

TUCO South East Regional Meeting
Tuesday 10th November at 11:00 am via MS Teams
Chair – Manish Shah

A G E N D A

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|--|------------|
| 1. Welcome, Introductions and Apologies | MS |
| 2. Member updates | All |
| 3. TUCO Framework Update | NM |
| 4. TUCO Academy Update | SM |
| 5. TUCO Sustainability Update | SL |
| 6. TUCO Board Update – Non-Exec Directors report | MS |
| 7. AOB | |
| • Ideas for presentations at future meetings | All |
| 8. Date of Next meeting | |

Regional Meeting Update – South East

Venue	Virtual Meeting (MS Teams)
Date	Tuesday 22 nd September 2020
Last meeting	Wednesday 8 th July 2020
Meeting objective	Informal update across the region
TUCO Contacts	Nicola Mellor (Category Manager) nicola.mellor@tuco.ac.uk Jane Eve (Head of Contracts) jane.eve@tuco.ac.uk Sarah McLoughlin (Head of Academy) sarah.mcloughlin@tuco.ac.uk
Attendees	Nicola Mellor – TUCO Manish Shah – King’s College Chris MacCormick – King’s College Lisa Conellan – King’s College Seema Chauhan – King’s College Martin Batt – University of Reading Keith Williams – University of Kent Robert Grimer – University of Kent Jemma Morris – Royal Holloway University London David Oakley – Churchill College Cambridge
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 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 Hayley Lowes – University of Kent

1. Welcome, Introductions and Apologies

Note that members are happy with the notes from the previous meeting.

2. Supplier presentation

Siobhan Jones and Alastair Johns from Food for Now (Sandwich Brand Owners)

Food for Now presentation



TUCO South East
Regional Meeting 2:

3. Member Updates

University of Kent – Keith Williams

Student numbers are positive and expect 90% of the 5000 rooms to be full. Post Grad numbers are down by 40%.

A large number of students are having to self isolate on arrival (200 – 300) and 3 meals per day are being delivered to their rooms at £5 per day. They are expecting to be feeding larger numbers than this going forward.

Experiencing decrease in income but much higher cost to serve.

Rule of six is challenging to get students to follow.

Keith asked if anyone else is offering a hospitality service?

King's has a ban on any external hospitality until 2021, staff from these areas have been redeployed as ambassadors elsewhere.

Reading has a ban on any face to face meetings for the rest of this year.

University of Reading – Martin Batt

Awaiting results of today's announcement on what areas will be classed as needing 'table' service.

All the team are back from furlough and have been redeployed into other areas.

NHS QR codes will be used for the seating areas.

Churchill College Cambridge – David Oakley

Currently supplying 120 isolation meals per day, plus supplying external colleges.

The students start back on Friday.

Builders are late on site so projects will be late starting.

London School of Economics – Jacqui Beazley

Very similar to everyone else. Halls of Residence opened over the last couple of weeks from 1st September to allow for slower arrivals of students. Bookings are at 85% capacity and arrivals are at 50 – 60%.

Four Restaurants are open with an internal track and trace system in place. Online ordering is available for collection or delivery to rooms.



The University Caterers Organisation

Not set up for table service so counter service is being managed at 2m and socially distanced seating (40% of normal seating capacity). Each Hall has been given serving times. Two marquees have also been set up with internal partitions for seating and teaching. In total 8 restaurants and cafes are open. The café food is all pre-packaged and take away only.

Imperial College London – Jemma Morris

Feeding students in restaurants and they have to sit in households, some are up to 30 per household. Using extra areas for sitting people down to eat.

Experiencing the same thing as Kent in that students are using arrivals to drop their stuff off, then going back home until teaching starts.

All outlets will be open by next week. They are no set up for table service either.

4. TUCO Framework Updates (NM)

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. This agreement replaces the Confectionery framework.

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)

Please note that Costcutter who were awarded onto the agreement (for Lot 7) have decided that they do not wish to be part of the framework.

NISA who have also been awarded onto Lot 7 are currently pending as their Terms and Conditions are agreed.

