

Catering Services

Specification for Primary/Special Schools – 2018/19

Introduction

Our School Catering service brings a fresh and energetic approach to providing top quality meals at lunchtime and at other times during the school day to deliver a whole school approach to provision of food. Our purpose is to provide children with healthy, affordable food choices that will help them perform well in school.

Our aim is to achieve the best for your school, your students, staff and governors, nurturing positive customer relationships, empowering a skilled workforce and driving a culture of high expectations.

Standard Service

1. Parties and Duration

1.1 This agreement is made between the governing body of the school (the customer) and Edsential and will run from 1st August 2018 until 31st July 2019, unless varied by agreement between both parties.

2. Legislation

2.1 There are a number of statutory instruments that will govern the supply of a Catering Service to the Customer. Edsential will provide a catering service that is in the company's reasonable opinion, compliant with all the relevant legislation at the time this Contract commences. Any changes in the company's interpretation of legislative requirements or any additional relevant legislation or guidance, will be reported to the Customer along with any cost implication, which will be the subject of negotiation between the Parties.

3. Management of the Contract and Staffing

3.1 Edsential will employ a Business Manager to act on behalf of the Company in connection with the delivery of the service. The Business Manager will be the Customers main point of contact on a day to day basis.

3.2 The Business Manager will use a range of communication methods to regularly connect with customers and the wider community, encouraging feedback to inform continuous development of service. Communication planning will be agreed annually, at local level.

3.3 Performance monitoring will inform service development and improvement change, which will be positively managed through ongoing dialogue with Head Teachers and nominated school representatives.

3.3 Edsential will be responsible for the whole recruitment process in securing sufficient staff to deliver the Service. Vacancies will be filled in accordance with the company's policies and procedures. A Disclosure and Barring Service (DBS) enhanced check will always be completed prior to the start of employment.

3.4 Company ethos will focus on sharing skills, knowledge and experience for the benefit of customers, taking collective ownership to ensure a well-maintained, healthy, safe and secure environment is provided.

4. School Food Standards

4.1 Edsential will:

- fully commit to healthy eating in the provision of any specified service and will adhere to the latest government guidelines on nutrition and food standards
- adhere to and implement all legislative Health & Safety relating to meal provision, Food Safety and other legislation, i.e. Food Standards, Allergen compliance
- offer an all-day catering service to meet all user needs. Provision includes breakfast, mid-morning break, lunch, afternoon tea and refreshments, packed lunches for school outings and hospitality catering – events, training days and community functions
- apply its Food Purchasing Policy to the Services covered by this Contract
- NOT use ANY products that are known to contain ingredients with Genetically Modified Protein or DNA
- Provide as a minimum the Food for Life Catering Mark Soil Association BRONZE standard giving reassurance to customers that all meals are freshly prepared using environmentally-sustainable and seasonal ingredients with high standards of provenance and traceability

5. Menus, Marketing & Price

5.1 Edsential will:

- design a range of menus to support the school day providing quality, nutritionally balanced appetising meals that will appeal to pupils
- engage with pupils & schools on menu selection, encouraging ownership
- offer a programme of Theme Days to celebrate events and support the school curriculum
- manage special dietary and cultural requirements for pupils
- suggest the tariff for all service types and any other catering services to be provided to Customers. Tariffs will normally be changed once per annum unless there are exceptional circumstances. The company will notify Customers of any proposed tariff changes. Customers may decide to alter the tariff and the impact of any such proposal will be discussed and the implications built into the trading account

6. Premises & Equipment

6.1 Edsential will:

- register the school as a food premise to meet current food premise legislation
- be responsible for the replacement of all light equipment, i.e. crockery, cutlery
- maintain the agreed heavy equipment in the Customers kitchen area. (This excludes all extraction, shutters, cold rooms, washing machines)
- provide advice and help on kitchen equipment purchase and suitable dining furniture
- be responsible for the electrical testing of portable and heavy electrical equipment and gas safety testing of heavy equipment
- In the event of a failure of equipment such that it becomes impossible to deliver a service from the Customer's kitchen, the Company will work with the Customer to seek to ensure continuity of service, although this may require payment of an additional charge
- Provide advice and support when dealing with Local Environmental Health and environmental inspection reports relating to catering provision

