

Pangbourne Primary School and Purley CE Primary School

Specification 2020



Catering Services Specification 2020

1.0 Overview

Pangbourne Primary School and Purley CE Primary School will be procuring a school meals contractor where Pangbourne Primary School is the Mother kitchen. We are seeking a 3 year contract with the option to extend for a maximum of two (2) one (1) year periods.

Pangbourne Primary and Purley CE Primary School require a school meal service that aims to provide high quality, nutritious meals at an affordable price to as many pupils as possible.

The objective is to run the contract as a partnership. In this regard, we will deliver openness and honesty in commercial matters to enable us to achieve our joint aims, commitment to good staff relations by the Contractor together with the provision of effective skills, management and customer service training as required to contribute to increased uptakes of school meals and to the success of the contract.

The Contractor must work alongside the schools in considering a healthy diet as an essential prerequisite to learning and to building a sound foundation for good health in later life. The practical education of taking a meal together with others should provide opportunities for improving the social skills and physical development of pupils and familiarise them with the widest possible range of foods.

Contractors are invited to visit the Schools and catering facilities to find out more.

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2.0 Current Service

	Pangbourne	Purley
Number of Pupils on Roll: (Current Student Roll)	200	104
Number of Free School Meals:	16	14
Number of Universal Infant Free School Meals:	79	42
Current Average Daily Uptake:	90	57
Current Meal Price:	£2.35	£2.35

3.0 Price

The Contractor will produce an annual tariff for all meals, foods and any other goods or services offered for sale by the Contractor in the year to which it relates.

The annual tariff and meal price must be agreed in advance by both Schools before summer half term.

The annual tariff and meal price shall run in conjunction with the academic year.

The Contractor shall provide each school with a copy of the agreed tariff to allow the school sufficient time to advise parents of any changes before the new school year commences.

3.1 Ordering System

An online ordering and payment system for parents will be preferred.

Purley CE Primary School shall notify the Pangbourne Kitchen daily by 10.30 a.m. of meal numbers, menu choice and any special dietary requirements, if there is not an electronic system in place.

Purley CE Primary School shall inform the Pangbourne Kitchen of any foreseeable significant decreases or increases in numbers one week in advance, e.g. field trips, teachers' training days.

3.2 Payment

Meals for staff not on duty will be charged direct to the individual at point of sale unless paid for in advance where systems allow.

Payment for all other types of meals must be paid for by the Consumer, unless otherwise agreed in writing with the Head Teacher.

The Contractor will not be held liable for payment of any monies accrued by any Consumer which the Contractor is unable to recoup, unless the Contractor has received written instruction from either the Council or Schools to continue provision to a named Consumer without payment. Payment will be the responsibility of the person instructing that the meal be provided.

The Contractor will keep the Schools informed of any child being served without daily payment.

To protect the anonymity of a Consumer receiving Free School Meals, the method of identification at the point of sale and/or payment must be such as to cause the least embarrassment to that Consumer.

3.3 Payment Collection

Where a payment system does not exist the contractor will be expected to provide one. Debt management by the Contractor will be preferable. We would welcome proposals from contractors such as cash-less catering, on-line payment and/or similar systems.

All income from Sales shall be collected and retained by the Contractor. Records shall be kept by the contractor of all income.

All income remains the responsibility of the Contractor who is solely responsible for banking and safe-keeping of all such sums. Anything other than petty cash is not to be kept on site as this may invalidate the schools' insurance.

For other methods of payment, e.g. monthly or termly cheque, the Contractor will liaise with the Head Teacher to set in place suitable collection methods.

Where facilities for the collection of payment are not provided the Contractor must provide at his own expense any facility required.

Where a safe is provided for the Contractor's use, the Contractor will be responsible for the safekeeping of any monies and ensure that the Council and Site are indemnified against loss or theft.

Payment by the Schools will only be made subject to receipt of evidence proving the amount of meals invoiced is a true reflection of the meals served. Such evidence must bear the signature of the Head Teacher or his/her nominated representative to confirm the true account of meals served.

Subject to a correct invoice being received, with substantiating evidence, payment shall be made within 30 days of receipt.

4.0 Service Requirements

The provision is for school lunches to be served at midday break (between 12 and 1pm) during term time (190 days a year). A list of School term dates can be found on our websites: pangbourne.wberks.sch.uk and purleyprimaryschool.co.uk

Meals are to be produced in Pangbourne Primary School kitchen for consumption on the premises and to be produced in Pangbourne Primary School kitchen and transported for consumption to Purley CE Primary School.