Vending (Current Agreement)

Current Framework Agreement will expire on 30th September 2020.

Vending On-Boarding Costs

Some vending suppliers have put in place 'On-boarding' costs. TUCO have not agreed the on-boarding costs, however, we feel that as a public sector entity and, during this global pandemic, such costs should be considered on a case by case basis.

The areas suppliers and members may consider are:

Members may wish to pay the on-boarding costs, should they wish to.

Bringing forward annual service checks where possible rather than pay for filters etc.

Negotiate royalties to cover costs

Extend contract period for 12 months

Switch on high footfall vending machines only

Stagger switch on of machines

These are some examples members can discuss with their supplier to help get the vending machines back up and running.



The University Caterers Organisation

New Vending Agreement (DPS)

The current tender has been extended to 1st October 2020. The new tender has now been evaluated.

There will be 11 Lots on the new framework agreement. The tender process was carried out via DPS. This means suppliers can apply for the vending agreement throughout the contract period. The Lots and suppliers awarded are:

Lots	Suppliers awarded
Lot 1 Confectionery / Snacks – Ambient, Lot 2 Food including Sandwiches chilled & Hot Food Concepts, Lot 3 Beverages – Cans / bottles, Lot 4 Hot Drinks, Lot 5 Fully Managed Service, Lot 6 Self-fill only machines, Lot 7 Reverse vending machines, Lot 8 Retail Convenience Store Vending, Lot 9 Mobile Vending, Lot 10 Express Vending Coffee, Lot 11 Telemetry System Lot.	Broderick Bulk Vending Cymraeg Excel Vending JW Vending Options Management Selecta VH Graddon Wilkes Vending Systems

Unsuccessful suppliers will be allowed to resubmit the areas they failed.

DIPCHEM

A PPE webinar took place on 7th September, discussing chemicals, PPE and takeaway packaging. They were recorded and available on the Academy website.

Updated COVID19 information from each supplier is available on the TUCO DIPCHEM webpage.

Soft Drinks

Price increases are due in October. CCEP, AGBarr Ltd have advised they will be increasing their prices from 1st October.

LR Suntory have changed their name to Suntory Beverage & Food GB&I. All relevant checks have been carried out and the website has been updated.

Waste

The Innovative Food Waste Services Framework Agreement expires July 2021. The following Lots are planned:

Lot 1: On-Site Food Waste Innovation.

Lot 2: Used Disposable Cup Collection Service.

Lot 3: Waste Coffee Grounds Collection Service.

Lot 4: Off-Site Sustainable Food Waste Management Service.

Lot 5: Waste Oil Recycling Collection and Disposal Service.

We will also look at a Lot for weighing food waste.

We welcome member innovation to consider in the initial, strategy section of this project.

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.

Catering Light & Heavy Equipment

Framework extended for 1 additional year – 12.11.21

Few suppliers have submitted revised pricing; Bunzl and Brakes.

IFDC

Framework extended until 31.03.21 (not full year as being retendered early)

Any new concepts requirements or suitable suppliers?

Alcohol

Plans on bars reopening - New normal survey suggested these were not priority and some would open September but the majority in January.

5. Academy update/reminders (NM)

- Still no plans for face to face Academy activity until 2021 at the earliest but we have posted 4 courses that are full day online courses on the website. £25 each for full members:
 - [level-4-food-safety-refresher](#) 13th October
 - [social-media-training](#) 10th November
 - [leadership-skills](#) 24th November
 - [change-management](#) 7th Jan
 - Mental Health 1st Aid (posting soon) 21st Jan
- Compliance courses – offering all courses by webinar and still be able to certificate through collaboration with institution by setting up a staff member at the institution as an invigilator in the TUCO centre. Can also deliver as a webinar with a certificate of attendance instead. Currently trialling face to face session at MMU on Friday (please find attached risk assessment for attending on site if institutions are allowed off-site visitors.)
- TUCO is supporting a bid from a consortia of universities for a grant from the Doctorial Training Centre in Transformative Food Systems. This will give us access to research projects on menu planning, meal concepts that are based on nutritional composition and environmental sustainability. It can also provide an opportunity to give free training on the above for members, they have had their interview and are waiting to hear the results but in the meantime have found additional funding so we're looking to collaborate with them soon.
- Building a programme of forums to provide tools and support for all tiers in member institutions – starting with Leadership workshop which will additionally have a panel review / networking session post event. Also looking at sustainability and business planning
- Free webinars will continue for the foreseeable but are now only going to be every few weeks – videos are still available

