

## Regional Meeting Update – South East

Venue	Virtual Meeting (MS Teams)
Date	Wednesday 8 <sup>th</sup> July 2020
Date of last meeting	Thursday 28 <sup>th</sup> May 2020 (Virtual Meeting)
Meeting objective	Informal update across the region
TUCO Contacts	Nicola Mellor (Category Manager) <a href="mailto:nicola.mellor@tuco.ac.uk">nicola.mellor@tuco.ac.uk</a> Jane Eve (Head of Contracts) – <a href="mailto:jane.eve@tuco.ac.uk">jane.eve@tuco.ac.uk</a> Sarah McLoughlin (Head of Academy) – <a href="mailto:sarah.mcloughlin@tuco.ac.uk">sarah.mcloughlin@tuco.ac.uk</a>
Attendees	Nicola Mellor – TUCO Manish Shah – King’s College Martin Batt – University of Reading Steve Charley – University of Reading Yvette Cutcliffe – University of Surrey Debbie King – University of Brighton Stephen Lambert – University of Brighton Ginny van den Broek – House of Commons Sophie B Petit – House of Commons Keith Williams – University of Kent Hayley Lowes – University of Kent Jemma Morris – Royal Holloway University London David Oakley – Churchill College Cambridge Dave Wilder
Apologies	Anthony Shepherd – Imperial College London Kamil Khoury – Imperial College London Mike Coombes – Imperial College London Wendy Wenborn – University of East Anglia Mitch Dalgleish – UK Parliament Matthew White – University of Reading Bill Brogan – St Johns Cambridge



The University Caterers Organisation

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## 1. TUCO Framework Updates (NM)

### Kitchen Equipment Maintenance, Deep Cleaning and Ventilation Ducting DPS

We have a new supplier awarded onto the Framework for the following lots: Merlin Catering & Refrigeration Ltd

Lot 1: Catering Equipment Maintenance

Lot 2: Refrigeration Equipment Maintenance

Lot 3: Dishwashing Equipment Maintenance

*Merlin are based in Lichfield*

### Convenience Retail Framework (new)

Framework has now been awarded.

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)

Full details to be published on TUCO website from 1st July. Lot 7 suppliers will have delayed start as finer detail relating to terms and conditions are agreed along with central billing testing.

### Temporary Structures – DPS agreement now live (new)

Lot 1 Temporary Kitchens, Equipment & Bars

Lot 2 Large Event Marquees & Temporary Structures (Gable Width of over 12m)

Lot 3 Small Marquees & Temporary structures (Max Gable Width 12m)

Lot 4 Turnkey solution for Temporary Kitchens, Marquees & Temporary structures

Please contact Category Manager, Nicola Mellor if you require further information.

### Sandwiches Framework

Unfortunately, we have received confirmation that Adelle Foods, who produce and distribute the Urban Eat brand of sandwiches and Food to Go, entered administration on Wednesday 27th May. All production of sandwiches and food to go ceased as from 27th and all deliveries have been cancelled. The company has appointed Deloitte as their administrators. The brand IP has been taken on by Samworth Brothers (who own Ginsters/Fresh Food for Now). I am waiting for this to be confirmed by Samworth Brothers.

Please be assured that TUCO have a number of operators on our Framework Agreement able to meet the needs of our membership across the UK for further and higher education, healthcare and local authorities. Many framework suppliers are ready and able to take emergency calls for deliveries to cover any gaps in supply.

A full list of nominated suppliers can be viewed here on the TUCO web site. If you have any questions or concerns please contact Category Manager, Kim Ashley.

The meeting was advised that information had been received 1<sup>st</sup> July 2020 that Tiffin and Street Eats are merging.

## 2. Academy update/reminders (NM)

Three Panel review webinars have taken place on the 1<sup>st</sup>, 15<sup>th</sup> and 29<sup>th</sup> of June covering the following topics:

- PPE / Uniforms
- Sustainability and waste (PPE etc) and Carbon footprint / buying local
- Welcome Week
- Driving revenue (and controlling costs)

Webinars are confirmed up to the 6th of August as follows:

18th June:	Presentation Skills
25th June:	Food trends COVID top 10
2nd July:	Innovative Thinking
9th July:	Communication Skills
16th July:	Feedback & Challenging Conversations
23rd July:	TUCO Food trends launch
30th July:	Assertiveness Skills
6th August:	HSI / Nutrition from Plant based diets

*Those that have taken place are available on the TUCO website.*

For August / September we are exploring the following:

Foraging

Greenhouse gas calc and plant-based diets

Marketing and plan- based diets

Compliance for COVID

Customer service with COVID in mind

Potentially an Alcohol tasting class with an into to WSET quals

Also, potentially a series of 2 webinars on employability skills covering CV writing, interview techniques, Linked in use, self-promotion, and brand profiling.

