

# Catering Services Specification for Primary/Special Schools

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## Standard of Service Including Edsential and Customer Obligations

NOTE: *This Specification must be read in conjunction with the Contract Particulars for your school and the Edsential 'Terms and Conditions of Contract for the Supply of Catering Services to Schools'.*

### 1. Management of the Service and Staffing

- 1.1 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.
- 1.2 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.
- 1.3 Performance monitoring will inform service development and improvement change, which will be positively managed through ongoing dialogue with Head Teachers and nominated school representatives.
- 1.4 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 Edsential's policies and procedures. A Disclosure and Barring Service (DBS) enhanced check will always be completed prior to the start of employment.
- 1.5 Edsential 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.

### 2. School Food Standards

- 2.1 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 obligations relating to meal provision, Food Safety and Food Standards;
  - 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;

Whitby Hall Lodge | Stanney Lane | Ellesmere Port | CH65 6QY

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- 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;
- register the school as a food premise to meet current food premise legislation;
- provide advice and support when dealing with Local Environmental Health and environmental inspection reports relating to catering provision.

### 3. Menus, Marketing & Price

#### 3.1 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. Edsential 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

### 4. Premises & Equipment

#### 4.1 Subject to payment of the 'Maintenance Charge' Edsential will:

- be responsible for the replacement of all light equipment such as crockery and cutlery;
- maintain and repair the heavy equipment in the Customers kitchen area. This includes electric or gas heavy equipment, waste disposal unit, oven or range, steamer, hot cupboards, mobile heated trolleys, servery equipment and gantry, food mixer, potato oven, Insectocuter, steriliser, convection oven, deep fat fryer, combination oven, dishwashing machine, fridge and freezer but excludes for the avoidance of doubt; all extraction, shutters, cold rooms, washing machines, lifts and servery counter and work surfaces/benches ("**the Maintained Equipment**");
- provide advice and support 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;
- work with the Customer to seek to ensure continuity of service in the event of a failure of equipment such that it becomes impossible to deliver a service from the Customer's kitchen, although this may require payment of an additional charge.

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4.2 The Customer will:

- make kitchen facilities available to Edsential 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, (including floors, walls, ceilings, utilities, fixtures, benches, work surfaces, light fittings and windows) to ensure compliance with health and safety legislation and 'good practice' standards;
- maintain the kitchen and dining facilities to an acceptable standard, including refurbishment and replacement as reasonably required;
- provide suitable welfare facilities for Edsential staff including changing and toilet facilities;
- be responsible for high-level cleaning and all extraction, ventilation and canopy cleaning;
- co-operate with Edsential and take all reasonable steps to ensure that both Edsential and the Customer comply with their health and safety legal obligations for all Edsential staff and contractors whilst on the school site;
- advise on emergency situations which may affect Edsential staff of the service we provide, i.e. flooding, fires, intruders;
- advise on events that may impact provision of service, i.e. INSET and other school closure days;
- provide appropriate fire safety equipment, including fire detection and fire-fighting equipment in the kitchen;
- remove and replace defective, unsuitable or obsolete kitchen equipment, or equipment deemed to be uneconomical to repair with new or reconditioned items.

**5. Quality Assurance**

5.1 Edsential 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.

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

**6. First Aid**

6.1 The Customer shall provide access to First Aid facilities and qualified first aid staff for Edsential staff working within the Customer premises.

**7. 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.

**8. Energy and Management of Waste**

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- 8.1 The Customer will allow free and unrestricted use of all forms of energy and water supplies required to provide the Service.
- 8.2 The Customer will be responsible for providing an adequate kitchen waste collection facility for Edsential.
- 8.3 Edsential will take positive action and collective ownership in progressing the School's environmental initiatives, carbon reduction, including energy management, recycling and green travel, in line with Edsential's Environmental Policy.

## 9. Meal Numbers

- 9.1 To support effective production, the Customer should provide daily total meal numbers and choice detail, no later than 9.30am to the kitchen.
- 9.2 The Customer should give at least one weeks' notice of numbers being affected by Customer trips, INSET days etc.
- 9.3 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. The School meal figures are accurate as agreed between the school and Catering Supervisor. The Customer will have 3 days from receipt of email to amend figures if considered inaccurate.

## 10. 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.

## 11. Complaints

Customers should report any issues or concerns about the quality or performance of the Goods or Services supplied by Edsential to the Business Manager. Complaints will be investigated and response provided within 5 business days in accordance with the Edsential Complaints Policy. Any complaints that are not resolved may be referred to the Edsential dispute resolution procedure in accordance with the Edsential 'Conditions of Contract for the Supply of Catering Services to Schools'.

Dated: January 2019 v5

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