



The University Caterers Organisation

Regional Meeting Update – South East

Regional Chair – Manish Shah

Venue	Virtual Meeting (MS Teams)
Date	Wednesday 10th June 2020
Date of last meeting	Wednesday 13 th May 2020
Meeting objective	Informal update across the region.
Attendees	Nicola Mellor – TUCO Manish Shah – King’s College Matthew Silver – University of Brighton Stephen Lambert – University of Brighton Paul Raven – University of Brighton David Oakley – Churchill College, Cambridge Matthew White – University of Reading Martin Batt – University of Reading Steve Charley – University of Reading Charlotte Stammers – Anglia Ruskin University Wendy Wenborn – Anglia Ruskin University Sue Morgan – Anglia Ruskin University Jacqui Beazley – London School of Economics Michael Coombes – Imperial College London Jemma Morris – Royal Holloway London Nik Santos – St Mary’s University, Twickenham Yvette Cutcliffe – University of Surrey Keith Williams – University of Kent Hayley Lowes – University of Kent
Apologies	Kamil Khoury – Imperial College London

1. Framework Updates

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



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Convenience Retail Framework (new)

Indicative awards have been made for the Convenience Retail Framework Agreement. 10 day standstill ended at midnight on Monday 1st June, with no legal challenges.

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)

Confirmed awards made week commencing 1st June 2020 for the framework to commence on 1st July. 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

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.

2. Academy update/reminders

- Free places for 20 Food Safety modules and 20 Allergen modules on the e-learning system are available for full members.
- Webinars every Thursday at 2pm.
- We are reviewing a virtual conference and scoping how that might work.
- We are also reviewing how we can delivery group sessions on webinars for food safety and allergen training.



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Members were asked what appetite there is for a module on COVID-19 / hygiene training by webinar or e-learning with a certificate of attendance.

The group thought that this would be very useful.

3. TUCO Board / General Update

Manish Shah updated the group on the following:

- Regional Chairs Meeting held on Thursday 21st May.
- Matthew White confirmed will continue as Company Chair until September 2020. Tenure was due to end to hand over to Phil Reese-Jones in July 2020 but now remaining to aid with business continuity.
- TUCO Competitions cancelled
- TUCO Conference cancelled
- TUCO Winter Conference – we are looking into a virtual conference
- Keen to have contact between suppliers and members. Suppliers to have slots at the Regional meetings-no longer than 10 minutes. Priority to be given to TUCO Partners. Suppliers also keen to send out samples ahead of meetings for discussion and feedback.
- Panel debate held on Monday 1st June – The New Normal – a success. Hoping to continue a number of panel debates over the next few months. Welcome suggestions for topics & panelists.
- Update on TUCO Finances, as the flat can't be used by TUCO at the moment, the decision has been taken to rent it out.

Matthew White said that TUCO is looking to do a blended approach for future TUCO events as there is still likely to be restrictions on travel and attendance at events for University staff.

Matthew also encouraged members to contact the TUCO Category Managers with any concerns and new projects.

Matthew highlighted to the group the benefit of using the TUCO forum as this is an ideal way to share information / best practice and help each other out.

Keith Williams said that they send a different set of people to comps that they do conference (to ensure enough staff still on site) so if it was combined it would be difficult for them.

4. Member Updates

King's College London (Manish Shah)

The contract with ProcureWizard for TUCO Online has now been signed. The support from the Access group has been fantastic and the system is being set up during lockdown.

Currently working on the opening plan which is changing regularly. There will be blended learning from Sept with an estimated 35% of students on campus. Work is being done on Click n Collect and Social Distancing plans.



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Manish asked if anyone has a risk assessment plan yet for COVID-19. The group suggested Manish put this question on the TUCO forum as others will also be looking.

Imperial College London (Mike Coombes)

The researchers are on site and have been receiving daily packed lunches.

Click n Collect rolls out in July with an App written by some students as they were asked to help.

First outlet opened this week and the hardest thing is trusting all is safe to come in the shop.

London School of Economics (Jacqui Beazley)

Blended Learning will start in September. Currently have 50 students in halls who are receiving lunches.

Planning for social distancing with screens and signage. The School is risk averse but are trying to open the library in July for research people which will be run in a very strict fashion. Preparation is being made for a soft launch of the library outlet in late July to see how it goes. Then planning to open the majority of outlets in September.

Churchill College (David Oakley)

Turned an outlet into a shop to serve 120 residents twice a week. Planning a July opening with take-away food. Currently busy with the Risk Assessment which David will share with the group. Also keen to get some staff back off furlough (10 planned for Sept). Stating with take-away and changing the layout of outlets to suit. There will be 7 day opening from Sept.

Expecting all UK and overseas students back in. Looking into bubble group and will extend opening hours to allow for bubbles.

Bidfood have been excellent and maintained high levels of service.

Royal Holloway (Jemma Morris)

Blended learning from September. Final students will be leaving campus soon, at which point all outlets will close. Currently building the re-opening plans for September.

Anglia Ruskin (Wendy Wenborn)

Blended learning from September. Currently receiving the normal number of accommodation requests. Onboarding TUCO Online at the moment with the first training booked for August.

University of Surrey (Yvette Cutcliff)

Very similar happening at Surrey to the rest of the group. During lockdown have only been doing student feeding and the shop that Compass runs has been open. Last week the campus opened for Research. Blended learning will start in Sept. No extra outlets will open until Sept now.

University of Brighton (Matthew Silver)

Shop has been opened for students and there has been great feedback on this. The focus is on how to re-open, looking at meal plans and provision of click n collect. All the summer business is now cancelled.

University of Kent (Keith Williams)



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Very similar to everyone else with 350 staff furloughed. 14 are still working on site over 2 shifts with 1 out of the 12 outlets open plus the shop to serve 150 students that are still on site. For students who cannot go home, students are being given accommodation at a very cheap rate. Spreadsheets are being created with room capacity which enables social distancing. Kent are taking 1200 returners back and will be updating the T&C's. All units will be open from Sept as this will help with the social distancing.

Keith asked about what does and doesn't work for click n collect and will add it as a forum question.

St Mary's University (Nik Santos)

Had 40 students on site originally which has now reduced to 20 that can't go home. They are being given a reduced rate and two hot meals per day. Furloughed staff are being rotated. Re-signed with MCR for tills and are introducing click n collect to a less used area. Have not purchased screens and table dividers yet as they are expensive and may not be needed come Sept. All the summer schools have been cancelled and Bidfood have been excellent on deliveries and providing support.

University of Reading (Martin Batt)

One outlet plus a shop are open and they are providing 2 meals a day, seven days a week to the remaining students.

Planning for everything to reopen in September and getting staff back from furlough 14th Sept. Have accepted more returns than usual to ensure accommodation is filled. Trying to ensure the spread of click n collect outlets across campus and may need to use a ticketing system to stop large queues.

Buffets etc will not be ordered or needed any more so looking into individually boxed alternatives that still contain fresh food. No solution to how to provide tea and coffee for any delivered catering yet. Also there are issues around using either crockery or disposables.

5. AOB

Date of next meeting 11am on 8th July 2020