The schools may require the Contractor to attend open evenings for new pupil entrants in Reception and to promote school meals and future uptake by offering information and free samples to parents and future pupils. This would be provided by the Contractor free of charge as an opportunity for them to market their company and increase future catering income.

A variety of ordering and payment methods will be considered.

4.1 Food Ingredients

The Contractor will provide, at his own expense, all food ingredients required within the provision of this service with due regard to all clauses of this specification. The Contractor will source all supplies and services from suitably experienced and qualified suppliers.

The Contractor will be responsible for the purchasing, delivery and storage of food ingredients. Ingredients should be fresh, high quality, locally produced (as far as possible), seasonal, cooked from scratch, minimal use of frozen products (please be specific on what ingredients are frozen), nutritionally balanced, healthy and adaptable for children with allergies or special diets.

The Schools support the use of suppliers who follow ethical trade policies with particular regard to sustainability, Fair Trade and the protection of the environment. *See Appendix A.*

The schools do not support the use of suppliers who:

- do not comply with the statutory obligations required for the protection of staff under the Health & Safety at Work Act.
- do not comply with the statutory obligations under Employment Law.
- do not seek to protect the environment.
- do not comply with the World Health Organisation code of practice

- use, or use suppliers who condone the use of slave labour, both nationally and internationally.

Food products will only contain additives that are essential to the stability and preservation of a product. Agents that unnecessarily enhance the colour and / or flavour of products are not acceptable.

It should be noted that the schools' recommend that all food prepared for pupils is wholesome food. Therefore, it recommends that natural sugar is used and does not recommend products containing aspartame and saccharine.

In so far as is possible to identify, no genetically modified food or ingredients will be used in school meals. The Contractor will note that Nuts or Derivatives shall not be permitted.

4.2 Food preparation and quality

The quality of the food served will be of paramount importance in the provision of this service.

The Contractor shall ensure sufficient food/meals are available to meet demand on any occasion and allow for spillage, late-comers etc. Contractor's staff will be trained in serving the correct portion size for the age of the children they are serving. Portion sizes will as a minimum meet those detailed in the Caroline Walker Trust guidelines.

All foods prepared will reflect the following good practises:

- All food served will be fit for human consumption.
- Will be well presented, be identifiable and will appear appetising to the Consumer.
- Offer variety and choice to the Consumer.
- Meals will not exceed the Food Standards Agency recommendations for salt (sodium) content.
- Low sugar and low fat alternatives used wherever possible.
- A list of processed foods that might be included in the menu will be agreed between both Schools and the Contractor and appended to this contract prior to contract start.
- Herbs, spices and garnishes may be used to make food taste and look appetising.
- Vegetarian options will be imaginative and offer variety to the Consumer.

4.3 Menus

A daily menu for both schools will consist of two courses in all locations where this service is provided, a main meal / picnic bag and a dessert. Bread, drinking water and milk will be available during the lunch period. The Contractor shall be required to provide the same menu for pupils taking paid or free meals and for adults. All menus must comply with School Food Regulations.

Menus shall always offer vegetarians a protein "no meat" option that does not include fish. A minimum of one vegetarian main course choice must be offered every day.

The Contractor will provide, at their own expense, menus detailing the meals on offer, including the description.

The menu format and composition will be understandable to the Consumer and /or parents or guardians. Names given to food items should describe accurately their content.

The menu will be readily accessible to the Consumer. For example via the school bag, web based access or school notice boards.

Menus shall be based on a three week cycle. To encourage uptake and to prevent menu fatigue, the menus will be reviewed on a termly basis and unpopular choices changed in consultation with both schools.

Fresh and seasonal produce will be included in menus every term and menus will be changed termly to reflect the seasons.

Schools will have the opportunity to ask for like for like changes to the menu to suit the tastes of their children.

The Contractor will provide a traditional Christmas dinner with a vegetarian alternative at both schools unless otherwise requested by the Head Teacher. The Christmas dinner will be in place of the usual set menu at both schools. The date, retail price and menu of the Christmas dinner will be agreed by the Contractor and the Head Teacher.

The Contractor may provide other special event meals in addition to the set menu at any school, subject to prior agreement with the Head Teacher. The retail price and menu of all special event meals will be agreed in advance.

