

TUCO Midlands Regional Meeting Monday 13th March 2023 at 2:00 pm via Teams

MINUTES

Attendees:	Stuart Rutty [Chair]	Wolverhampton
	Rob Bean	Leicester
	Dan Brazill	Loughborough
	Michelle Carswell	Loughborough
	Kate Glynn	Aston University
	Hayley Hall	Loughborough
	Judith Hoyle	TUCO Secretary
	Gagan Kapoor	Loughborough University
	Sarah McLoughlin	TUCO Academy
	Anthony Midgley	Leicester
	Hannah Myton-Wright	TUCO Category Manager
	Tracey Pace	SIPS
	Nicola Penn	Nottingham
	Amanda Pettingill	Nottingham
	Richard Plummer	Leicester College
	Louise Sherratt	Birmingham
Matthew Thorpe	Harper Adams	
Lynn Woods	Oxfordshire County Council	
Apologies:	Gavin Brown	Leicester
	Vicky Boyd	Warwick
	Louise Chatfield	Staffordshire
	Paul Hobbs	Nottingham Trent
	Ivan Hopkins	Nottingham Trent
	Steven McLuckie	Futures Housing Group
	Suzanne Nicholls-Hope	Derbyshire County Council
	Debbie Tyler	Loughborough

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. Presentation by Jo Rudkin and Paul Smith from Oliver Kay

4. TUCO Board and General Update (Amanda)

Ian White and Calum MacLachlan have now retired from the Board so we have been looking for new Non-Exec Directors and have appointed three, Graham Paterson (Strathclyde), Peter Anstess (Sheffield) and Keith Williams (Kent). Emma Stansfield has taken over Ian's role at North West Regional Chair. Amanda asked members how they captured feedback from their students and customer base. Wolverhampton's is done on the university web pages. Harper Adams have questionnaires in cafes for people to write a note to them. They have 400 catered students in the first year and they survey them twice a year. They make sure that it is quite a simple questionnaire ie their favourite food, what they do not like etc. Amanda mentioned a company called HGEM who recently presented at the UDine Awards. Leicester have not used a company before but Gavin Brown had been interested in what he saw at Sheffield. 12 universities are working with 'Investors in Students' including Sheffield, Wolverhampton, Birmingham, London, Bath, QUB and UAL. There is an advisory group who work internally with WOW to help get voting to improve the student experience. She asked if this would be of interest to members to explore how this can add value to hospitality.

The Annual Conference is taking place at St Andrews on 24th to 26th July. The theme is 'Out of the Rough' and there is a free place available for every full member. Amanda explained that at Nottingham they are following the principles of Menus of Change. Dan would be interested in hearing more about this and the principles.

General

Despite having no office premises, the Team continue to meet online once a month and in person every other month. Q3 Accounts have now been completed with the profits for 9 months at £233K compared to the budget of £93K. Gavin is working on the Admin fees and we are looking at achieving 96% of pre-COVID levels. Things appear to be finally returning to normal.

Anj our Marketing Manager is currently on maternity leave so Mike's wife Laura has taken on some of the Marketing work.

Arrangements for the St Andrews Conference are coming along nicely. Monday night's social event will be held in the Quad area. There is an excellent choice of speakers and the social programme is just being finalized. The Winter Conference is likely to be held at the University of Kent.

Dates and venues are now being finalized for the Regional Meetings, with the North West, Scotland and South West being held in person and the remainder online for this term. We will look at attendance before deciding the format for the summer round.

5. Procurement Update

The UKUPC Impact Document, Brakes and Bidfood's Market Reports and the TUCO Intelligence Q4 report are available on the website. Spend/saving reports were issued for the period Oct-Dec 2022. As a region, the reported spend for this period was just over £5m which generated £264k in savings.

TENDER RENEWALS - AWARD STAGE

Awarded/Live

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 (Lots 1-4, so carbonated, still, energy & water). 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.

CCEP are changing their RTM in the very near future. CCEP tendered and sit on Lots 1-4 & 6 of the soft drink's framework agreement, however, don't deliver direct. Their RTM (wheels only) is via Bidfood. Basically, members order products from CCEP who send the order to Bidfood to deliver. Once delivered, Bidfood advise CCEP who then invoice the member. Moving forward, the member will purchase CCEP products from **an agreed supplier** (in TUCO's case it will be ANY supplier on the soft drinks framework agreement lots 1-4 and Lot 6). Once received and paid for, the member will send the invoice to CCEP who will reimburse the difference between Bidfood price for example and their CCEP/TUCO agreed price.

GFC – Tender submissions are currently being evaluated estimated to be live from 1st May 2023

Catering Light & Heavy – Evaluation work is underway. Due to volume of submissions this has been further extended and due to go-live 13th April 2023.

