

Real Time Technical- New Features for 2011

Tillery Valley's Real Time Technical CD-ROM contains detailed nutrition, dietetic and technical information relating to all of the product ranges that we supply. In line with our annual menu review a new version of RTT has been prepared that covers not only our new menu range but has also been refreshed with new information, where applicable, from our ingredient suppliers and where new information has become available to us.

Technical information relating to the hundreds of recipes and ingredients we use may change over time. Some of the main reasons for these changes are to assure dish appeal and quality, ease of handling, serving and portioning. When we amend dishes, or need to look for a new supplier or when one of our suppliers informs us of a need to change an ingredient it is always with the proviso that the nutritional delivery of both the ingredient and the end product is the same. Or that we can offer some benefit on existing nutrition, dietary codes or allergen content. For example we view a reduction in sodium or gaining of a new higher energy or gluten free dish as definite improvements! Thus we hope never to have to alert you to an adverse change within our product range and our annual revision of RTT is typically the way that new nutrition, dietetic and technical information is communicated to our customers (unless the change is significant enough to warrant an alert).

We always look forward to sharing our good news with you and this year is no exception. We are especially happy to have improved the range of softer/higher energy dishes in our portfolio.

Some of the main features to look out for in the new 2011 version of RTT are:

- All of our product ranges are now covered by RTT including TVF frozen individual meals (the SimplyServe and Vive! Health ranges) and 3rd party manufactured products (e.g. Chinese and Kosher meals, cakes and other snack items);
- New and reformulated products for our new 2011/2012 menu have been added /updated (the new menu choices will be launched in April 2011, but the technical information is being made available to our customers ahead of the launch);
- We have re-branded two of our dietary code terms so that we can apply them across all of our ranges, including our individual frozen SimplyServe meals used for community meals. "No Added Salt" (NAS) is now "Moderate Salt" (MS), and "Lower Fat" (LF) is now "Moderate Fat" (MF); these changes will be applied to our product labelling in due course;
- New diet coding criteria has been added to make it the most comprehensive to date; e.g. there is now a new standard for cold desserts to earn a "HE" code, there are also new criteria for snacks, salads and sandwiches;



- We have aligned all our complete individual meal dietary codings, i.e. SimplyServe & Vive! Health
- Nutrient columns have been re-ordered to closely match the most useful layout of information in line with McCance and Widdowson;
- The "LCD" reference to *Leading Chef Dishes (2001)* has been removed as it is no longer a requirement of PEAT (Patient Environment Action Teams);
- The almonds that were in the formulation of two of the products we supply have been removed, thus making all TVF recipes "nut-free";
- All supporting documents have been reviewed and, where applicable, updated to take into account the latest in reference material and/or new information;
- Our use of the GF coding is fully compliant with the new standard being introduced in Jan 2012.



Please note that Real Time Technical is supplied on a CD-ROM. Individual trusts may wish to copy the contents onto intranets, memory sticks etc to enable access to the disc contents by a large number of people without the need for multiple discs.

If you requested a copy of the 2010 version of RTT, then the new version will be automatically sent to the same address. Otherwise please contact Neil Lewis of our Technical Team for a copy. Either email neil.lewis@tilleryvalley.com or ring via the TVF main switchboard, 01495 211555.

Vegetarian Menus in the North East

Northumberland Tyne & Wear Mental Health Trust is one of the largest in the country employing 7500 staff and approximately 1000 patients.

The Trust operate a four week patient menu cycle, with a bias towards healthy eating, offering a light lunch and a main meal in the evening.

Susan Scroggins, Facilities Manager, reports that until recently they had an a la carte vegetarian menu, but found that this was limited with choices for vegans.

Susan told us that *"The decision was made to incorporate vegan choices onto the vegetarian menu and offer a four week choice menu rather than the a la carte menu."*

We sampled the vegan individual meals from Tillery Valley and found the choice and quality to be very good. These have now been included on the menu which has enabled us to offer more variety and choice."



Excellent Service during the coldest month on record!

The team at TVF continued to deliver excellent customer service throughout December, despite it being the coldest month on record.

The team utilised their experience and knowledge to ensure that deliveries to our clients were maintained - a combination of individual commitment and a tremendous team effort ensured that our customers could enjoy relative peace of mind. Indeed the team's hard work triggered a series of notes of congratulations from customers impressed by their efforts, making the job of choosing an employee of the month a pleasurable but difficult task.

We once again activated the Snow Desk for customers to contact us with any weather related enquiries and hired 4 x 4 Land Rovers to bring staff to work. Living in a valley can be very picturesque but when the snow and ice hits it can be a very difficult place to live and work. Attendance at work throughout was second to none, proving the dedication that the TVF team have to delivering to our customers.

A JCB was hired to clear the snow from around the site and to make the workplace safer and provide easier access for staff and suppliers alike.

TVF were also in regular dialogue with the local highways agency to ensure that the routes in and out of the factory were at the top of the gritting teams list.

Drivers started their deliveries earlier than normal to ensure that they were ahead of any potential issues and regular communications ensured that customers were kept informed.

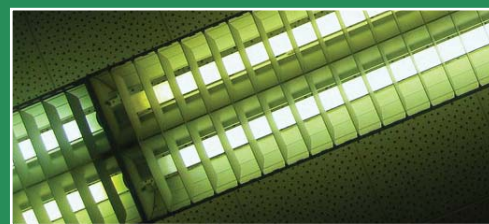
Throughout December customer service was maintained at an excellent 99.7% and TVF remain committed to ensuring that we will continue to deliver whatever the weather.