The Contractor will be expected to co-operate with any initiatives where the provision of this service can assist a school to achieve any aims or accreditations. Examples of initiatives may include:

- Five-a-day Message.
- Tackling Obesity.
- Food For Life Partnership.
- Food in Schools.
- Fruit and Vegetable Scheme
- School Meals Week.
- Change4life.

At least one fresh vegetable will be offered every day and a wide variety of fresh vegetables will be offered in each periodic menu. At least five different fresh vegetables will be used each week. Baked beans will not be offered as a vegetable more than once per week and tinned pasta in sauce will not be used in place of a vegetable.

Fresh fruit will be available every day to every child. A variety of fruit based prepared desserts will be offered at least three times per week.

The Contractor may be requested to provide packed lunches for numbers of pupils on one day outings.

Provision of a packed lunch will be treated as a substitution of the two course midday meal and the Contractor shall be paid the appropriate set meal price accordingly.

The Contractor shall be responsible for the delivery of packed lunches to dining centres at the time requested by the Schools. It should be noted that packed lunches are generally required early in the day.

The Contractor will provide a list detailing the ingredients/recipe of any food product, and /or meal to the Schools with each menu change as requested. These will also be provided to parents on request.

4.4 Special Dietary Needs

Where agreed by the Head Teacher as reasonable, the Contractor will provide 'special dietary' meals to nominated pupils upon written request from the parent. Grounds for special diets may be due to medical, religious, ethnic and cultural reasons. As examples only, these may include, but are not limited to:

- Vegan
- Celiac
- Lactose intolerance
- Egg free
- Diabetic
- Kosher
- Halal
- Dairy free
- Oral Allergy Syndrome

Requests for special diets due to a medical condition shall be accompanied by a covering letter from a Doctor or Medical expert.

The Contractor shall ensure that appropriate guidance on the suitability of foods in accordance with the diet is available to the kitchen staff.

The Contractor shall not have the responsibility for administering medical diets to specific pupils. This will be the responsibility of the schools.

The Contractor is expected to become familiar with the first aid procedure/s at each school. In the event of a severe reaction by a consumer to any foods served by the Contractor, the Contractor will notify the relevant member of the schools' staff. If the severity of the reaction is in doubt, the Contractor's staff shall call for an ambulance immediately.

Any allergic reaction to food served by the Contractor shall be reported to the Head Teacher as soon as possible.

Any remnants of the meal eaten by a consumer suffering an immediate allergic reaction will be retained and stored by the Contractor.

Good practise guidelines regarding food sampling will be followed with traceability of bought products and adequate samples retained of meals made on site.

4.5 Serving

Serving is required at each school.

The Contractor will ensure that sufficient staff are available to serve.

Service times may vary between schools. The contractor will ensure that meals are available at the specified times for each location

All meals will be plated by kitchen staff at the service point.

Where a specified meal pre-order system is in operation, the contractor will ensure that each child receives their pre-chosen meal choice.

Timeframes for serving are generally very tight at most of the schools which therefore requires an efficient service to ensure maximum throughput. The late receipt of meal numbers shall not be a reason for the late start of the service, with the exception of special dietary meals.

The Contractor is expected to work together with the Head Teacher to achieve the maximum efficiency of delivery and minimum queuing at each school including introducing two sittings where necessary.

Pupils and adults shall be responsible for the clearing of their plates, beakers, cutlery and trays to a central point.

The behaviour and supervision of the pupils in the designated dining area is the responsibility of the Schools. This includes the pupils' arrival, queuing, seating and the safe clearing of the tables to a central point. The supervision of these tasks may be carried out by midday supervisors, teachers or pupils. Any problems regarding the dining area should be reported to the Schools.

The Contractor will be responsible for setting up and clearing away from a central point accessible to the pupils and staff, cutlery and disposable items, with containers for waste food on a table, trolley or trolleys as available.

The Contractor will be responsible for wiping and recycling trays during the service period.

4.6 Transport / Carried Meals

The Contractor will provide, at his own expense, a suitable means of transportation for the delivery of carried meals. All vehicles provided by the Contractor, and their maintenance will be the sole responsibility of the Contractor.

The Contractor shall arrange access and parking facilities directly with the Head Teacher at each school.

Equipment required to carry the food/meals is to be procured from the Contractor's budget.

