

TUCO South East Regional Meeting

Tuesday 22nd September at 11:00 am via MS Teams

A G E N D A

1. Welcome, Introductions and Apologies
2. Siobhan Jones from Food for Now (Sandwich brand owners)
3. Member updates
4. TUCO Framework updates
5. TUCO Academy updates
6. TUCO Board Update – Non-Exec Directors report
7. AOB
8. Date of Next meeting

Regional Meeting Update – South East

Venue	Virtual Meeting (MS Teams)
Date	Tuesday 22 nd September 2020
Date of 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 Dalglish – 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.

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>