This Month's Eco-Tip

There is a common belief that switching fluorescent lighting on and off is a false economy due to shortening the life of the tubes and the amount of electricity needed for start-up.

There has been a study carried out which has proven that the best balance of tube life vs. electricity costs results from turning off your lights if you are likely to be gone for more than 15 – 20 minutes.



NO STORAGE?

On some occasions our delivery team arrive at their designated delivery address only to find that the client rejects the delivery due to a lack of storage. To date this has meant that we have returned the product to TVF and then arranged an additional delivery entirely at our cost.

Clearly in the light of the escalating cost of distribution this is a scenario that we cannot continue to ignore and in turn absorb the cost. We would ask you to note therefore that with effect from 1st March 2011 the following will apply:

1. Orders received by TVF and confirmed by the client will be despatched and invoiced in accordance with their pre-arranged delivery schedule and delivery window.
2. We would ask clients to note their storage capacity and adjust any orders to reflect the available space. If storage is an on-going issue then please talk to us to see if we can help in other ways.
3. In the event that a client seeks to reject an order due to a lack of storage, we will be delighted to arrange an alternative delivery but please note that this will incur an additional delivery and handling charge that will be applied as a separate invoice to the original. The charge will be commensurate with the cost of any re-delivery.

We hope that all of our customers will see this as a fair approach, especially in view of the current economic climate. Should you have any questions then please do not hesitate in contacting Michelle Brown.

SUSTAINING OUR FISH STOCKS

The Marine Stewardship Council (MSC) runs the world's leading environmental certification and eco-labelling program for wild capture fisheries. Their mission is to use the MSC's eco-label and fishery certification program to contribute to the health of our oceans by recognising and rewarding sustainable fishing practices, influencing the choices people make when buying seafood, and working with a range of partners to transform the seafood market to a sustainable basis.

Tillery Valley has been approved by the MSC to handle and supply MSC sourced Alaskan Pollack Fillets in our "Fish in Batter" product. Please contact the TVF Technical Team if you need any further information.



Over to You Customer Workshops - Have You Responded?

This Years Workshops are being held at the Waterton Park Hotel near Wakefield and Ascot Racecourse on the 15th and 22nd February respectively with the 15th March scheduled for our customers in Northern Ireland. Invitations have been emailed to customers with a response date of Friday 28th January for the Wakefield and Ascot venues and the 18th February for Ireland. Please direct your responses to; david.dobson@tilleryvalley.com



NUTRITIONAL KNOW-HOW DID YOU PUT ON A FEW POUNDS OVER CHRISTMAS?

It is estimated that the average person gains 2lb over the Christmas period. That means we have eaten or drunk around 7000kcal more than were actually needed! How did you do?

Well - don't despair, you've got a brand New Year to make up for it and here's some tips on how:

- **Now is not the time to go on a crash diet.** In actual fact, your body needs you to eat more regularly than ever. When mealtimes are regular, your body learns to anticipate food, allowing for efficient digestion and release of fullness hormones at just the right time. Ignoring hunger pangs will often result in you overeating later in the day.
- **Get into the habit of eating breakfast.** If you don't replenish your energy stores first thing, you'll feel much hungrier later in the day and may be inclined to eat more at your other meals. Try a wholegrain cereal, low fat yoghurt, slice of toast or even make your own fruit 'smoothie'. And the tip of using frozen banana works and saves you wasting bananas that are getting past their sell-by date! Do try out our recipe:

Frozen Banana Smoothie

Pop a peeled banana in the freezer. Cut the frozen banana into chunks with a sharp knife. Blend with a small carton (125ml) of plain or 'pouring yogurt' and the same amount apple juice.

The lovely creamy rich smoothie is so satisfying you can even eat it with a spoon if you like! Try and encourage your taste buds to enjoy the fresh clean taste, but if you have to adjust the sweetness or consistency add more apple juice or try other flavourings such as vanilla, nutmeg, cardamom, runny honey or nut flavoured essence.



- **Remember there's no such thing as good and bad foods and drinks – just good and bad habits!** Enjoy a wide variety of foods and try having higher calories 'treats' in smaller amounts or less often. For example, have one biscuit with your tea instead of two, or have chips twice a week instead of every day! On dinner dates, share a starter or dessert with a friend. On evenings out, offer to be the driver, or alternate alcoholic drinks with low calorie mixers, tomato juice or sparkling water; start the evening off with a smaller size glass to refill. Every little change you make helps, especially when it becomes a better habit.
- **Keep a diet diary for a week.** Not only what you eat and drink, but where you ate it and why! This can be very revealing. Be honest – no one has to see it except you. Recording your eating habits will help you to spot areas where you could make positive changes. And if you repeat it every few months, you may well find that you can give yourself some well-deserved pats on the back.
- **If you need to make changes to your diet and lifestyle, make them small and make them gradual.** Share some of them with a close friend or your partner, so you can call on a bit of moral support when you need it. Set yourself realistic daily and weekly challenges, celebrate and build on your successes.

We wish you a Healthy and Happy 2011!

Anne Donelan and Julie Lardie
TVF Dietitians