

TUCO Joint South-East/South-West Regional Meeting

Tuesday 10th October 2023 at 11:00 am

University of Bristol

AGENDA

- | | |
|---|---------------|
| 1. Welcome, Introductions and Apologies | Chair |
| 2. Minutes of the last meeting | |
| 3. Presentation by Jolly Hog | |
| 4. Member updates | All |
| 5. TUCO Framework Report | Hannah/Nicola |
| 6. TUCO Academy Update | Sarah |
| 7. TUCO Board Update | Manish |
| 8. Presentation by Tim Cookson on Member Engagement | |
| 9. TUCO Online | All |
| 10. Presentation by The Alcohol-Free Drinks Company | |
| 11. Sustainability | Sarah |
| 12. AOB | All |
| • Format of future meetings | |
| • Presentations | |
| 13. Date of Next meeting | |

TUCO South-West Region Catering Group Meeting Monday 12th June 2023 at 1:00 pm University of Bath

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| Attendees: | Ryan Hanson [Chair] Jonathan Bowker Tim Clarke Felice Foscheri Lewis Haynes Judith Hoyle Amy Morgan Kevin McCormick Hannah Myton-Wright Adam Norris James Piercy | RAU Bath Bristol Southampton University of Bath TUCO Secretary Bristol University of Bath TUCO Category Manager Southampton University of Bath |
| Via Teams: | Sarah McLoughlin | TUCO Academy |
| Apologies: | Joe Bennett Sarah Dolman Kristian Fernandez-Mitchell Matthew Green Cath Lambros David Morton Rich Narramore Adam Rogers | Winchester Bristol UWE South Devon College Southampton Winchester Exeter UWE |

1. Apologies for Absence and Welcome

Apologies as listed above. Ryan welcomed everyone either in person or online.

2. Supplier Presentation by Adrian Beale from Buckley and Beale

3. Minutes of the Last Meeting

These were agreed by the Members.

4. Member Updates

Southampton

They have a new building opening in 2024 with a Grab and Go and a Costa Coffee as they already have a Starbucks in their library. A new Chinese restaurant opened up last Tuesday, which is independent. They now have a full management team. The Sir James Matthew building in the centre of town has now opened up and come October will be fully operational. They have also opened up another building called Lord's Registry in which they have big industrial kitchens.

Bath (Procurement)

They are currently tendering for their coffee and this summer will be doing Fruit and Veg along with Meat and Poultry and Grocery. They are having to re-tender their Sandwiches after a year as the service is so bad from their current supplier, Simply Lunch. Southampton have just got rid of Simply Lunch in favour of the Real Wrap Company. Bath would just like to see who else is out there.

Bath (Catering)

They are just preparing for a really busy summer as numbers are now beyond 2019 levels. Commercial sales are busy for 2023/24. Conferencing has 2,000 people booked for next year. The staffing situation is improving. Bath recently ran a £500 scheme to attract new staff which was a huge success and now they only have 8-10 vacancies out of 90. They are currently exploring a Sushi restaurant. They have now got rid of disposable cups but need to look at food containers. Bristol give a discount to customers bringing their own coffee cup. Southampton are offering a £2 'Fry Up Friday' with 5 items. Southampton charge 25 pence for disposables. They have various Meal Deals including porridge and a filter coffee for just £1. They also have a Meal Deal for £3.95 which includes a sandwich, soft drink, piece of fruit and a packet of crisps.

Bristol

Since November 2022 Bristol have sold 53,000 Cost of Living meals. They are going out to tender shortly for a new EPOS system as MCR does not suit them. Bath are just doing a trial at the moment with a concept called 'Bath Go' through MCR. This gives them 3% cashback to be used in any outlet. Bristol are doing their Meat, Milk, Fruit and Veg and Sandwich tenders all at the same time. They are not as busy over summer but do have some events and summer schools. They have Open Days this coming weekend and will take around £25-30K both days.