Kitchen Equipment Maintenance, Deep Cleaning & Ventilation Ducting Services Re-tender is in progress, selection stage closed on 3rd February 2023, 18 SQ submissions received, evaluation is completed, shortlisting recommendation is with TWP for approval. ITT should open on 6th March and the new Framework Agreement due to start on 1st June 2023.

TENDER RENEWALS - RESEARCH/STRATEGY STAGE

Alcohol expires 15 Jan 2024 – Expression of interest survey is currently live so please take a few minutes to complete that. It gives members the opportunity to suggest new suppliers that TUCO are not currently working with.

DIPCHEM – Framework is due to expire in December and some initial prep work has started. The pre-tender survey has been issued out to members and suppliers have been asked to supply 12 months spend data.

DPS TENDER UPDATES – ONGOING

EPOS System – Li Davies is now Category manager for this agreement.
CICS (Catering Innovation & Concept Solutions) – The following suppliers have been added to the DPS:

- Brewfitt Ltd
- YumChop
- ECups Ltd

Temporary Structures – Nationwide Marquees have been added.

CONTRACT REVIEW MEETINGS

Since the previous regional meeting, Contract Review Meetings have been held for:

Dipchem were completed in December 2022.

Sandwiches and Associated Products and Milk & Bread were done in January.

Meat & Poultry and Alcohol were completed in February.

The minutes are available on the TUCO website.

Hot Beverages – will take place in May/June

PRICE CHANGES – Food inflation around 17 to 19%

Alcohol – impacted by rising energy costs, raw material availability & cost - in particular grains, fruit and sugar. Glass and aluminum have seen massive increases. The cost of moving goods is also higher. Brand owners and suppliers are looking at ways to mitigate this such as using less glass/lighter alternatives. Carlsberg – 6.5%, Heineken c15%. MCW 3.83% brand owner increases, Molson Coors 9.1%

Convenience Retail – January increases processed. Next increases due in July 2023

Fresh Fruit and Vegetables – Reviewed quarterly. Increases processed for November '22 and Feb '23.

DipChem - Increases across 10 lines from Nivek effective 1st December.

Diversey introduced increases via Bunzl effective 31st December.

Ecolabs have introduced 2023 price increases stating cost to source raw materials, availability & continuity of supply, manufacturing costs, storage costs, delivery costs and inflation all contributing to the increases.

Ecolabs price increases will be effective via Bidfood from December / January and via Alliance from March 1st.

Proctor & Gamble introduced increases across their professional cleaning range effective 1st February.

In addition to the major chemical producers, the following suppliers have submitted reviews effective from January / February; Alliance, Stephenson's, Instock, Tri-Star, Bunzl Catering Supplies, Catering24 and Wray Brothers.

Bidfoods have submitted price changes effective 1st March.

Fresh Fish – Just like last year - an increase in fish with winter sores means a higher proportion of 'production grade' salmon being harvested. These fish cannot be exported as whole fish. Norway has also had some severe storms. Strong global demand, combined with this shortage in supply, has seen prices rise by 29% since the end of January with prices set to rise by a further 12% in coming weeks.

Fresh Fruit & Vegetables - Product availability & issues

As well documented in the press and demonstrated with empty supermarket shelves, there are exceptional issues with the cost/supply of namely salad items and some brassicas (Tomatoes, Cucumber, Courgettes, Peppers, Iceberg & Cos Lettuce, Broccoli and Cauliflower). TUCO suppliers are able to source these but at a higher price. Where available the prices of these items have increased and are expected to remain high for 4-8 weeks. Prices will reduce and markets settle.

Hot Beverages – New pricing went live Jan 23

GFC – New pricing went live Jan 23

Meat & Poultry – Suppliers are still unable to commit to long term price holds but most have advised that pricing in 2023 will be more stable on the price increases already experienced in 2022. Many believe the increased costs in pork products are here to stay as it has been priced too cheaply in the past.

Pork

In Q4 of 2022, the cost of production for pig farmers was £17 per head. Whilst pig prices stabilised for Q4, these prices fail to cover the full economic cost of production. UK pig meat production fell by 7% in Jan compared to the same period last year. UK natural gas prices are now at levels seen prior to the war in Ukraine, but are set to remain level this year, which could keep fertiliser prices high in 2023. Historically high feed ingredient and fuel prices are continuing to drive agricultural price inflation. However, in January feed ingredient prices, and delivered feed wheat prices fell overall.

February 2023 has seen a surge in price of pork with some suppliers unable to hold pricing that has been passed on to them with short notice. The reason is the enormous shortage of pigs on the continent. Germany is struggling with African Swine Fever and cannot export outside Europe, because of that they started to grow, kill and debone less pigs.

