

TUCO South West Region Catering Group Meeting
Tuesday 27th September 2022 at 10:00 am
Royal Agricultural University, Cirencester

Attendees:	Ryan Hanson [Chair] Felice Foscheri Lewis Haynes Judith Hoyle Cath Lambros James Piercy Caroline Wynn	RAU Southampton University of Bath TUCO Secretary Southampton University of Bath Bristol
Via Teams:	Sarah McLoughlin Hannah Myton-Wright	TUCO Academy TUCO Category Manager
Apologies:	Helen Baker Matthew Green David Morton Gill Sanger Daniel Smith	UWE South Devon College Winchester Winchester Plymouth

1. Apologies for Absence and Welcome

Apologies as listed above. Ryan welcomed everyone to his first meeting as Chair.

2. Supplier Presentation by Harry Baldwin of Brewdog

3. Minutes of the Last Meeting

These were agreed by the Members.

4. Member Updates

Bath

They have now completely banned disposable coffee cups. For £2 students can purchase a re-usable and can either hand it back or re-use it. They are also looking at getting rid of disposable containers on food and have offered discounts for people bringing their own containers. The only problem is they cannot keep track of the number of cups as students will get them for £2 when the cost price is over £3 as they are branded.

This week is Freshers' Week which started on 25th September. They are now offering free vending machines in the Ladies' Toilets for period products.

Southampton

They have a couple of new buildings – one with a café/restaurant style with a library at the bottom. They have also just opened up ‘The Boiler House’. They have 15 retail outlets – some with Grab N Go and some with hot food. Most units are closed by 6 pm so all left over sandwiches are collected and taken to the Boiler House to be sold at reduced price to help with waste and the increased cost of living. The Boiler House is then open until 8 pm. Both Bath and Southampton are using Too Good To Go. Some alcoholic drinks are sold in the Boiler House but as it closes at 8 pm there is no disruption late at night. All products in there are recyclable ie tins and sandwiches all have compostable wrappers, which they buy from Simply Lunch. Simply Lunch have a range of Palm Oil free products. On the hot food side, they are all plastic-free.

With coffee cups they are trying to eradicate single use and have just got a new branded keep cup which they sell for around £12 each. They also have a free coffee scheme with this – with the £12 cup you get 5 free coffees. They are saving around £50K per annum on disposable cups. They are also reducing their single use cups to the point where they will no longer have them. Most places give a discount of 20 or 30 pence to bring your own cup. Ryan feels that this is a matter of what your motivation is ie is it the environment or is it saving costs?

Bristol

Caroline reported that they have just moved away from Veg Ware as they have no route to recycle these, it just goes to landfill so they have switched to paper as they can recycle this through their waste contractor. Southampton feel that it is cheaper to use their re-usable cups than keep spending with Veg Ware. Cath asked Caroline if she would share their findings on this. Regarding their Boiler House, Caroline asked if Southampton had noticed any negative impact with people actively waiting for the discounted food. This is more of an environmental gain as it reduces waste. Bristol wanted to change their ‘drab’ dining room – they wanted to change it to a lighter, calming, inviting, more comfortable space with better lighting. The intention was to re-use as much of the fixtures and fittings as possible and keep costs below £50K. They recycled furniture and used old COVID screens so most of the budget went on carpentry.

On the food development front, they have brought in a live cooking station. They have ‘Happy or Not?’ points within their Halls of Residence where people can take on a happy face or not and as a result recently had 82% positive feedback.

RAU

Ryan is having issues with the cost of living crisis. They have now removed Full Board from their catered packages. Student numbers are down in general and the numbers in the catered halls are down. Students in catered halls are trying to remove themselves from the catered packages in the mistaken belief that they are saving money. Student habits have changed slightly in terms of their spending. They have had Too Good to Go in there for around the last 20 months to try to highlight their food waste. They stopped with Veg Ware during COVID so use alternative compostables now. RAU’s big problem is their EPOS system and there is too much work for their IT Department. He asked if anyone else has installed an EPOS system at their university and how much work was involved in it? Southampton have UniWare, which was fairly straightforward. They have changed from MCR, which was outdated and constantly crashing.

Bath use MCR and have an EPOS person in-house. Bristol want to go out to tender for a new EPOS system in the new year. This can then be implemented over the summer. Felice reported that Southampton's system took two and a half years to implement. All the walls are plain so some decorating work will be taking place with a Bristol star artist.

The vineyard harvest will start on the following day (28th). They have a large volume of grapes and will be producing white, rose, methode champenoise, sparkling. They also distil gin and are looking at producing a beer and a cider. They may also look to use the fruit to make juice as well and also have plans to make a Grappa.

Recruitment issues are severe particularly with bar staff and they are spending a lot on agency staff. Bath are also having issues and using a lot of agency staff. Ryan commented that RAU students are just not reliable. Caroline suggested using 'The Waiting Game' who are on the TUCO framework and who she has been very pleased with.

5. Framework Update (Hannah)

The UKUPC Impact Document, Brakes and Bidfood's Market Reports and the TUCO Intelligence Q3 report will all be available on website during October.

