

Regional Meeting Update – North West

Regional Chair – Ian White

Venue	Virtual Meeting (MS Teams)
Date	26 th August 2020
Date of last meeting	Wednesday 1 st July 2020
Meeting objective	Informal update across the region
TUCO Contacts	Mandy Johnston (Category Manager) – mandy.johnston@tuco.ac.uk Sarah McLoughlin (Head of Academy) – sarah.mcloughlin@tuco.ac.uk
Attendees	Ian White – Regional Chair (University of Chester) Jane Eve – TUCO Mandy Johnston – TUCO Sarah McLoughlin – TUCO Angela Church – Bangor University Nichola Gill – University of Manchester Ann Bickerstaffe – University of Liverpool Peter Walters – University of Keele Derek Rout – University of Bolton Joanne Timperley – RNCM Ayoade Onireti - NWUPC
Apologies	Colin Burrow – Runshaw College Ros Wilkinson – Lancaster University Margaret Haynes – Lancaster University

1. TUCO Framework Updates

Convenience Retail Framework (new)

New Agreement went live on 1st July 2020. All documents relating to the new agreement are available to view and download on the TUCO website.

Lot 1 Confectionery, Snacks & Soft Drinks

Lot 2 Cakes (Ambient, Chilled, Fresh & Frozen)

Lot 3 Convenience Retail Grocery (Ambient, Chilled, Fresh & Frozen)

Lot 4 Convenience Retail Alcohol

Lot 5 Convenience Retail Non-Food

Lot 6 Cigarettes, Tobacco, E-Cigarettes and associated products

Lot 7 One Stop Shop (incl. all above)

Two lot 7 suppliers are still pending (due to discussion on terms & conditions). They are Nisa and Costcutter.

Vending DPS

The opportunity is closed for initial bids and submissions are currently being evaluated. As there have been technical issues the current framework has been extended to 30 September 2020.

Soft Drinks

Price increase due on 1st October. Current suppliers to uptake the annual increase are: CCEP.

DIPCHEM

There will be a PPE Webinar on 7th September starting at 1:30-3:00pm. There will be 3 sessions: Chemicals, PPE and Takeaway Packaging. Each area will have the following headers: personal experience (from relevant members/suppliers), set questions, open question forum. Sarah will discuss how to register for this event in the academy update. (After event – recording available on the TUCO website).

Sandwiches Framework

Received news that Tiffin sandwiches and Street Eats are merging on 1st July 2020. Currently awaiting official notification. In the short term, both brands will continue and there should be no change to customers.

Temporary Structures

Danco Plc have been added to the DPS

GFC

Currently reviewing pricing with most of the framework suppliers.

Brakes can provide Care packs for students, these do need to be pre-booked with Brakes to ensure availability though.

Pricing been cleansed - Bidfood

Hot Beverages

Many of the Account Managers across all the suppliers are still currently furloughed or working one day a week. This means that response times are much slower than usual due to the remaining staff picking up all the enquiries. If you are struggling with any suppliers please contact Nicola.mellor@tuco.ac.uk

Recruitment Services

This framework has been extended for a further year until 31st August 2021 and the re-tender process will commence early next year.

Catering Light & Heavy Equipment

This framework has been extended for a further year until 12th November 2021. All suppliers taken through due to current climate (clause to remove if under-performing/less than 10%)

Annual contract review would normally take place around November. Currently looking at offering an interactive webinar or session that focuses on equipment innovation or any interesting projects our suppliers have done during lockdown. Also market insights.

IFDC

This framework has been extended for a further year until 31st March 2021 and the re-tender process will commence later this year. The new agreement will be a DPS and is due to go live on 1st April 2021. If you would like to be involved in the process or have a supplier that you think should tender then please contact Hannah.

New concepts that may be of interest at the moment:

- DDF have released a new doughnuts concept.
- Chicago Town have a click and collect/ delivery model that can help members tap into new revenue streams

Ian asked about Starbucks. Jane advised its going under the IFDC agreement.

Fresh Seafood

New pricing from Direct Seafood effective 1st September, includes a number of decreases to help members. Prices remain fixed until November.

GFC – prices for increase

Approved for next couple of weeks.

2. Academy update/reminders (SM)

No face to face Academy activities until 2021 at the earliest.

Upcoming webinars can be found under professional development page of the TUCO website.

They are:

- HSI and Jenny Chandler Forward Food Vegan Workshop Part 2 of 4: Texture & Greenhouse gas assessments 27 Aug 2020.
- HSI and Jenny Chandler Forward Food Vegan Workshop Part 3 of 4: Grains and Marketing 03 Sep 2020.
- Right Product, Right Place, an introduction to menu engineering 10 Sep 2020.
- Foraging 17 Sep 2020.
- HSI and Jenny Chandler Forward Food Vegan Workshop Part 4 of 4: Whole foods, pulses and Local Sourcing 24 Sep 2020.
- Level 4 Food Safety Refresher Webinar Day Course **13 Oct 2020**
- Social Media Training Webinar Day Course **10 Nov 2020**
- Leadership Skills Webinar Day Course **24 Nov 2020**

Previous events are on the same webpage and can be viewed/watched in your own time.

TUCO plan to hold a Virtual conference in November based on Managing Disruption and Change in a VUCA (Volatile, Uncertain, Complex and Ambiguous) world.

Sarah recently ran a virtual session for Runshaw College on Level 3 Food Safety training.

Invigilator training is available for anyone who wishes to have delivery of certificated qualifications in Level 2 and 3 Allergen and Food safety training via webinar. A nominated person from the institution can then be trained to invigilate the exam (as external visitors are not being allowed on site) and we'll supply the exam papers and materials to run the assessment with their colleagues after the webinar training.