- Free online courses for Food Safety and Allergens still available through our e-learning platform with Upskill
- Working with University of Edinburgh to create a resource for students for ‘one pot’ cooking recordings from university chefs – hoping to expand that out with other universities soon.
- Virtual conference on the 18th of November will be looking at “Managing disruption and change in a VUCA world” (VUCA is Volatile, Uncertain, Complex and Ambiguous) – there will be an online social event but it will be first come first served for a cookalong and drinks! Calling it “Black tie and Slippers” – black tie and posh frocks will be optional – but tbh it might be the only time you’ll get dressed up this year! Registrations will be out this week.
- We’re hoping to collate pictures and videos of good news stories from support you’ve had in the community – town and gown! For example we’ve had many members who cooked meals for the homeless or supported NHS workers by having them stay in residential areas. Please let me know about them and we can spread the word. Send pictures and details to sarah.mcloughlin@tucos.ac.uk

6. TUCO Board / General Update

The Board last met on 10th September.

Matthew White has officially handed over the role of TUCO Chair to Phil Rees Jones. There will be no Vice-Chair for the time being. Phil is going to spend time speaking with each Regional Chair to catch-up on the regions.

Company Finances are being closely monitored and the apartment is for sale so that funds can be released.

Last Two members of staff will return from furlough in October

7. AOB.

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

Options for suppliers to present at the next meeting are:

Who?	What?
Delice de France	New doughnut concept
Carlsberg	Love my local
Lazy days	Vegan sweet snacks
Nine brand	Healthy, GF, Vegan etc. snacks
Lemon-Aid	Organic soft drinks and iced teas, called Lemonaid & ChariTea

Chicago Town	Click and collect and self-serve Bagged self-serve packaging allowing for 50% less touchpoints vs our competitors. Holds for over 3 hours reducing waste and proximity to customers. Less staff required on site to prep. Products can serve multiple day parts ¼ for lunch and full pizza for delivery/ click and collect.
Dawn Foods	Bakery ingredients for experienced chefs & bakers
Diageo	Draught cocktails and product range
Funnybones	New products and concept solutions
LWC	Interactive wine tasting session. What is Wine and what effects the taste of wine. How we taste the different characters of wine. Tasting of 3 wines. Food Pairing
Tony's Chocoloney	Ethical chocolate
Beavertown (craft beer)	Beer and brand training. Can include samples of core range.

8. Date of Next Meeting.

11am, Tuesday 10th November 2020

<https://www.hospitalityuor.co.uk/wp-content/uploads/sites/45/Internal-deliver-to-you-menu.pdf>

TUCO South Eastern Regional Meeting

Tuesday 10th November 2020 at 11:00 am via MS Teams

MINUTES

Attendees:	Manish Shah Martin Batt Jacqui Beazley Yvette Cutcliffe Judith Hoyle Katrina Lewton Sue Lightfoot Hayley Lowes Chris MacCormick Sarah McLoughlin Jemma Morris Nicola Mellor Nikhil Santos Matthew Silver Ginny Vandenbroek Keith Williams	King's College London Reading LSE Surrey TUCO Bedford College Services TUCO Sustainability Kent King's College TUCO Academy Royal Holloway TUCO St Mary's Twickenham Brighton Houses of Parliament Kent
Apologies:	Graeme Collie Wendy Wenborn Matthew White	South Essex College Anglia Ruskin Reading

1. Welcome and Apologies

Apologies are as above.