On top of that Spain is struggling with shortage of live pigs, they are even bringing live piglets all the way from Belgium to try to top up their own supply.

Everyone is chasing for meat and demand is higher than what is actually available and so prices are inflated across the whole pork product range. Increases appear to be as high as 35% in some cases.

It is speculated the cost of feed may increase further due to the Turkish Earthquake. Turkey is considered to be a key player in the wheat market. Market players suggest operations might slow down due to power stations and power lines that have been damaged, along with the country prioritising rescue operations.

Chicken

Continues to increase availability has remained tight. Polish feed prices are the principal cost driver in poultry and feed components, the price is currently having an impact on the market.

Beef

Cattle have become extremely short in supply across the UK and Ireland and therefore expensive. Demand for imported beef remains high in the UK driven by labour shortages in many key UK beef production plants.

Milk & Bread – Pricing is showing signs of stabilising however suppliers are still reluctant to commit to 6 months' pricing due to ongoing processing costs being passed down to them and increasing farmgate prices. Eggs – driven by rising pullet & feed costs and reduced flock

numbers due to avarian flu, egg prices have been on the rise. Some big increases from suppliers. Dairy – average basket of goods has increased by 6%. Milk coming down but driving cream up. At the recent Contract Review Meetings, suppliers were asked to revert to 6 monthly pricing.

Sandwiches and Associated Products – All prices on Procure Wizard are up to date.

Soft drinks – This is a new agreement and agreed prices have been uploaded to the website/PW. Bidfood and Brakes have recently requested price increases.

SUPPLIER UPDATES:

M&B - Pensworth Dairy went into administration in February. TUCO are working with the new owner, Kirby & West 2023 Ltd to novate the contract.

Soft Drinks – CCEP have changed all their small bottles to recycled plastic, however struggling to change their full portfolio due to lack of recycled plastic.

Vending – The DRS scheme is due to go live August 23 for Scotland and next year for the rest of UK, however, there are talks this could be delayed again.

NPD – Please visit the NPD page to request samples of new products. Suppliers are seeking feedback on packaging, price, range, flavour and potential to sell within membership. All feedback helps producers to gain a route to market. Products featured this month include Frozen Ready Meals, Handmade Honeycomb, Pre-mixed Cocktails and Hummus.

TUCO Online Update:

Last user meeting was held on 15th November, we will be arranging another one for April. A number of issues have been fixed with Access and some of the historical supplier issues have been addressed. We are in the process of arranging a training session for suppliers to better understand how to correctly upload price files etc.

New Ordering Portal has been live with Nottingham since the beginning of December, this has highlighted a few performance issues that Access are in the process of fixing. Once this has been resolved, we will test for a further couple of weeks and then start working out the roll out plan to members.

Workspace, we are working with Access to get a roll out plan for Workspace. There are a number of benefits that come with this, including analytics dashboards.

Date Code Genie labelling integration, this is in development and testing is due to start 1st week of March. Once complete then we will communicate with all members currently using Date Code Genie to tell them about the integration.

VFM – online saving = savings achieved using TUCO Online. Those not using TUCO Online will show 0. It is recording savings achieved by using TUCO Online.

6. Academy Update

We have been delivering compliance courses at the following prices:

Level 2 Allergens	£15
Level 3 Allergens	£25
Level 3 Food Safety	£75
Level 4 Food Safety	£99*

*This takes place over 5 days spread over several weeks with an examination at the end. Camilla Hayes, who previously worked for the Academy pre-COVID has now re-joined us which has meant that we have been able to add to our number of courses offered both online and in person.

Visual Merchandising has been very popular with a theory course to start with followed by a visual merchandising safari afterwards. Other courses coming up are:

- Report Writing
- Environmental, Social and Governance
- Mental Health First Aid
- Presentation Skills
- Time Planning
- Recruitment and Onboarding
- Leadership for New Team Leaders
- Finance for Non-Financial Managers

We also have some Development Days scheduled, including Food Photography taking place in London.

Upcoming Study Tours include:

- **Food To Go** in Paris with two bursary places available, looking at retail units in Waterloo then travelling on to Paris
- **Reynolds Study Tour** over 2 days in April including a Development Day and a visit to the Reynolds' Box in the evening to see the Elton John concert at the O2 Arena.
- **CIA Conference** this is available online now with two bursary places to New York State.
- **Liverpool African/Asian Culture** in conjunction with Edge Hill, Liverpool Hope and University of Liverpool to look at the African/Asian influence on Liverpool as a port
- **Studentenwerke Conference** 5th to 7th July in Neustadt near Mannheim.
- **LWC Italy** pairing beer and wine with food.
- **Colombia 2024** a Caffeology Study Tour – details yet to be announced.