RAU

Ryan is looking at business as usual this summer and they are back to pre-COVID levels. They have a campus in China and 2,000 delegates want to come over from there next summer but they do not have the accommodation for so many people. Staffing is better than it was. Ryan reported that RAU were using Real Wrap Company and they were really bad. They are still distilling their own gin and will be making it their house gin. This is produced in jerry cans then decanted into bottles. They are removing all disposables completely except on Open Days. For their coffee, students will be able to purchase a premium re-usable and they will get 5 free coffees with this. Southampton sell one for £15. They ordered in 500 and they all sold within 5 days. RAU have had a drop in catered halls so are keeping one of them closed and are looking to approach this on a kind of bed and breakfast basis.

Tim reported that Bristol Students' Union wanted to charge Catering £7,000 to set up a bar at their event. RAU are currently looking at their SLA with the Students' Union. At Southampton, if they take on a new unit they use that as an opportunity to increase prices.

5. Framework Report (Hannah)

We have a new addition to the Procurement Team, Sarah Jones has joined us from the University of Manchester and will be doing the further competitions. Brakes have just released a new summer report. Hannah will shortly be circulating spend reports to members.

Hannah advised that CCEP sent a short e-mail stating that there is changes to their ordering system and that TUCO are seeking clarification on a number of points. Felice has been told to just order through their normal supplier and feels that this will be easier.

Grocery, Frozen and Chilled – a new framework started this month. Alcohol is at the strategic stage with a new agreement due to be in place by January. On DipChem we are also currently looking at the strategy. KEM was previously a DPS but was retendered using the restricted procedure and went live on 1st June. EPOS (DPS) has a new supplier on there, 'It's Lolly' and CICS (DPS) has three new suppliers on it. Contract Review meetings are being held for Hot Beverage and Convenience Retail and CICS are coming up. On Vending Lot 7 the Deposit Return Scheme has been delayed again. On Catering Light and Heavy, Brakes are moving onto a new operating system in July. Price changes are stabilizing. Fruit and Veg went live last month and there is a pricing review in August as there is still some volatility with Fruit and Veg. Milk and Bread price reviews are quarterly. Sandwich price reviews will take place this month. Carlsberg now own the licence for Kronenbourg. Jonathan asked if anyone was using the Heineken Draught Dispense system.

Hannah asked if anyone was using the New Product Development page on the website as quite a few members do not know about this.

6. Academy Update

During April 2022 to March 2023 we delivered 58 courses to 123 different institutions with 510 attendees. During April and May 2023 alone we have delivered 23 courses to 223 attendees. We are now going back on site to do face-to-face training. Camilla Hayes has been delivering sessions at Leicester, Nottingham and LSE. So far we have had 1,300 qualifications in Food Safety Levels 2-4, HACCP Levels 2 and 3 and Allergens Levels 2-4.

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 |

We are widening the curriculum that we have:

- Time Management Productivity
- Personal Branding
- Recruitment and Onboarding
- Introduction to Project Management
- Report Writing
- Finance for Non-Financial Managers
- Presentation Skills

This will run from August to July.

Development Days:

- Visual Merchandising Safari in London and Manchester – the delegates will be taken on a tour as to how this works in the private sector.
- Planned Development Day at Brewdog

Forthcoming StudyTours:

- **Liverpool Study Tour** taking in the four universities – Liverpool John Moores, Edge Hill, Liverpool Hope and the University of Liverpool and looking at the African/Asian culture there, ending in a visit to an African themed food festival.
- **CIA Conference** this is available online now with two bursary places to New York State.
- **Studentenwerke Conference** 5th to 7th July in Neustadt near Mannheim which will include a food safari around Frankfurt. Delegates from Korea and Japan will be attending this.
- **LWC Italy** pairing beer and wine with food.
- **Colombia 2024** a Caffeology Study Tour – details yet to be announced but this will probably be May 2024.
- **Bologna Barista** For £495 this will involve a full week of interactive training from w/c 19th February 2024.

SCA Accreditations – this will be useful for when Competitions start up again. The Cookery School is moving from Knutsford to the Northern Quarter. We are hoping to develop some Cookalong Webinars. We are also still working with HSI and Bidfood to look at Street Food. On the Food To Go Study Tour 2022 delegates went from London to Paris. The Reynolds Food Safari included a trip to the Reynolds HQ and a Development Day

Webinars coming up include a ‘Plastics Day’ update in July on legislation coming in in October 2023, Deposit Return Scheme and NetPositive.

