

Thanks to all who responded!

Our thanks go to everyone who responded to our recent diet coding consultation.

To date we have had 24 responses. 96% of respondents were in favour of the proposed changes so we plan to implement the simplification of our diet coding from May this year.

As a result of feedback we have made two minor alterations:

- *Instead of S = Soft we will change the wording slightly to say S = Softer (easy to chew).*
- *We have increased the ED (Energy Dense) criteria for hot bulk desserts served with an accompaniment to ≥ 200 kcal per portion and hence desserts served without an accompaniment to ≥ 300 kcal.*

So in summary we plan to feature the following five diet codes on our product labels and in our new brochures:

New Diet Code	New Abbreviation	Explanation
Balanced Choice	BC	Dishes that contain moderate amounts of fat, sugar and salt and are suitable as part of a balanced, healthy diet. These dishes are particularly suitable for the nutritionally well .
Energy Dense	ED	Dishes that contain higher than average calorie content. These dishes are particularly suitable for the nutritionally vulnerable .
Softer (Easy to Chew)	S	Easily eaten and able to be mashed with the back of a fork. Should suit service users with simple chewing difficulties or poor teeth/sore mouths/fatigue. Typically soft or moist and can be served in small pieces.
Vegetarian	V	Suitable for lacto-ovo vegetarians where milk, egg and their products are consumed but excludes all meat, poultry, fish and ingredients or products derived from these e.g. gelatine and rennet.
Gluten Free	GF	Contain less than 20 parts per million (ppm) of gluten, i.e. <20mg/kg of gluten.

Customers are not obliged to use our new terminology but we would suggest that it does illustrate current best practice as endorsed by the British Dietetic Association and our local Trading Standards department.

Where customers would prefer to continue using our old diet codes these will remain within our Real Time Technical information for one more year.

As is the case currently, if customers have their own unique diet coding criteria then we are happy to assist with the re-coding our products as per your bespoke criteria.



SimplyServe – Simply Better

Tillery Valley is in the process of reviewing and improving its SimplyServe range of products which will see considerable development work take place enabling introduction of the revised range later this year.

For those readers who may not be familiar with these products, they represent our range of frozen individual entrées and desserts which primarily support meal delivery services to people in their own homes, but also have a supporting role in the healthcare market for services based on our Chilled and Ready Range product ranges.

The SimplyServe range has been subject to some minor changes since its re-launch in 2005 but nothing on this scale, so we are very excited about the project and the benefits that will result from the review, which can be incorporated into your service offer. We have listed below the changes we are working on and wanted to take this early opportunity to share them with you so you will have advance notice of what to expect later in the year.

- *New variations of vegetable components and combinations.*
- *A rebalancing of the potato/carbohydrate components in all the entrées.*
- *Deletion of some of the less popular entrées.*
- *Addition of some new entrées.*
- *Roast potatoes in the roast meat meals being cooked at Tillery Valley in the traditional way*
- *Sponge pudding production reverting to a "tray bake" style and cooked at Tillery Valley.*
- *A new more compact dessert foil.*
- *An upgrading of the format and detail displayed on the lids to bring them right up to date with current legislation and guidelines.*
- *Two new hot desserts.*
- *New and updated product brochure containing photographs of all entrées and desserts.*

As the project progresses we will keep you up to date and contact you when more precise detail is available and the timescale more defined. We hope however that this early notification will allow you to start to plan how the changes will be able to fit into and improve your service offer.

John Heap is the lead Tillery Valley representative with regard to this project and can be contacted by email – john.heap@tilleryvalley.com or mobile:- **07836 706 098** if there are any points you would like to raise or discuss over the coming weeks.



Delivering on our Snow Plan

Our contingency plans covering continuity of supply during periods of adverse weather have been rigorously tested recently with overall positive results. However, this has only been possible due to the co-operation and teamwork of all those involved.

Phil Binding, Distribution Manager, outlines some of the key measures which were taken to ensure deliveries got through to customers;

- *To maintain food production 4x4 vehicles were hired in order to bring staff into work.*
- *A JCB was hired to keep the delivery yard, lorry park and car parks free of snow and to assist in keeping the approach roads to the factory accessible.*
- *All trans-shipment drivers e.g. those taking goods to satellite depots were required to report one hour early to ensure goods got through to local depots on time.*
- *Local drivers at satellite depots reported one hour early to assist with off-loading and to ensure trans-shipment drivers could return to base with minimum delay.*

- *A "snow desk" was operated from our Goole depot by Depot Manager, Steve Mann. Steve was able to monitor all vehicle movements and liaise with customers should a vehicle encounter any significant difficulties. In turn all drivers were asked to keep in touch with Steve regarding the driving and road conditions which they were experiencing.*



Customers have not been slow in recognising the efforts which have been made to ensure deliveries got through and numerous notes of thanks and appreciation have been received from right across the country. In one instance where local suppliers within a 5 - 10 mile radius of the hospital failed to deliver, our vehicle had travelled well in excess of 100 miles and got through!

Real Time Technical Update

The new version of our Real Time Technical information base is in the process of being compiled in support of our new 2013/14 menu. Please note that as of this year's version we are moving away from our usual CD-ROM format and starting to distribute the information electronically, mostly via email.

We have taken this decision in order to save on resources and reduce our carbon footprint further in line with our continuing commitment to the ISO14001 Environmental Management Standard. This method of distribution is not only more environmentally friendly but also allows us to issue updates much quicker as soon as information is compiled.

In order to ensure you are on our mailing list and receive a copy of the updated information as soon as it's ready (currently scheduled to be ready during March/April 2013) please send a blank email with the subject line "Send V2013" to the following address:

RTT@tilleryvalley.com

Please note that you will receive an "out of office" reply - this is an acknowledgement that your mail has been received.

Real Time Technical will be emailed out to all those who request it along with full instructions and the password in order for you to copy the files to your local computer. Please note that the size of Real Time Technical and all associated documents is just over 7 Megabytes, which is below the 10 Megabyte file size limit of the majority of email firewalls - please ensure that there is sufficient space in your inbox to receive the files. If an email gets rejected back to us then the individual concerned will be contacted in order to arrange a redelivery or alternate method to receive the files.

We request that all customers who wish to receive a new copy of RTT do so via email in order to help us move to a more efficient, secure and modern method of distribution.

Release notes:

For this year's version a number of changes have been made to the presentation of the information within RTT in order to present the volume of information in the most streamlined way possible.

Of particular note in this area is that the Chilled Cycles and Ready Range information has been combined so there is now only one entry per product on each sheet (along with a column indicating the range availability of the product - Chilled Cycles & Ready Range, Chilled Cycles only or Ready Range only).

This in turn has helped reduce the file size of the main "RTT - Open Me Please" document by approximately one third which should enable it to open and respond faster on slower machines.



The nutrient lists on all sheets have also been slightly rearranged in order to give the more useful nutrients more prominence. The Salt column has been moved so that it now appears before the sodium column and mmol columns for sodium, potassium and phosphate now appear after the respective mg columns (where used).

In order to help our users to quickly access the most commonly requested information we have also added a folder that contains individual files by product range for allergens to complement the individual files that are already available for 15 Key Nutrients.

As ever we encourage RTT users to give us their feedback regarding these changes and RTT in general.