Other events coming up include a webinar 'Food Market Update' by James Payne from Brakes; MSC webinar on 'Chain of Custody'. There will also be a 'Plastics Day' update in July on legislation coming in in October 2023.

Our Winter Conference 2023 will be held on Wednesday 6th December at the University of Kent.

7. Sustainability

The Sustainability Group met on 7th December 2022 and the next meeting is set for Tuesday 28th March 2023 at 10:00 am.

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 and we now have 76% of suppliers registered. (Recently done Alcohol & Milk & Bread)

TUCO Swap shop Forum is now up and running.

Menus of Change – is about embedding sustainability into healthy menus by adopting a fresh food approach and using less process foods using the MOC 24 principles. The intention is to gain more uptake through the frameworks, for example, will be looking for F&V suppliers to offer Leaf Marque/fairtrade/organic etc and links with the fish agreement and MSC as part of the assessment.

What has happened so far:

Strategy document

Updated the excel assessment Toolkit to include UNSDGs.

Met with Alison from CIA to get them onboard to the accreditation.

Met with EAUC and P&P as we are hoping the accreditation will gain points on the green league, who wish to see more on governance.

Met with Jimmy Brannigan from NETpositive who has suggested their new, updated system could provide governance for Menus of Change.

We issued a member survey which closed on 16th February and the outcome will be added to the minutes.

Sustainability Insights – from the recent survey in which 28 members responded, 12 have sent through their CSR insights and have indicated where TUCO could help, such as photographs, videos, writing up a case study etc.

Local Producers. A lot of members are requesting help with local suppliers/producers around fresh produce, microbreweries etc. We asked a few questions in the recent CSR survey and results will be included in the minutes.

Food Waste was also covered in the survey.

We asked if members were interested in learning more about WRAP's Guardians of Grub programme.

We asked if members were interested in TUCO work with a single cost-based supplier (Leanpath /winnow /chefs eye) who provide software to monitor and manage food waste.

We asked if members thought that **Energy Management for Commercial Kitchens systems such as** Loopcycle, should be managed by Catering Departments or FM/Estates.

All results of which, will be shared with the minutes of the meeting.

A reminder that **Food Waste Action Week** will run from Monday 6th – Sunday 12th March 2023. WRAP will provide further details on how they/TUCO can help members during this week, which will be downloaded to the TUCO Sustainability forum.

8. Forum Activity

Wolverhampton discuss some market supplement research are market supplementing all their chefs positions. Leicester are having problems getting chefs but there are other benefits, such as hours with only a 35-hour working week. Stuart suggested maybe TUCO could assist with getting advertisements out there to attract staff.

9. Member Updates

Loughborough

Gagan is still busy working on the delivery App. The software is having the final sign off by IT. He will do a full presentation on this next meeting.

Leicester

They are still struggling with staffing issues but the university will subsidise the food business regarding pricing. They have had no pricing updates since 2021. They have had issues with Food Safety and Allergen training. They have a few tenders outstanding, including Fruit and Veg. They continue to have problems with ProcureWizard and a lot of areas are still not working correctly.

Hayley remarked that she has found Jonny very helpful and is currently working alongside Jane Eve. She will be working with Jane on some functionality. As a university, ProcureWizard had saved them over £100K. Dan added that one of their biggest challenges is around allergens. He asked whether our suppliers are allowed to upload products without allergen information.

Harper Adams

Most students are now back on site with very little online teaching. Budgets and capital expenses are being worked on. Matthew asked if anyone else was looking at their financial year and price increases in café outlets. Wolverhampton have been asked to cut prices in certain areas at certain times and the university will cover the cost. Matthew has found that price reduction will not necessarily drive sales. At Loughborough they have substituted a lot of items. Hayley advised that in some areas they are giving away free breakfasts and these areas have increased their sales.

Nottingham

Nicola has been working with Hayley at Loughborough on Meat and Poultry. Fresh Pastures Milk asked for a 25% increase but she had to decline and is trying to work with them via Brakes. Grocery spend has changed as it used to be much more than frozen but now this has completely changed and frozen is the highest spend. On coffee they have made a direct award to Caffology and Change Please. A User Group has been set up for Kaptur Tills and this includes Aberdeen and Nottingham.

Wolverhampton

Stuart announced that he is changing jobs and moving into more of a procurement role rather than catering and will be looking after Estates and Facilities. He effectively started on 1st March but is currently doing a dual role until they find a replacement for him. They have an interim V-C at the university, John Rafferty from Boston, who has been looking after them for nine months. They have also lost their Deputy V-C and Pro V-C.

10. Any Other Business

The Secretary will issue a Doodle poll to find the best date for the summer meeting as well as whether members would prefer an online, or face-to-face meeting.

11. Date of Next Meeting

To be confirmed.

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



The University Caterers Organisation

- 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