The Schools are aware of the temperature and texture deterioration problems associated with the transportation of certain food items. The Contractor will ensure that such deterioration is mitigated as much as practicably possible and menu choices and the ingredients used for all prepared food is of a quality equal to that served in non-transported establishments.

The Contractor will comply with the Temperature Control Requirements specified within The Food Hygiene Regulations, and any subsequent legislation relating to the transporting of prepared hot and cold food.

The Contractor will ensure that temperature checks are made at the point of service (if food is not served immediately). Cold food should be delivered and served at +8C or below and hot food at +63C or above.

Prepared food must be delivered in bulk and served and plated at the point of consumption.

Meals should be prepared and transported as near as possible to the time they are required to be served in order to maintain quality.

The Contractor will arrange and be responsible for the cost for the transportation of meals from production kitchens to dining centres so that meals arrive no earlier than 30 minutes prior to service.

No smoking is to take place in the vehicles or at any time during the collection or delivery of meals. This includes school premises.

Due care and attention driving on school sites and observe speed limits of 10mph.

5.0 Staff and Premises

The Contractor, at his own expense, will provide sufficient Staff to deliver the provision as detailed in the Contract.

The successful Contractor shall conform to the Terms of the Transfer of Undertaking (Protection of Employment) Regulations 2006 (TUPE)

The schools require the successful Contractor to establish with the current Contractor the most viable method in terms of employment transfer.

The successful contractor will adhere to supplying future TUPE information within 14 days of a request from the schools.

The Contractor will supply adequate staff to ensure the provision is carried out with full regard to the Contract.

The Contract Manager will be a suitably qualified and competent person with extensive experience to carry out the requirements of the Contract. The Contract Manager will liaise with the relevant staff on all matters relating to the service and bear overall responsibility for the Contract provision and supervision of all Staff.

The Contractor will ensure that the Contract Manager or a Deputy Contract Manager is available at all times when Services are being provided.

All Staff employed by the Contractor in the provision under this Contract will, at the Contractor's own expense, be trained to undertake the provision in accordance with statutory obligations and relevant good practice guidelines. As a minimum, all staff employed in food preparation and serving will hold the Chartered Institute of Environmental Health (CIEH) Level 2 Award Food Safety in Catering or in house equivalent within three months of employment.

The Contractor must ensure that all persons employed by them, within and around the areas designated for the preparation of food and service are in good health and maintain a good standard of hygiene. They must fully understand good hygiene practice.

The Contractor must include induction training, refresher courses and staff development training.

The Contractor will provide a full list of staff detailing name, job title, DBS clearance and the schools they will be working at prior to the Contract start date.

The Contractor will advise the Head Teacher of staff changes at their schools as soon as any possible or actual change is made known to the Contractor. The Contractor will give notice to the Schools of any proposal to move or replace a Head of Kitchen. Any staff movement proposed must not affect the provision of the Services in accordance with this Specification.

The Contractor may not employ any person under the age of sixteen in the performance of any part of the contract.

The Contractor will ensure that all mobile staff and management staff who may visit schools in the course of their duties have a current DBS clearance for access to pupils. New staff awaiting clearance will not be deployed in single operative sites without supervision from staff who have been cleared. Updated lists of cleared staff will be provided to the Schools.

The document, 'Working Together to Safeguard Children', and 'Section 11 of the Children Act 2004' places a statutory duty on all Contractors who provide services for, or work with children or young people, to safeguard and promote the welfare of children.

The Contractor will at all times have arrangements in force for safeguarding and promoting the welfare of children. These must be compliant with the Local Safeguarding Children Board (LSCB) Child Protection Procedures and the Contractor's duties in 'Working Together to Safeguard Children' and will ensure that any additional internal procedures or inter-agency protocols are consistent with these procedures.

The Contractor will ensure that staff carry out their duties in such a way as to cause minimum disruption to the routine and procedures of the schools. *See Appendix C.*

The Contractor will ensure all staff visiting or working at a school are aware of the rules, policies and procedures of that site.

It is a pre-condition of accepting temporary or agency staff for employment that the supplying agency will have certified that the person supplied meets the Schools required standards and is fit for the intended employment.

All school based staff will be identifiable as employees of the Contractor. Contractor's staff and Sub-Contractors, delivery persons etc. visiting schools on behalf of the Contractor will carry identification.