That will take us to the end of September

We still have available online courses for free, 20 Food Safety and 20 Allergens and we are looking at adding a COVID module which we will try and provide FOC or at a very small nominal rate.

Virtual conference is being explored, with several platforms that would facilitate supplier tours, a virtual exhibition centre for our suppliers, speakers and hopefully a 'gala' dinner.

## 3. TUCO Board / General Update

Manish Shah updated the group on the following:

- The Board have been looking at the budget and how to keep TUCO sustainable as a company. A review of the structure and the services members require from TUCO has taken place and 5 posts have been made redundant. Those affected have been given 3 months' notice. This was a difficult decision and we thanked them all for the work that they have carried out during their time with TUCO. The people are, Brian Jones, Catherine Clarke, Lee Pedley, Camilla Hayes and Sam Blezzard.
- TUCO are looking at on-trend topics for next webinars. If members have any suggestions for what they would like to see, please can they let Manish or Nicola know.
- The TUCO accounts have been audited and are now awaiting sign-off.
- The Board have decided to rent the flat out and this is currently with an estate agent.
- Academy, if anyone urgently requires any specialist training, please let Manish or Nicola know so that Sarah can look into it.
- Meetings being held in this format across all TUCO Regions
- TUCO Conference 2020 cancelled
- 2021 may possibly see Competitions and Conference merged next year if there is scope to do so.

#### 4. Member Updates

Churchill College Cambridge – David Oakley

Planned October opening

Worry over buying PPE in bulk and availability, what are others planning to do if PPE is required at opening but stocks are not available from suppliers.

Some members have pre-ordered things like face-visors by doing a projection on numbers.

Has a very enthusiastic small team back on site now which has been really helpful as they have been looking at the H&S policies and Risk Assessments

Action – NM to ask MP to contact David to discuss

Note – TUCO has a list of available PPE on the website which Mandy is updating as we get information from suppliers.

University of Reading – Martin Batt

Increasing outlet availability on the outskirts of campus as expecting them to be busier than normal  
Martin shared a planning spreadsheet with the group which will be used alongside a virtual queuing system.

Cafes and retail will be take-away only to ensure that communal areas are not used for gatherings.  
No catering is allowed for any internal meetings between now and the end of the year. This is due to the increased aerosols when people eat and talk at the same time.

The MCR system is not suitable for click n collect as it cannot handle multiple tax rates, so Reading are looking at ProcureWizard.

University of Surrey – Yvette Cutcliffe

Using a click n collect system. Looking at the possibly using Starbucks till systems in the stores.  
Seating plan and outlet flow plans are being started today.



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University of Kent – Keith Williams

Having the same challenge as Reading with MCR on click n collect re the tax rates.

Looking at how to deal with quarantine students and the main question of how to get food to them.

The group discussed various ways to manage quarantine students.

Martin said that Reading are putting them into a 36 room facility with food delivered to their rooms if they arrive after the opening date.

David Oakley said he will share his order forms with Keith at Kent.

Jemma said they are charging for the rooms but not the food, hot food will not be delivered due to the difficulties of this.

Keith asked how is everyone sanitising all their deliveries? Currently Kent are using spray wands on all the outers.

Manish is planning on using the wands for this.

Keith will share the data on wands.

House of Commons – Ginny van den Broek

Interested in accessing more of the TUCO frameworks going forward, so looking at the contract timetable for re-tenders. Looking at wine supply currently.

Needs some help with FOL call off on HOTBEV.

Action NM to ask Jane to contact Ginny regarding wine stocks.

Action NM to contact Ginny re FOL call off

RHUL – Jemma Morris

Pretty much the same as everyone else has detailed.

Currently looking into potential summer schools.

King's College London – Manish Shah

Senior management team will be back in at the end of August and they will action the floor marking plans that have been agreed.

98% of the staff are still furloughed.

5. AOB.

Members are reminded of the TUCO Forum which is an additional useful tool if they need help from other TUCO members.

6. Date of Next Meeting.

TBC Early September.