Spend/saving reports were issued recently for Apr-Jun. Spend is generally back to those reported pre-COVID.

Fresh Fish & Seafood – New Agreement went live on 14th August.

Design & Install – New agreement started on 1st Sept 2022

Soft Drinks – The new agreement went live from 1st October 2022. Same Lots as the previous agreement apart from Lot 6 which is a one stop shop. Pricing is fixed annually. The Buyer's guide and supporting documents are available on the website. LRS no longer deliver direct. They have not retendered and are leaving the route to market to members own choice. There will be some news in the near future re CCEP's RTM, however, members can rest assured they will be supported by the CCEP pricing structure.

Fruit & Vegetables – The new framework agreement went live on Monday 3rd October.

There are 27 suppliers in total. The Buyer's Guide is available on the TUCO website along with supporting documents. Tendered pricing is fixed until 10th November where suppliers will have the opportunity to request an update in line with market movements.

TENDER RENEWALS - RESEARCH/STRATEGY STAGE

Catering Light & Heavy – Re-tender preparation work is underway as framework expires in November. Members are advised to put suitable extensions in place to cover them as new framework is likely to start at the beginning of January 2023. Strategy Document has been prepared and is with the Tender Working Party.

Grocery, Frozen & Chilled (Incl Vegan & Vegetarian) – Tender documents are being prepared. New agreement is due to start on 1st April 2023.

DPS TENDER UPDATES – ONGOING

EPOS System – Category manager changed to Mandy Johnston

Kitchen Equipment Maintenance, Deep Cleaning & Ventilation Ducting Services

Re-tender preparation is under way, TWP meeting to review the strategy on 11th Oct. 22 and plan to have the new Framework Agreement in place for 1st June 2023.

Kinetics (run by APUC) 4 Lots - (Accommodation, Event, Catering and Hotel management software) – tender issued with return date 15th August 2022.

Food Waste Management - Aerobic Technologies have been added to Lot 1 of the contract. Although their digester turns food waste to grey water, they are bringing out a new machine in Q1 2023. Further details contact Mandy.

Delivery App – (Supplier is Checkfer t/a Order Pay) Loughborough are close to finalising their delivery app which will then be rolled out to members. Should you require further details, please contact Mandy Johnston at TUCO.

CONTRACT REVIEW MEETINGS

Vending Framework Agreement, Food Waste Management and Sandwiches and Associated Products contract reviews will take place in October. Any feedback from members on supplier performance would be appreciated. Details of surveys can be obtained from Sam at TUCO.

PRICE CHANGES

Convenience Retail – Sept-Oct price increases received by Bidfood, Brakes, Premcrest and Sugro on certain items.

Catering Light & Heavy – impacted by soaring raw material costs like Stainless Steel (39%) Aluminium (51%).

Churchill products will be around 2 times higher than 2020 due to soaring energy costs, clay, labour, packaging. Mirrored by other manufacturers. Again, due to fuel hikes, expect more increases on crockery! Hobarts have submitted increases towards the end of the framework.

DipChem – Nivek, Bidfood and Tri-Star have proposed increases effective from October.

Fresh Fish – The high prices reported for salmon in July have dissipated somewhat, but salmon is still high in price. Particularly considering the period we are currently in which would normally see it at comparatively reasonable levels. Analysts are saying that prices will be very high through 2022 and heading into 2023.

Meat & Poultry – Suppliers are still unable to commit to long term price holds. MJ Birtwistles, Solent and Bidfood require monthly pricing reviews and Harlech every two months. CMB have also submitted increases effective in October. Most suppliers have submitted increases over the past four months.

Milk & Bread – Suppliers continue to review pricing outside of the 6 monthly window due to ongoing processing costs being passed down to them and the farmgate price expected to hit 50ppl this month. Working to 3 monthly pricing until things settle down.

Sandwiches and Associated Products – Staff shortages is one of the challenges some of the suppliers are facing, but the biggest challenge is with cost increase on ingredients, energy, labour etc. Unfortunately even with their greatest efforts to mitigate the issues, some of them have had

to put their prices up. Price increases received from RAYNOR Foods, Simply Lunch, The Real Wrap, Tiffin, Sandwich King and Fresh Food For Now.

Soft drinks – This is a new agreement and prices are currently being uploaded to PW. These will see an increase across the board.

Vending – Selecta have put a price increase on products across their range of goods. In the current climate where all suppliers are increasing prices due to Brexit, COVID, and the war in Ukraine, I would suggest members meet with Selecta to discuss prices and see if there is any negotiation to reduce certain products or absorb it from the royalty payment.

Alcohol – Price increase have been approved from suppliers outside of the 12 monthly review window due to extraordinary price increases from brand owners like Diageo, Budweiser Brewing Group, Heineken and Coca-Cola. All of them are citing Energy cost increases, raw material cost increases in particular grain, fruit and sugar. Packaging costs – glass and aluminium have seen massive increases mainly because of how energy intensive their production is. Shipping costs have remained very high, and labour remains a challenge. Molson Coors have just submitted another price change effective 17th October.