TUCO are looking to re-start the Academy Steering Group and Sarah asked for volunteers.

Our Winter Conference 2023 will be held on Wednesday 6th December at the University of Kent with a social dinner the previous evening. The theme will be the Cost of Living Crisis. James Payne will be one of the speakers and Charles Banks will be presenting on Global Food Trends.

7. TUCO Board Update

The number of members has risen from 672 to 686 with two new members in the South West region – National Composites Centre and South Gloucestershire Council. Ryan accompanied the TUCO Chair, Vice Chair and CEO on a trip to the University of Exeter and their Executive Chef Rich Narramore will be getting involved in the Chefs’ Forum. They will be looking at such things as Recipe Banks and Development Days etc.

The Study Tour to Neustadt will have representation from Japan and Korea and we hope to have a study tour there in the future. More information will be coming out soon on the re-introduction of the Competitions. Birds Eye Green Cuisine were recently at U-Dine and are partnering TUCO with some research, which they will be presenting at Conference. Also at U-Dine where HGEM who presented on their Mystery Shopper scheme which the Board are currently looking into with a view to offering this as a member benefit. Kevin commented that Bath have their own in-house mystery shoppers.

A couple of Board Directors are working on an Induction Pack for Regional Chairs

8. Presentation by FSG Re-usables

9. TUCO Online

Felice announced that Southampton are about to go live with this. Bristol are users but Bath are not. We are currently carrying out a carbon trial with Nottingham in conjunction with Klimato.

10. Sustainability

Menus of Change has a sub-group of the main Sustainability Group and we are working with the Culinary Institute of America to set up some form of accreditation. This would be more of a support tool where members can decide which of the 24 principles best suits your institution. The CIA will be meeting with NetPositive to possibly use that to measure in the future. Birmingham City Council have an initiative coming in in September to see how they can improve the food waste.

11. Any Other Business

Lewis suggested another joint meeting between the South West and South East regions as the last one was very successful. Ryan will speak to SE Chair Manish to discuss setting this up.

Suggested suppliers to present/host meetings in the future were: Soho, Brakes, Bidfood, a coffee supplier, Bridge.

12. Proposed Dates for Next Meetings

The next meeting will be mid-October followed by end of March 2024 then early/mid June 2024. Kevin kindly offered to host again at Bath this time next year and Felice offered to host a meeting at Southampton.

TUCO South Eastern Regional Meeting

Wednesday 28th June 2023 at 11:00 am via MS Teams

MINUTES

| | | |
|-------------------|----------------------|-----------------------|
| Attendees: | Manish Shah [Chair] | King's College London |
| | Elisa Aylott | University of Essex |
| | Martin Batt | Reading |
| | Graeme Collie | King's College London |
| | Darren Coventry | Royal Holloway |
| | Hayley Deville | Kent |
| | Edina Dudas | Birkbeck College |
| | Ivan Higney | Darwin College |
| | Judith Hoyle | TUCO |
| | Robert Jonas | St Catharines College |
| | Kamil Khoury | Imperial College |
| | Sarah McLoughlin | TUCO Academy |
| | Nicola Mellor | TUCO Category Manager |
| | Mark Slater | Magdalene College |
| | Laura White | Anglia Ruskin |
| Matthew White | Reading | |
| Apologies: | Jacqui Beazley | LSE |
| | Aleksandra Borkowska | Reading |
| | Melissa Browne | Kent |
| | Tim Burrows | Kent |
| | Susie Cullen | Anglia Ruskin |
| | Ben Elsbury | Kent |
| | Matt Tebbit | Reading |
| | Wendy Wenborn | Anglia Ruskin |

1. Welcome and Apologies

Apologies are as above. Manish welcomed everyone to the meeting.

2. Presentation by James McGrath from Britvic

3. Minutes of the last Meeting

These were agreed as a true and accurate record of the meeting.

