

TUCO Midlands Regional Meeting

Thursday 3rd November 2022 at 10:00 am at Steelite International

MINUTES

Attendees:	Stuart Ruty [Chair]	Wolverhampton
	Rob Bean	Leicester
	Bob Crossley	Nottingham
	Judith Hoyle	TUCO Secretary
	Anthony Midgley	Leicester
	David Nuttall	Harper Adams
	Nicola Penn	Nottingham
	Louise Sherratt	Birmingham
	Dawn Vincent	Stoke College
Via Teams:	Kate Glynn	Aston University
	Gagan Kapoor	Loughborough University
	Sarah McLoughlin	TUCO Academy
	Hannah Myton-Wright	TUCO Category Manager
Apologies:	Dan Brazill	Loughborough
	Louise Chatfield	Staffordshire
	Mike Guest	Halesowen
	Kevin Herbert	South City College
	Ivan Hopkins	Nottingham Trent
	Amanda Pettingill	Nottingham
	Richard Plummer	Leicester College
	Clive Singleton	Warwick
	Audrey Taylor	Wolverhampton
	Matthew Thorpe	Harper Adams

1. Apologies for Absence

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

2. Minutes of the Last Meeting

These were taken as agreed.

3. Member Updates

Stuart touched on some ProcureWizard issues and also asked if members were passing on the price rises.

Leicester: Rob advised that they have not put prices up since September 2021 and have in fact reduced them in some cases. They have absorbed supplier increases and widened their Meal Deal offering. They have also put pizza prices down by around £1. They took an extra 500 students on through clearing so the VC has decided that the extra revenue from these students will subsidise this.

Harper Adams: As they are only small they do not have to go through anybody. Prices had not gone up for 2 years, so when they did push prices up there was a massive backlash. David has introduced some deals and will phase these in over next term when students do not have as much money.

Nottingham: Retail have put their prices up but they have not done anything yet in the Halls. They still only get £2.18 for Dinner and 81 pence for Breakfast. Retail has gone up by 3%. They are under pressure to do Meal Deals and the VC has suggested a free meal every day for students. They have to return an investment of £13 million, which is not realistic. Gross Profit is targeted at 49%. Nicola reported that eggs had seen a 16% price increase and rapeseed oil 35%. Bob has responsibility for 12 Halls and will buy products that veg suppliers and butchers are trying to get rid of.

Aston: Kate carried out a basket review for the Executives which came out at 16% so a decision was taken to bring in a 10% price increase. Now they are looking at how to support the students with the cost of living crisis. They are offering a Meal Deal for £3.50.

Loughborough: Gagan reported that they have a lot of students in residential accommodation which is helping them to balance the books. There have been some price increases this year but not much on the residential side. This year they are still doing well compared to budget but they have larger kitchens, which are helping to subsidise.

Stoke: Dawn offers a free breakfast for all staff and students, so they can choose from 4 items with a hot drink or juice and the college pay for it. They do about 400 per day on both campuses. They put in a 10% increase to their customers straight away. Leicester have been running free breakfasts for their staff and now there is pressure to do it for the students. These are mainly in the 'Work Smart' areas with tea, coffee, bread, butter and cereal etc. At Nottingham it is all hybrid working with staff in for 3 days and at home for 2. All cups provided are china to be subsequently washed.

Wolverhampton: Stuart put prices up by 10% in September and they are now having meetings with the SU to provide breakfasts for the students. They have both a vegan and a gluten-free offering. The agreement was that they can put up 'luxury' items on the core range of food. That is now it for price increases this year. He has been asked to provide free meals for staff twice a week but most staff are only in work for 2 days.

Birmingham: Louise is about to set up a community kitchen with a Breakfast and Evening Meal service in one of the restaurants on campus. Prices went up in December between 5 and 10%. They will be looking at prices again in the new year.

Warwick (report submitted by Clive): In the general world of sustainable food and drink at Warwick, the main recent points they have been working on are:

- Green Meetings accreditation in progress
- Food waste collections now in progress post-COVID
- Working with departments to align sustainability targets which is a first
- Adding Carbon rating on food dishes to menus

Also the cost of living crisis support work the University is doing, not quite Sustainable, but has its merits currently:

<https://warwick.ac.uk/newsandevents/pressreleases?newsItem=8a17841b83cbb3fe0183ef70ded4628c>

In general, business is good internally and across conferences. Retail is growing again, new concessions such as Benugo and Café Nero on site, more on the way. Lots going on behind the scenes with menu development and strategy type things. Kafoodle menu system now in place, and carbon as above

4. TUCO Board and General Update

The Summer Conference at Keele was one of the biggest we have had and feedback was very good. The Winter Conference will be held in Newcastle on 30th November. There was also a study tour to the Conference in Freiburg which TUCO Chair Phil Rees-Jones attended and Peter Anstess from Sheffield was a speaker at.

A few universities have now signed up to our 'Menus of Change' initiative. Quite a number of our members are using the 'High Street Benchmarking' report. There was a lot of discussion at the TUCO Online User Group meeting and our Consultant Jonny Stevens is now working closely with Access Group on the project. The new Conference and Event Accommodation framework has been launch with APUC Scotland leading on this. Full details on it are at the end of this document.