SUPPLIER UPDATES:

M&J and Freshfayre sites closed on 18th July.

M&B Some suppliers have already introduced clear caps which will enable recycling plants to recycle into 'food grade' plastic.

SUSTAINABILITY:

TSG meeting was held on 6th September. The next meeting is set for December 2022.

MSC – Fast track, cost effective scheme to get certified. Cost to use is just £350 per year for 5 or less sites, £400 for more than 6+ sites. ASC accreditation is currently being added to the scope which will allow members to use the ASC logos on their menus at no extra cost.

NETPOSITIVE We now have 223 TUCO suppliers registered on NETpositive (of a total 293 unique TUCO suppliers). This equates to 76.1%

Sustainable Supplier Meetings – Category Managers are carrying out separate supplier meetings to discuss supplier NET positive plans covering social value, modern slavery and scope 3 emissions. This has seen a rise in the number of suppliers using the NETpositive development tool.

Sustainability Insights - We now have a working group set up to facilitate sustainability insights. The aim is to create a bank of webinars showcasing live projects happening within the sector focusing on specific concepts or ideas. If anyone wishes to add their project, please contact Judith or Anj at TUCO.

WRAP Food Waste Action Week - Monday 6th – Sunday 12th March 2023. Again, it would be great if members are taking part and report to TUCO. We could run podcasts etc on the run up to, during and after the events to showcase member involvement.

Kale Yeah - have decided not to continue with the accreditation element. This is because of catering teams being overstretched due to the challenges they have been facing, the rising cost of energy and food making things tough both for caterers and customers, the lack of availability of higher welfare animal products making it impossible for caterers to meet the KYK "better meat" targets, amongst other issues.

Friends of the Earth will leave the KYK resources and guidelines online to encourage caterers to make their menus more sustainable and work towards meat, fish and dairy reduction targets.

Menus of Change – TUCO will be supporting members who wish to embrace Menus of Change. For further details please contact Mandy Johnston.

TUCO Swap Shop Forum – Members wishing to swap, give away or sell used items can now use the TUCO forum. For more information please contact Anj at TUCO.

Anjali.Caddies@tuco.ac.uk

6. Academy Update

Level 2 Food Safety has been going ahead face-to-face in several institutions. There has been more interest in Customer Service Excellence which includes change management. This looks at the team structure and how the individual fits in with the team. The new Environmental Social Governance training is coming up this Thursday and Friday from 9:00 am to 12:00 Noon with Project Management being held online in October. The forthcoming Level 4 Food Safety only has one place left on there. This is excellent value for a 5 day course at £99 with a qualification available at the end of it. Sarah also announced that Ryan will be part of the group trialling the upcoming Leadership course. We have now delivered over 1,00 qualifications for Levels 2, 3 and 4 including HACCP. All of these courses can either be delivered on site or online.

Recent webinars have included energy savings by Professor Samantha Mudie from the University of Reading. This webinar is now available from our website and she will also be speaking at our winter conference in Newcastle.

The summer study tour in Freiburg in conjunction with Studentwerke was a great success and highlighted the fact that UK institutions seem to be much more ahead with sustainability than their European counterparts. We are planning to hold another one in Normandy in 2024.

The Winter Conference will be held on 30th November at Newcastle University with a dinner the night before and a study tour to follow this. The package costs £149 for the dinner and overnight accommodation. The study tour will run from Wednesday evening until Friday lunchtime and will include a visit to a brewery set up by two ex-students. The total package is £324 for the winter conference and study tour with all meals and accommodation included. The theme for the conference is 'Horizon Planning' with a varied programme of speakers, including one talk on 'Lab Cultivated Meat', as well as robotics.

We will be returning to the Menus of Change Summit Conference next year in New York state. We also need 20 people to trial the CIA course at £250 for those people wishing to learn more about Menus of Change. Ryan asked about the Masters Degree but this will unfortunately not be running next year as a couple of lecturers have left so there will be nobody in the Department who can run the courses.

7. TUCO Board Update

Calum MacLachlan from Aberdeen has now stepped down from the Board. Amanda Pettingill from Nottingham has been named as Vice-Chair. The Board and TUCO Staff will be holding a Strategy Development Day at the end of November to discuss strategy for the company for the next three years.

A Regional Chairs' meeting will be held in Cambridge the last week of November for the Chairs' input into the TUCO Strategy going forward.

8. TUCO Online

Lewis advised that Bath are looking at Klimato but it was noted the suppliers have not updated the system with new price changes and it was felt that many of the errors come from the suppliers, with Real Wrap mentioned as having been particularly bad. Chefs wanting to order now just need to put it through on the system. However, members agreed that training continued to be a problem.

9. Sustainability

Members had discussed both Menus of Change and the Insights initiative. Bath and Bristol both use Olleco for their oils. RAU use local suppliers for their good quality products and Ryan will circulate the details of these to members.

Action: Ryan

10. Any Other Business

Members agreed they would like to have a presentation from SeeWoo at the next meeting.

11. Proposed Dates for Next Meetings

It was agreed that the next meeting in Spring 2023 would be a face-to-face hosted by Caroline at Bristol.