in.

Peter asked Jane what the Category Team are doing about all the increases. Jane replied that we use a company called Quenelles to do our benchmarking and they are now able to provide reports for Soft Drinks, Sandwiches and Fresh Fish. Quenelles benchmark TUCO pricing against similar organisations. Quenelles look at the Top 100 lines on the Grocery, Frozen and Chilled framework. We request justification for any price changes.

Sustainability

A meeting has been arranged for July with new Chair Matt Tebbit from Reading. TUCO are working closely with Menus of Change and an article is being prepared for the magazine on the recent study tour to New York to attend the Menus of Change Conference.

218 of our suppliers (75%) have now registered on NetPositive and the Category Team are having separate meetings with suppliers to discuss their Sustainability plans.

Jane is working alongside ProcureWizard on the basket of goods and also the price changes every month.

She mentioned the new 'Bespoke Sourcing Service' for local suppliers and micro-enterprises and asked members whether this would be of interest to them.

We have successfully renewed our Customer Service Excellence accreditation.

5. TUCO Academy Update

March saw the return of Study Tour with the Vegan and Vegetarian Tour to both Newcastle (9 delegates) and London (14 delegates) for which we had very good collaboration with Vegetarian Express and LWC. There will be more study tours planned – four in the UK and one in Europe, probably in January to coincide with Expo Grüne Woche in Berlin. We will also have a tour to Freiburg, Germany from 22nd to 26th August to the European Student Services Conference on Sustainability in conjunction with Studentwerke

June saw the return of Development Days with Food Photography on 8th June and a Food Waste Webinar on 30th June. Sarah had asked members to sign up for this by the end of May deadline as there was some analysis to do beforehand.

She has been running mostly online but also some face-to-face courses now. The online ones reduce travel costs as well as time spent travelling. Compliance courses are at cost value of the certification, ie Level 2 costs £15 per delegate. Recent face-to-face courses were held at Oxford and Sheffield with forthcoming ones at Lincoln and Jodrell Bank.

13 people signed up for the Menus of Change Conference at Hudson Valley in June, which was a huge success. We are continuing to build our strategic partnership with the Culinary Institute of America regarding Menus of Change.

Sarah will also be looking to roll out some Chef training.

We have a confirmed date for our Winter Conference - 30th November at Newcastle University where the theme will be Horizon Planning.

There will be a social event the night before at a restaurant where sustainability is high on their Agenda. Presentations at the Conference include speaker Charles Banks of thefoodpeople and a session on Cultured Meat. There will be a study tour taking place following the Conference.

6. Member Updates

Newcastle

Julia reported that her biggest challenge at the moment is staffing. They have just had a service review and currently have a hold on recruitment. They are looking at how they communicate and how they get customers on board. Their main struggle is with Front of House and with technical roles.

On the procurement side, Steven is still using all the TUCO frameworks apart from the Milk and Bread.

Huddersfield

Joanna is busy looking at supply chain and commodity pricing. They are using TUCO for most things, especially Sandwiches and Vending.

Lincoln

Chris has had a successful few weeks with the Chilean Air Crew with £¼ million for catering. Hospitality has been better than expected. This year has seen high student numbers so these may drop next year. They have used last year's budget for this year. Chris is currently looking at ways to reduce their costs. He asked to bring some price increases in but the university did not wish to do this. However, he did question how far you can put prices up before people stop buying. The subject of staff wages was discussed and Peter stated that at Sheffield the minimum pay rate for staff is £10 per hour.

Sheffield Hallam

Jon has budgeted for next year at 66% of 2018/19 base and this year they did 40% of that. Catering will have made a loss this year of around £750K so they have budgeted for next year a loss of £350K. They are producing around 1,000 sandwiches per day and using locally sourced bread, milk, coffee etc. They are also making their own cakes in-house. Average spend per head is around £3 and they have managed to keep staffing spend under budget. They have all 12 outlets on campus open and will be keeping these open next year. Their price of a meal deal has increased to £3.75.

Michael added that they need to get footfall back on campus by improving their offer. He had noticed that the workforce at SHU is really stable as he is from a corporate background where turnover was much higher. He is currently busy setting the budgets ready for September.

Sheffield

Peter has gone for 70% of 2019 figures for his budgets but he has seen a huge increase in Conferencing and Events and will be doing 4 graduation ceremonies this year. Hotel business is also good but Retail is struggling to catch up. He mentioned that the TUCO Winter Conference this year will be taking place in the North-East region – at Newcastle University.

Chris asked what are the systems that people are using for booking internal hospitality? SHU have CABS but are not impressed with it. Sheffield were with Kinetics but have just changed to Spoonfed and IVY. Huddersfield are using Cloudbuy. Jane advised that APUC in Scotland are leading on a tender for this and documents are ready to go out.

At Newcastle, Julia has been trying to get a good system in there for several years. They need to combine a couple of their systems to become more effective.

7. Any Other Business

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

8. Dates and Venues for Future Meetings

It was proposed to hold the next meeting in-person at Sheffield on Thursday 8th September with a social dinner/overnight stay the previous evening as guest of TUCO.