4. Member Updates

Reading

Martin had just returned from the Menus of Change Conference. He would be interested to hear from other members about their vending as they are going out to tender on Vending at the moment. Kings have just awarded their contract. Kamil has just signed a new deal with Selecta and used a consultancy for this, details of which he will share with the group. Matthew added that Reading Professional Services are under review and they currently have 21 functions that look after students which they want to narrow down to 8. Manish asked what is everybody doing about prices for the next year. Martin replied that prices will probably go up between 5% and 10% in September. To combat the Cost of Living crisis, Reading are offering “warm sanctuaries” particularly with their catering operations.

Magdalene College

Students there have just left. Mark reported no increase for students from October but commercial rates will go up. On the vending side, they have just taken a machine from NVCS. They are progressing with TUCO Online but there has been problems with some of the invoicing.

Royal Holloway

Darren has 4 summer schools kicking off at the moment. They are currently going through a Kinetics upgrade and are carrying out a benchmarking exercise on pricing. He is awaiting Graeme’s update on training packages and struggling to recruit chefs at the moment so heavily reliant on agencies. RHUL have just won a World Class Hospitality Award.

Birkbeck

They are looking at pricing for next year as well as seasonal menus.

Kings

They are trying to get their labelling done the day before an event, then on the day different products will turn up. It also depends on whether they are using more agencies and the skill set of the staff that they have on the day.

Imperial

Kamil is looking at price increases of 10% coming in in September. They have had an issue with Brakes recently not delivering any frozen products. They have recently started using Creed and their prices are better than Brakes on some things. They have just opened a new bar in North Acton which they will be using for breakfasts and dinners, and a new food court.

Anglia Ruskin

They are undergoing major refurbishments in Cambridge and Chelmsford. They are doing more street food and getting away from a canteen feel. They also have a further 4 buildings to be completed in Peterborough. UniWare have just won their till tender which will modernise everything at their campuses. There will be some price increases come September. The £1 vegan meal has proved very successful so this will be continued for the next academic year. Recruitment in the Cambridge area is still proving a big problem. Graeme at Kings has been working with colleges and students who have done their Levels 2 and 3.

Darwin College

Ivan advised that they have just had their May Ball and had a lot of help from local suppliers. They are looking forward to joining the TUCO community again and are hoping to make use of the Academy and study tours. Ivan recently went on the Reynolds study tour.

St Catharine's College

Rob is just gearing up for their conference season and concentrating on their sustainability offering. They will be bringing in a price increase of 8% in September on their student offering along with a commercial increase of around 12%. They are looking forward to working more collaboratively with TUCO.

University of Essex

Conference is booked up at levels pre-COVID. They are looking at around 10% price increases but the university will make up the shortfall. Daily £2 meals have put a big hit on resources and they are still struggling with their skill set. They are going through an EPOS tender at the moment and working with UniWare.

KCL

Graduations start at the beginning of July. They are looking at 3 separate price models. They are working on a zero based budget, so looking to break even. Footfall is a lot lower and the cost of living crisis has affected average spends because of their offerings. Kings will be subsidising them to the tune of £750K. Their biggest project at the moment is the pedestrianization of The Strand. At the Welcome Barbecues there were comments that there was no meat. Menu-wise they have been trying to introduce faux meats and have been talking to a company called Simplicity. Graeme asked if anyone had any sustainable uniform options.

Kent

Hayley advised that there are a lot of changes going on. They are looking at £3 Meal Deals and have one outlet which is completely plant based. They are eventually looking to become a completely plant based campus.

5. Procurement Update

Currently out in circulation are the UKUPC Impact Report and Brakes and Bidfood Market Reports. Grocery, Frozen and Chilled has been awarded since our last meeting with a number of new suppliers. This now includes Vegan and Vegetarian as a separate lot. We have a new member of staff, Sarah Jones has joined us from the University of Manchester to look after mini-competitions for members.

At Tender Stage

Catering Light and Heavy is due to be awarded this week. Kitchen Equipment Maintenance, Deep Cleaning and Ventilation Ducting Services went live at the beginning of June with some new suppliers on there. Volunteers are needed for the Tender Working Party for DipChem. Hot Beverage is at the research stage with the new tender for this due to go live 1st February 2024. Bewleys UK have been bought by Café Direct.