6.2 The Customer will:

- make its kitchen facilities available to the Company as required to deliver the service
- maintain the fabric of the building (interior & exterior) and the general working environment, in the kitchen and associated areas, e.g. floors, walls, ceilings, utilities, fixtures, light fittings, windows, to ensure adherence to health and safety legislation
- maintain the kitchen and dining facilities, including refurbishment and replacement
- complete high-level cleaning, deep cleaning and all extraction, ventilation and canopy cleaning
- provide access to the kitchen and associated areas for food and equipment deliveries
- be responsible for the health and safety of all staff (Company and/or Contractors) and other personnel whilst on school catering premises, in the course of their work
- be responsible for the cost of removing any pest infestation in the kitchen
- advise on emergency situations which may impact the service, i.e. flooding, fires
- advise on events that may impact provision of service, i.e. INSET and other school closure days
- provide appropriate fire-fighting equipment in the kitchen
- replace obsolete kitchen equipment with new or reconditioned items
- complete remedial work following Health and Safety risk assessments and Environmental Health Officer reports

7. Quality Assurance

7.1 The Company has in place operational procedures that cover all “due diligence” aspects of providing a catering service and performance monitoring systems to ensure both consistency of provision and legislative compliance.

7.2 Quality Audit Checks provide further reassurance with formal feedback opportunity on satisfaction levels.

8. First Aid

8.1 The Customer shall provide access to First Aid facilities for Company staff working within the Customer premises.

9. Additional Services

9.1 Additional services can be supplied by mutual agreement at an additional cost.

10. Utility Failure

In the event of a failure of utility supply such that it becomes impossible to deliver a service from the Customer kitchen, Edsential will work with the Customer to ensure continuity of service, although this may require payment of an additional charge.

11. Energy and Management of Waste

11.1 The Customer will allow free use of all forms of energy and water supplies required to provide the Service.

11.2 The Customer will be responsible for providing an adequate kitchen waste collection facility for the Company.

11.3 Edsential will take positive action and collective ownership in progressing the School’s environmental initiatives, carbon reduction, including energy management, recycling and green travel.

12. Meal Numbers

- 12.1 To support effective production, the Customer should provide daily total meal numbers and choice detail, no later than 10am to the kitchen
- 12.2 The Customer should give at least one weeks' notice of numbers being affected by Customer trips, INSET days etc.
- 12.3 Edsential will provide a weekly summary of paid, free meal numbers and other income which will be automatically generated and sent via email to school as a record.

13. Staff Meals

The Customer will pay Edsential for any meals provided free to teaching or other staff. The charge for these meals shall be the same as that for a standard meal unless otherwise agreed locally, plus VAT. This will be recorded and invoiced accordingly.

14. Free Pupil Meals

- 14.1 The Customer will be responsible for funding the cost of all free pupil meals. The tariff for a free meal will be the same as that for the standard pupil tariff.
- 14.2 For the purpose of this Contract, a free meal shall mean a meal provided to a pupil under the terms of, and in accordance with, the Education Act 1980 (as amended) and The Children and Families Act 2014 in relation to Universal Infant Free Schools Meals, which will be to the same specification, meal content, quality standard and financial value as supplied to paying pupils.

15. Cash Collection and Banking Arrangements

- 15.1 The Customer will be responsible for collecting, counting and preparing all income received. A contract variation to support provision of cash collection is available at an additional cost.
- 15.2 The Customer will be responsible for implementing the recovery of all bad debt incurred relating to provision of service and the banking of all money into the customer account.

16. Invoicing

- 16.1 Edsential will invoice the Customer for payment of the charges no later than seven [7] days after the end of each calendar month (or such other frequency as agreed between the Parties in writing) detailing the services provided during the preceding calendar month and the amount payable.
- 16.2 Unless otherwise agreed, the Customer shall pay the undisputed sums due to the Company in cleared funds within seven [7] days of receipt of invoices.