

NACC South East Region



Minutes of the Regional Meeting held on 17th June 2008 at South Bank University

Attendees:

Neel Radia, Raj Foods
Catherine Kidd, Barchester Healthcare
Simon Ellis, First in Service Ltd
Era Varellas, LB Haringey
Dorothy Lamprell, Herts CC
John Savage, Foster Refrigerator
Paul Holland, Foster Refrigerator
Angela Elkholy LB Tower Hamlets
Chris Jackson, Essex Flour & Grain
Hannah De Monti, Fresenius Kabi
Vicki Plank, Fresenius Kabi
Grace Phillip, LB Islington
Stephen Berry, BGL Rieber
Vivien Rose, LB Redbridge
Sylvie Babout, Hampshire CC
Melanie Boufenchouche, Falcon
Simon Gardiner, HobartUK
Max Smith, GramUK
Jaquie Hibbs, LB Southwark
Adele Beckford, LB Southwark
Tim Parrett, Williams Refrigeration
Stan Donkin, CareUK
Louise Cook, Abbeyfield Kent Society
Andrew Markwell, Fretwell Downing
Chris Baker, Crown Foods
Steve Berry, BGL Rieber
Phil Keohane, OCS
Rick Solomon, Order of St John
Michael Gallacher, Bedford CC

Apologies:

Ian Taylor – WRVS
Karine Williams – Essex CC
Rob Harris- Blue Arrow Catering
Ros Speight – Leicestershire CC
Vic Laws – AVL
Richard Clark - KL2
Pam Rhodes – InRhodes
Graham Russell - appetito
Sylvia Woods – Essex CC
Anne Donelan – TVF
Michael Hale – LB Tower Hamlets
Jenifer Dudley – Greensleeves Homes Trust
Paul Smith – Qube Catering
Beverley Williams – Royal British Legion
Ferri Fassihi, Ann Jones – Luton MBC
Michael Gallacher – Bedford CC

Our Regional Chair, **Neel Radia**, welcomed us to South Bank University and talked us through the busy day ahead.

South Bank University

We were welcomed by Dr. Edd Tinley, Head of Research & Business Development, who gave us an introduction to the South Bank University, which was undergoing major building development, to ensure it's future. It has a history going back to 1892, and became chartered

as a University in 1992. Currently have 19,000 on roll, with a 10-year expansion programme underway.

Round the Region

Neel Radia, from **Raj Foods** told us that Raj Foods were celebrating their 25th anniversary and have launched a new Middle Eastern Halal menu.

Simon Ellis, from **First in Service**, and your scribe, advised the meeting of new business won recently in the service & maintenance markets – catering for LB Redbridge, catering & air conditioning for Spudulike restaurants,

Your deputy chair, Catherine Kidd, from **Barchester Healthcare**, told us they run 170 sites, with increasing bed numbers. They have recently become Hospitality Assured to increase their service quality.

Era Varellas, from **LB Haringey**, had difficulties with the new system of individual budgets for clients, leading to issues with the community meals service, and also food costs showing a general increase – general agreement!

Vivienne Rose, our representative from **LB Redbridge**, had similar difficulties with costs, and also with community care which undergoing a re-profiling to meet Government agenda.,

Essex Flour & Grain, aka Walter Clark, a food distributor represented by Chris Jackson would welcome your support.

LB Tower Hamlets are still awaiting their move to new premises, Angela Elkholy advised – this has been waiting since 2000! They are also waiting the ‘fall out’ from Personalised Payments.

Steve Berry, Regional Director for **BGL Rieber**, told us of their success with becoming an OGC contractor, for food service, transport & cooking equipment.

CareUK's Hotel Services Manager, Stan Donkin, is also looking at becoming Hospitality Assured. They also have issues with increasing costs for food, with some suppliers applying fuel surcharges.

Simon Gardiner, Regional Sales Manager for **HobartUK**, told us of their brand new Innovation Centre, at Peterborough, with demonstration facilities for customers.

LB Southwark's Welfare Catering Team have been reviewing their service to change from a hot service at £3.20 to a frozen meal for £2.75; the review was not successful as there was resistance to the change from clients and social workers.