2. Member Updates

Reading

Across the site they have been operating at about 25% of the previous year. They have closed quite a few of their outlets but the 3 that are open are operating normally. They plan to extend the furlough scheme in order to cover costs. They appeared in a Radio 4 programme this week about the university. They have enforced Annual Leave from the end of this term to the start of the next one. A decision was made to put the idea of a pay cut on the back burner and they are not looking at any redundancies at the moment. A Track and Trace system is still in operation in their Takeaways.

Kent

During Lockdown Number 2 most units closed but there are some canteens with seating. More staff will be placed on furlough in the near future. They are also revising their budgets on a daily basis. There has been some debate around whether students will or will not be going home over Christmas and what their needs will be. Some European students will need self-isolation facilities when they return after Christmas.

King's

Manish announced that the college will close 3 days earlier for Christmas on 18th December. They are looking at a delivered Christmas range. He asked if it would be possible for TUCO to produce some short videos on preparing easy meals for students.

Royal Holloway

Cash sales were running at about 17% of the previous year but since Lockdown No. 2 they have closed more outlets. Their restaurants and cafes have seating areas classed as study spaces. Jemma is planning to do a sit-down Christmas meal on campus.

Surrey

Two outlets were closed before the start of semester as they were in reception areas and it was a struggle to make them Covid secure. This second lockdown the sports park is closed. As yet they are not sure when they will be allowed to do their Christmas offering.

LSE

Jacqui explained that they re-opened everything at the start of term to make the campus look as normal as possible. They were at round about 33% of normal takings but since then more outlets have been closed so takings have now gone down to around 23%. Online ordering has increased this significantly. They are still offering blended learning. Christmas arrangements will vary slightly – normally during the vacation period they just offer breakfast service but this year for the students who will be staying they will be keeping the catered halls open and do a brunch from 11:00 am to 1:00 pm. This will be provided free of charge. There will also be a meal provided on both Christmas Day and New Year's Day.

Bedford College Services

Katrina explained that they have very few residents on site and the majority of these are under 18 so they have to go home at weekends. Some sites have taken a big hit with only one third of students on site every day. They were taking around £10K - £12K a week but that has dropped to around £3K. Staff have been furloughed to try to save as much money as possible. Many students still want a 'Grab and Go' offering. Other leisure services such as weddings etc have had to close completely. Their primary schools have been reluctant to put screens up in their outlets, which is a shame because there is so much more that they could do if they would invest in the screens. Manish asked whether this is something that TUCO could assist with on the procurement side? He would be happy to offer some information on this, including details of costs etc. There is still some table service where the dinner ladies are taking the meals to the students.

Parliament

Ginny manages around 50% of the catering contracts for the in-house catering service across the House of Commons and the House of Lords. She works with both the in-house catering service and the procurement service. Their customer base is the public, visitors and workers on site etc. At the start of lockdown, as many people as possible were working from home as there was a remote Parliament.

In September they opened up a few more venues but they still have no banqueting and events, which accounts for around 50% of their turnover. They need to provide a vital service to support the running of Parliament. Ginny questioned what the impact of Brexit will be on food standards.

If they continue to have people working from home successfully then they will have to have a new Property Strategy and if they have less people on the site – then what happens to the catering provision?

King's

Footfall is the issue at King's – they are as low as 7.5% of normal income this year. They do not have any catered halls nor do any catered packages and a great deal of their learning is online. They have around 12 outlets running at the moment. Outlets on the medical sites are more busy. The pay freeze has been removed and people will receive an annual cost of living increase. A lot of Manish's team members have been redeployed into different roles. Chris explained that they are providing Isolation Boxes for the quarantining students containing dry packs and fruit and vegetable packs which are sent out weekly so that they are always fresh. The Nutrition Department is currently looking for recipes for Veganuary.