The TUCO Newsletter has a link in it to any price changes from 1st June and 1st July. Pricing is still very volatile and not settling down just yet. There are some changes on soft drinks with CCEP which are due to come into effect on 1st September. CCEP will no longer be supplying via Bidfood, it will be via a distributor that you are currently using.

6. Academy Update

From April 2022 to March 2023 we delivered courses to 510 delegates which was up 100 on the year before. In April and May 2023 we have already delivered 23 courses with 223 attendees. We have been able to increase the number of courses on offer by having back Camilla Hayes, who has been delivering in-person training in Leicester, Nottingham and Leeds.

Soft Skills Courses include:

- Time Management
- Recruitment Onboarding
- Presentation Skills

Development Days:

- Vegetarian Cookery Schools
- Food Photography
- Visual Merchandising Safari in London and Manchester – the delegates will be given the theory on marketing and some background in customer service and then will be taken on a tour to see how this works in the private sector.

StudyTours:

We recently held a Food To Go study tour to Paris in conjunction with Simply Lunch for 22 people. We will run this again in the future, possibly in Dublin or Germany. The Liverpool Study Tour took in the four universities – Liverpool John Moores, Edge Hill, Liverpool Hope and the University of Liverpool and looked at the African/Asian culture there, ending in a visit to an African themed food festival. There was another tour to Reynolds, near London followed by a development day and members had just returned from the CIA Conference in New York State, which had 14 delegates. This will take place again on 12th – 14th June 2024 and we are hoping to add Harvard in to this.

- **Studentenwerke Conference** 5th to 7th July in Neustadt near Mannheim which will include a food safari around Frankfurt. Delegates from Korea and Japan will be attending this.
- **LWC Italy** pairing beer and wine with food and visiting a vineyard - TBC.
- **Colombia 2024** a Caffeology Study Tour – details yet to be announced but this will probably be May 2024.
- **Bologna Barista** For £495 this will involve a full week of interactive training from w/c 19th February 2024 in conjunction with Bewleys. This includes SCA Accreditations – and will be useful for when Competitions start up again.

Our Winter Conference 2023 will be held on Wednesday 6th December at the University of Kent with a social dinner the previous evening. The theme will be the Cost of Living Crisis. James Payne (who presented in an earlier webinar this year on the Food Market update (inc potential price changes) will be one of the speakers and Charles Banks will be presenting on Global Food Trends. We also have The Food Foundation presenting with Kent University on their Right to Food Initiative which looks at healthy, affordable and sustainable food for all.

Sarah mentioned the resurrection of the Academy Steering Group and asked for any volunteers. Martin, Graeme, Ivan and Rob very kindly volunteered to sit on this.

7. Presentation by Nathan Hodgetts of Sysco

A copy of the presentation is attached to these Minutes.

8. Chefs' Forum

Graeme explained that we are starting a National Chefs' Forum and are looking to recruit at least two chefs from each region. Our first meeting will be face-to-face at the St Andrews Conference in July. Menus of Change – how do we embrace this? And how do we actually get this out to chefs and get them to embrace it?

Chefs' Skills: how do we provide the best training? How do we create robust guidelines for recruitment? Who are the best partners to come on this journey with us?

Communication: are we all working on the same projects?

Competitions: creating an external Competition Team.

The Future of the Chefs' Forum: what can we achieve over the next 5 years.

9. TUCO Board Update

Manish explained about the Investors in Students initiative. This was originally aimed around accommodation and they now want to launch a new initiative called Investors in Hospitality and are looking for a representative from each region. The Terms of Reference are currently with Manish.

TUCO are launching an 'Honorary Membership' to keep the talent within the sector amongst our retired members. Manish asked the group if anyone has any members they would like to nominate then please make him aware. We already have a list of around 8 people for this who have made massive contributions during their time as TUCO members.

TUCO are currently looking for a venue for their 2024 Summer Conference so Manish asked members if anyone would be interested in hosting this.

TUCO Foundation: this is a new project to support all the charity work that TUCO carries out with all the various charities.

10. Any Other Business

It had been suggested to hold a joint South East/South West Regional meeting in the autumn as the last one in Reading in 2022 was so successful. Further details to be announced.

11. Date of Next Meeting

Mid-October. Exact date TBC.