Grace Philip from **LB Islington** has food standards in place for School Meals as per the new requirements. From September onwards, nutritional standards will also be enforced – Primaries for 2008, Secondary schools for 2009.

Abbeyfield Kent Society is in the middle of a sustainable foods project, we were told by Louise Cook; costs were also becoming an issue.

Dorothy Lamprell, from **Herts CC**, reported on the County Community meals service now being run by a social enterprise project, with more & more involvement from District Councils. Their frozen meals supply was out to tender soon. Dorothy is focussing on special diets, healthy eating educating staff and service users.

Max Smith, from **Gram UK**, now had a Public Sector Price list available, and also had a Bio Scientific line for blood & organ storage.

Melanie Boufenchouche, from **Falcon**, would welcome contact with regard to their range of cooking equipment, whilst **Williams Refrigeration** would also like to talk to prospective clients regarding their range of refrigeration equipment.

Fretwell Downing, represented by Andrew Markwell, NACC Northern Regional Secretary (difficult job) offer software packages for the catering industry, with functional analysis. Packages for community & meals on wheels can track orders, meal planning etc.

Chris Baker, from **Crown Foods**, told us of their supplying fish chicken & meat products predominantly to schools, and as this was his first NACC meeting he was keen to learn about the members.

Robot Coupe, suppliers of food processing equipment

Mark Harland, from **MeikoUK**, told us of their warewashing and waste management systems.

Presentations

South Bank University, Food Centre. Ken Spears told us of their specialising in Food Technology & Food Sciences, sustainable energy management. They have a mission to develop external partnerships, with both commercial enterprises and local communities. They offer technical advice, consultancy & training.

The food production laboratory was open for tours later in the day. Offered here is sensory analysis of food products, including texture profiling.

John Savage, Sales Director of **Foster Refrigerator**, gave us an interesting & entertaining presentation on the company's pride on their Environmentally friendly processes, energy saving equipment and their cabinet recycling processes. A copy of John's presentation should be available with these minutes.

Kate Harrell a Speech and Language Therapist from **Kings College Hospital** gave us a presentation on Dysphagia Management and Dysphagia symptoms. This was followed by an interactive practical presentation by **Fresenuis Kabi** on Thick and Easy solutions and foods.

Business meeting

The Constitution – Simon led a detailed run-through of the proposed changes to the NACC Constitution, with some interesting and concerned comments, which will be passed back to the National Exec for use.

Care Cook of the Year - Neel advised the meeting of the 10 entrants from the Region, whittled down to one for the final. He advised that we were likely to carry out a Regional Cook Off in 2009, as a fairer way to produce a Regional Finalist.

NACC Conference 2008 - bookings going well

NACC Website - - now to be relaunched in July.

Awards – New award at Conference

National Deputy Chair – Derek Johnson had offered to stay on in the role; a show of hands accepted this.

Meals Service Name – some debate about this – an update to the name ‘Meals on Wheels’ – it had been suggested to change to ‘Community Meals on Wheels’, but this was felt to be a bit cumbersome. No conclusion.

HSE- Dermatitis – information available to download

National Treasurer - some long and involved discussion about this topic. Ellen Clayton, from apetito and Northern Regional Chair, had volunteered to take over from Chris Jackson in September, but several members voiced their concerns over a supplier’s representative being involved in the associations accounts, particularly given her acknowledged lack of expertise in this subject area. Another, more experienced member had put their name forward – Pam Rhodes, who had previously been National Administration and held Regional Office also. There was a split vote between the candidates, and the meeting felt that these differing views should be taken to the National Exec.

Next meeting – **23rd September at Whiteley Retirement Village, Surrey** – keep checking your inbox!

Dates for 2008

23rd September – Whiteley Care Village

2nd December - venue TBA

Regional Officers 2008

Chair	Neel Radia - Raj Foods	neel@rajfoods.com
Deputy	Catherine Kidd – Barchester Healthcare	Catherine.Kidd@barchester.com
Secretary	Simon Ellis - First in Service Ltd	sellis@firstinservice.co.uk