St Mary's

Only around 30% of students are back on site and only around 25% of staff. They opened a few outlets but are only at around 30% of sales, with bars at only around 20% but the cafes are doing well. The catered packages are saving them at the moment. They are doing delivered meals to the hostels where students are isolating. They provide two meals per day – brunch and then an evening meal. They do have a good mix of meals ie one day a Japanese offering, one day a roast dinner. Numbers are low in terms of isolating. Cafes are doing a Takeaway only and dining tables are 1.5 metres apart. Students who live together are allowed to sit on the same table. They are currently considering whether to do a Bar Takeaway service but there is nowhere for the students to take their drinks. There will be meals provided for those students staying over Christmas. Nikhil asked how other institutions are managing their seating areas. Manish replied that at King's all the bars are closed so they are not doing any Takeaway alcohol. At Royal Holloway in the catered halls those students from the same houses can sit together so they do not have to socially distance.

3. Procurement Update

Temporary Structures

This is a DPS and now Danco have been added to this recently and there may be more suppliers to come on.

Soft Drinks

L R Suntory have changed their name to Suntory Beverage and Food GB and Ireland.

Convenience Retail

This went live at the beginning of July this year and replaces the old Confectionery framework. Kim Ashley is still agreeing the Terms and Conditions with NISA. Costcutter who were awarded onto the agreement under Lot 7 have now stated that they do not wish to be part of it.

Vending

A new DPS for this will be out in November so if anyone has any suppliers they would like to see on there, please let Nicola know.

Food Waste Services

The current agreement expires at the end of July 2021 and will be re-tendered to include the weighing of food waste.

Innovative Food Concepts

The current agreement has been extended until the end of March 2021. It is being done as a DPS to allow new products/suppliers to come on board during the lifetime of the framework.

Temporary Staffing, Catering Light and Heavy Equipment and Milk and Bread have all been extended for a further year.

Brexit

We are in the process of updating our Brexit statement with all our suppliers. This will be uploaded onto the website in due course.

Supplier Presentations

We will shortly be circulating a Doodle poll on which suppliers our members would like to see present at meetings.

4. TUCO Academy Update

We will be sending out a survey based on budgeting for the next year for our members to fill in. This information will then be shared with everyone to assist with next year's budgets. Webinar courses have been set up – we briefly paused these but held one the previous week which proved very popular. The Beer webinar due to be held at the beginning of December has now been put back until January.

Courses:

Date	Course Title	Cost
17 th Dec	Level III Food Safety Refresher	FOC
25 th Jan to 2 nd Feb	Five Day Level IV Food Safety Qualification	£99
7 th Jan	Change Management	£25
14 th Jan	Level IV Food Safety Refresher	FOC
20 th Jan	Mental Health First Aid	£25
11 th Feb	Level III Food Safety Refresher	FOC
16 th Feb	Social Media Management	£25
TBC Feb/March	Leadership	£25

Virtual Conference

The App for this will be available mid-November with all the details of the speakers. Sarah had asked members to put some questions on the App for the speakers to answer. There will be a social event in the evening including a virtual Cook Off.

5. Sustainability Update

The next Sustainability Group meeting will take place on 26th November where we will be discussing the results of the questionnaire sent out by Sue Lightfoot.

Scope 3 Emissions

We are currently working on a common methodology.

Greenhouse Gas Calculator

This has now been updated.

Documentation

Sue has sent out the Modern Slavery Policy to be reviewed by members of the TSG. The Environmental Sustainability Policy has now been updated and is on the website. She will next be working on the Sustainable Procurement Document.

WRAP information has been updated and uploaded to the site along with information on the PS100 initiative on 20% meat reduction.

At King's they plan on being carbon neutral by 2025 and Manish asked whether there was any way of integrating this with TUCO Online. This is something which TUCO can look into in order to be ahead of the curve.

6. Board Update

There was very little to report from the Board. The majority of TUCO staff will go into partial furlough from mid-November until the new year. Phil Rees-Jones has now taken over as TUCO Chair and will be opening the virtual Conference on 18th November.

7. Any Other Business

Ginny asked, "On tendering, what is the right thing to do on volume-led pricing as in these uncertain times we may not be able to go back to 2019 volumes". How do we approach this through the processes? Nicola advised that the frameworks do not guarantee volumes so this will not be an issue.

8. Dates of Next Meeting : TBC

Members agreed that the best time for this would be around the end of January 2021. 11:00 am as a start time was preferred and the group would be happy with a 30 minute supplier presentation.