The Contractor's staff will be civil and courteous to both pupils and school staff when carrying out their duties under the Contract.

5.1 Clothing

The Contractor shall ensure that all persons employed in the performance of the Service shall at all times be properly attired and presentable; in appropriate clothing which is changed when necessary.

Whilst on Site, representatives of the Contractor shall at all times be identifiable as working for the Contractor and carry a form of identification.

The Contractor will ensure that the following is carried out in accordance with any government regulations currently in force:

- Work wear clothing is not worn outside the place of work.
- All catering staff wear protective headgear with long hair tied back.
- Those not normally employed in catering, wear protective clothing whilst in the kitchen area.
- Foot wear worn by all catering staff whilst on duty protects their feet completely and is safe and comfortable with sensible heels and non-slip soles. Foot wear must be of a leather or plastic material, i.e. impervious to liquid.

5.2 Premises and Assets

The Contractor will be allocated designated areas at each school.

Designated areas are for the use of the Contractor for the provision of this Contract only and any other usage by the Contractor may only be with the express authority of the Head Teacher

Designated areas may also be used by the schools for other forms of catering provision or other activities. *See Appendix A.*

The Contractor's staff may not enter other areas of the schools or its environs without the permission of the Head Teacher.

During the Service provision period, parents, pupils and school staff may not enter any food preparation area unless correctly attired and with due deference to statutory requirements and good practice guidelines. It will be the responsibility of the Contractor to ensure this is complied with.

The schools will also provide free of charge;

- Use of toilet facilities.
- Use of office facilities at Pangbourne Primary.
- Access to a telephone where one exists.
- Utilities; hot and cold running water, electricity and gas.
- Kitchen appliances/equipment.
- Light equipment.
- Adequate maintenance to the fabric and finishes of the premises including ensuring the premises are decorated and maintained in accordance with hygiene and any other relevant legislation.

It is expected the Contractor will ensure facilities and utilities provided are used with due regard to energy conservation and will exercise energy management control in the course of the operations. The Contractor will ensure that usage does not exceed what is necessary for the provision.

Any use of facilities or utilities by the Contractor not in the provision of the Contract will be charged to the Contractor at cost by the schools.

In the event of disruption to the supplies of utilities it may be necessary for the Contractor to use disposable equipment. This must be agreed with the Schools prior to use and the cost of supplying the disposable equipment will be the responsibility of the Schools.

5.3 Security and Access to the Site

The Contractor shall have access to each site on normal working days for the hours necessary to provide the services required by that individual school. Otherwise, i.e. when pupils are not in attendance at the schools, the Contractor shall have access only by prior arrangement with the Schools and for the purposes of planning and preparing the next service, staff training or cleaning.

Only the Contractor's staff and persons making deliveries to the Contractor in connection with the provision of the services may enter or use any part of the locations.

The Contractor shall be responsible for the security of all goods, materials and equipment used in the provision of the Service which belong to the Contractor or the schools.

The Contractor shall in conjunction with the schools ensure, in particular, that such locations and areas are properly locked, windows tightly secured and all lighting and all kitchen equipment switched off.

Police intervention in any matter of security shall be the responsibility of the Head Teacher.

5.4 Light Equipment

The Schools will be responsible for maintaining all light equipment held at each school at the beginning of the contract, such as utensils, plates and cutlery. All equipment remains the property of each school.

Care must be taken by the Contractor to ensure minimum loss of, breakages or damage to light equipment ie cutlery, crockery and utensils. The Contractor will throughout the contract replace breakages.

The Contractor may not remove at any time any of the Schools' equipment from a location without permission from the Schools.

5.5 Heavy Equipment

This is defined as equipment needed to prepare meals such as cookers, fryers and steamers.

Schools are responsible for:

- Repairs and like-for-like replacement of heavy equipment.
- Annual high level kitchen cleaning over 6' including ventilation systems.
- Annual gas safety checks.
- Fixed electrical equipment checks.
- De-scaling of equipment.
- Pest control.
- Refuse collection.

Care must be taken by the Contractor to ensure minimum breakages or damage to catering equipment. Excessive breakages or damage to equipment will be investigated by the Schools. Where the reason is proved to be lack of due diligence by the Contractor, the Schools may ask the Contractor to meet the cost of replacement/s.

5.6 Cleaning

The Contractor will be responsible for the collection of and cleaning of light equipment after the meal has been consumed.