On the Accounts side, we are back up to 80% of our business which is more than expected. Head of Contracts Jane Eve is now working closely with member engagement. TUCO no longer have office premises, with all staff now permanently working from home. Ian White and Calum MacLachlan have now both stepped down from the Board with Ian White having left University of Chester at the end of October.

5. Procurement Update

The UKUPC Impact Document, Brakes and Bidfood's Market Reports and the TUCO Intelligence Q3 report are now all available on the website. Spend/saving reports were issued recently for Apr-Jun. Spend is generally back to those reported pre-COVID.

Stuart asked for more description to be added to the methodology in calculating the savings in the VFM Reports.

Action: Hannah

Kim Ashley is now back on the Category Team with responsibility for Fresh Fruit and Vegetables and Convenience Retail. Mandy Johnson now looks after Soft Drinks, Vending, Food Waste, Epos and the Delivery App.

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. Full details at the end of these Minutes.

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, mandy.johnston@tuco.ac.uk.

CONTRACT REVIEW MEETINGS

Vending Framework Agreement, Food Waste Management and Sandwiches and Associated Products contract reviews taken 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 just submitted a 9% increase.

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, it was suggested 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@tucos.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. It looks at how to manage change along with GAP analysis between what the customer expects and what they are actually getting.

The new Environmental Social Governance training took place at the end of September with Project Management being held online in October. Level 4 Food Safety is excellent value for a 5- day course at £99 with a qualification available at the end of it. We have now delivered over 1,000 qualifications for Levels 2, 3 and 4 including HACCP. All of these courses can either be delivered on site or online. The recent Project Management course was so good we will be running it again next June.

Camilla Hayes, who previously worked for the Academy until COVID hit, will be returning to work with us to help out with more courses.

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 on 20th to 22nd June. We also need 20 people to trial the CIA course at £250 for those people wishing to learn more about Menus of Change.

Other planned study tours in 2023 include one in conjunction with Liverpool universities to look at the African culture of food sites there.

There will also be a UK Sustainability Tour, Grune Woche in Germany, a trip to Paris with Simply Lunch and a Caffology tour to Colombia in 2024.

The European Student Support Services in Freiburg hold their Conference every year and the next one will take place in Normandy in August 2024 in conjunction with the 80th Anniversary of D-Day.

University of Nottingham will be taking part in an 'e-Learning Forum' along with Strathclyde and Royal Agricultural University.

The Masters Degree 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. Forum Activity

Main topic on the forum is still increased pricing. Stuart ran through the Members' Feedback Survey with member responses. He asked members to send any feedback through to him.

8. Any Other Business

Anthony asked the group if anyone had had any dealings with SV365 Innovative Technologies. He would like to speak to any members currently dealing with them.

Rob would be interested in Food Safety Training at Leicester. He also told the group about dealings he had had with a company called Ramco, who had provided a brilliant service with used equipment.

Gagan gave a brief update on how the agreement for the Delivery App is progressing and it was thought that this would make an excellent agenda item for the next meeting if Gagan could give a brief presentation to the group on this.

Action: Gagan

9. Date of Next Meeting

It is hoped to hold this some time in March 2023. Members would be in favour of holding this at one of our colleges – perhaps South and City College, Birmingham. Or alternatively, Yearsleys was suggested as a supplier host.

Student Accommodation Framework Launched

NWUPC Ltd Members can now access the recently tendered APUC led Student Accommodation, Conference/Event, Delivered Catering & Hotel Management System(s) & Associated Services Agreement (ITS1051 AP). This agreement is open to members of APUC, HEPCW, LUPC, NEUPC, NWUPC and SUPC. The framework went live on Tuesday 8th November 2022 for an initial period of two years, with the option to extend for a further 24 months. A full user guide can be [found here](#).

The Framework Lotting structure:

The Framework is split into 5 lots and has been awarded as follows:

Student Accommodation Management system(s) – Lot 1

- Student Accommodation platform setup
- Students Pre-Arrival: student self-service portal for applications, data management and marketing, management of student accommodation accounts
- Student bedroom allocations, induction, student accommodation contracts, management of student payments
- Student arrivals: check-in, inventory
- Student room occupation: communication, notes management, student requests
- Student welfare and behaviour management
- Housekeeping services, Inspection, Damage management, deposit management
- Parcel management

Conference/Event Management System(s) – Lot 2

- Marketing and Customer Relationship Management (CRM): data management, contact records management, notes management, email communication, booking an event, customer self-service booking
- Event management: catering, check-in, housekeeping, room inventory, inspection, damage management, deposit management, request management, room planning/venue plan, event spaces, delegate management, management of payment

Delivered Catering Management System(s) – Lot 3

- System configuration, ordering process, images, icons and labelling
- Client journey: placing and editing orders, booking time slots, order history
- Management of payment

Hotel Management System(s) – Lot 4

- Room operations
- Room management
- Communication and client management: marketing and data management, customer relationship management (CRM), guest records management (GRM), email communication through CRM and GRM

- Catering functionality
- Housekeeping functionality
- Cost management

Multi-Functional System(s) includes all above functionalities - Lot 5

- Reporting
- System integration and extension capabilities