Sarah is also looking into courses on Customer service, shift management and procurement. TUCO are hosting a PPE webinar on 7th September. The event will be split into three areas: Chemicals, PPE and Takeaway Packaging. Each area will have the following headers: personal experience (from relevant members/suppliers), set questions, open question forum. Please see below for the links to the PPE Webinar panel review:

13:30 Chemicals <https://www.tuco.ac.uk/academy/professional-development/e-learning/panel-review-series-chemical>

14:15 PPE <https://www.tuco.ac.uk/academy/professional-development/e-learning/panel-review-series-ppe-products>

15:00 Takeaway packaging <https://www.tuco.ac.uk/academy/professional-development/e-learning/panel-review-series-takeaway-packaging>

3. Board updated

There will be a TUCO Virtual conference in November with an exhibition and speakers. This will replace the Winter Conference.

Mike advised that the Contracting team are back from furlough and working to full capacity, albeit from home.

The team are currently assisting members with further competitions.

TUCO continue to work on the new strategy for the online academy.

4. Member Updates

Peter Walters – University of Keele

Keele are not opening all units. Members of staff who can remain at home will do so. Nursery has grown in numbers. They are hoping for a good number of students to campus. There will be no commercial business.

On 12 September they are hoping to receive 300 students who will start self-isolation. They will be provided bagged breakfast and evening meal with a cooked meal at lunch.

They have re-written procedures

Peter is going to campus next week for the first time to carry out an induction for new chef – track and trace is massive on campus.

Their takeaway outlet is too small, therefore they are going to share student union facilities.

Peter isn't optimistic re revenue at Keele as they were already down last year from previous years. This hasn't been helped with the recent student exam fiasco.

Nichola Gill – University of Manchester

Nichola explained they are not opening all outlets. Although originally they were due to open 3 halls, they're now opening 5 halls. However, this could prove difficult as they have had to make staff redundancies.

Gail Cowin – University of Liverpool

Gayle has had a review of vending since the last meeting and is in negotiation with Selecta re the re-starting vending following the initial shut down of all vending machines.

They've been in talks with Brakes to get quarantine packs for students. However this is proving tricky to get the right amount for the number of students attending campus. They are preparing meal deals on campus.

All upcoming events have been cancelled and have reduced the number of outlets that are opening. However, they are trying to open as many outlets as possible before Christmas.

They are not planning on making staff redundancies but looking at shorter hours for existing staff. Their main dining area has been renamed to City canteen. Gail thanked TUCO staff for their excellent support and from other NW members such as Nichola Gill.

Ann Bickerstaffe – University of Liverpool

Ann advised they have finally, after 2 years, pushed the button on Procure Wizard. University of Liverpool have students in isolation in halls both internal and external.

Angela Church – Bangor University

As Government rules are different in Wales, Angela advised that she is currently measuring to 2 metres as oppose to the 1 metre distancing rules in England.

Angela thanked people who responded to her post about the hot to cold food request.

Angela is unsure as to the number of students that will eventually come to site at the moment. She is working on quarantine packs.

Bangor have too pressed button on Procure Wizard

All vending is now cashless.

Derek Rout – University of Bolton

Derek advised they are only expecting 30% back at the University therefore, offering incentives to try to entice customers through the door. They are planning on running a '6 vouchers for 6 weeks' promotion as free bottles of water.

Derek voiced his concern about the University going to make a loss at the end of the financial year. The Catering department is being supported by university.

He advised that all facilities are opening. All staff remain employed. Derek is also concerned that the biggest drop in revenue will be from the lack of hospitality on campus due to office staff on furlough.

Joanne Timperley – RNCM

Joanne advised that RNCM are in the same boat as everyone else.

They are getting a new till supplier

They have just today had a New digital system installed this morning, however it isn't working with the WIFI.

RNCM are launching a click and collect app this week. Unfortunately due to an age barrier (16 years), Joanne has had to manually set up 200+ accounts.

Joanne asked the NW members what their plans are around PPE. Ian advised he gave his staff the choice; most started with masks and have now moved to visors. He stated it is complex, but seems to be working with visors.

Joanne stated that casual staff have been released due to the college supporting employed staff.

Ian White – Regional Chair (University of Chester)

At the start of COVID19, 350 staff were furloughed. All staff will return over the coming weeks. Cleaners returned in July and catering staff in August. All staff have now settled into a routine and have had induction training.

Ian is using a new epos system linking in with YOYO app via Procure Wizard, to keep everything under one roof.

Ian has a positive view of the Yoyo app and advised it can be pre-loaded with staff and student incentives. They are able to carry out track and trace through the app. Bars opening can use the YOYO app to allow customer to book a table, order drinks and food and pay.

YOYO – Angela asked about the track and trace through the system around GDPR. Ian advised that from what the customer is inputting into the app, it should be in line with GDPR but will check.

Ian has gone cashless everywhere across campus.

Gail asked Ian about Cashless vending at Chester. He has had no issues due to wifi, in fact has used COVID19 to bring forward the change for all remaining cash vending machines to cashless.

The vice chancellor wants all outlets opening including the newly acquired outlet in shrewsbury, which they are desperately trying to open on time.

Ayoade Onireti – NWUPC

NWUPC closed their offices 23rd March. All staff are still working from home. All meetings will be held online until at least the end of the year as they don't want to put extra pressure on the universities.

Their annual conference was cancelled this year, however they hope to hold the event next year on 24th July.

NWUPC have developed a new website and wish to encourage all members to register again on the new website.

5. Presentation from Bidfood

Excellent presentation from Tony's Chocolonely. Thank you for the samples.

Bidfood - Gail Cowin at UoL asked Gayle about Risk assessments for their drivers which need to be sent to Karen to deal with.

6. Next Meeting TBC

Mandy to contact Ian at the beginning of September to arrange a meeting later in the month.