Dishwashers and/or sterilisers for the purpose of cleaning light equipment will be provided at both schools.

The Contractor will keep all areas and all equipment designated for their use under the Contract in a clean and hygienic condition. This includes;

- The whole kitchen or servery area up to a height of 6ft.
- Food preparation and serving equipment.
- Designated toilet facilities.
- Food storage areas.
- Access corridors.
- Dining areas including floors (at Pangbourne Primary) which shall be swept and spot mopped daily following service.
- Office facilities where provided.
- Any other designated area to be used in the provision of the Service.

On a daily basis, all surface areas, equipment and light equipment will be left free of water, smears, stains, dirt, mud, grease, food debris and any other extraneous matter.

Surfaces where food is prepared or eaten and sanitary areas will also be cleaned with an anti-bacterial agent. The contractor will use wet floor signs or other appropriate warning signs.

On occasion when the schools have access to any area cleaned by the Contractor, then that party shall ensure the area is left as found and ready for the Contractor to use for business.

Areas which are shared with other parties shall be left by the Contractor in a condition suitable for their normal use. Areas will be left free of food debris and other associated extraneous matter.

The Contractor will provide all necessary materials/supplies needed for cleaning areas, equipment, light equipment and hand washing. This includes detergents etc. for use in dishwashers.

The Contractor is expected to avoid the use of environmentally damaging products or methods where an alternative suitable product/method is available.

Where supplies consist of potential or actual harmful substances, the Contractor shall first obtain permission from the Site Manager/Head Teacher before using or storing on the Site, and provide COSHH details.

COSHH regulations must be adhered to at all times. COSHH data sheets are to be kept on site and copies provided to the schools. The Contractor will undertake COSHH risk assessments in accordance with the COSHH regulations. Staff will be trained in COSHH awareness and know the whereabouts of the COSHH information for all products in the kitchen area.

The Contractor will ensure that all staff are suitably trained to perform their cleaning duties and that the correct protective wear is provided and worn.

The Schools shall be responsible for:

- Internal and external window cleaning for kitchens and dining rooms.
- Wiping down tables and chairs during Service.

- Daily wet cleaning of the dining room (including floors and furniture) after service and periodic, termly and/or annual deep cleaning of the dining room (including floors and furniture).
- Annual Deep Cleaning above two metres and cleaning of ventilation canopies and filters and/or extraction fans within the kitchen areas, co-ordinated by the Schools.

5.7 Refuse Disposal

The Contractor is expected to dispose of all waste matter in the most efficient way and keep their own waste bins clean. The cost of additional collections required as a result of unreasonable use of these facilities by the Contractor may be recharged to the Contractor.

Disposal of waste matter which creates additional cost to the schools, will be recharged to the Contractor. A typical example would be blocked drains due to food waste.

Waste cooking oil and fat or excess oil or fat from cooked foods must not be discharged into the drainage system. Disposal will be in accordance with the latest legislation at the cost of the Contractor. The Schools will require copies of the Waste Carrier's Licence and details of the final disposal site (Waste Management Licence).

The Contractor will comply with all current and future waste legislation and/or regulations. See *Appendix B*.

The Contractor will notify the Schools if any Sanitary Waste bins are required in the kitchen cloakrooms.

The Schools are responsible for payment of Sanitary Waste bins in the kitchen cloakrooms.

6.0 Performance and Management

The Contractor is expected to carry out his own quality assessments of the service in schools and reported termly. Tracking should include the following:

- Compliance to Government Food Standards.
- Take up of meals and menu review.
- Feedback received from staff, children and site visits.
- Any other actions undertaken.
- Implications, changes and next steps.

As a minimum the Contract will be reviewed on an annual basis.

Any issues needing urgent attention will be communicated to the Contract Manager as soon as possible.

6.1 Mobilisation and Timing

The successful Contractor will start to perform the contract and takeover from the existing provider on 24th July 2020. Access required before this date will be agreed with each school individually.

6.2 Management Information and Governance

Contract Monitoring will be the responsibility of all Parties to the Contract. The methods of monitoring will be in the form of meetings.

The Contract Manager will be expected to attend regular meetings with the Schools for the purpose of reviewing day to day performance and dealing with minor and current issues. The venue for these meetings is to be agreed between the Schools and Contract Manager.

As a minimum the Contract as a whole will be reviewed on an annual basis by both Schools in the anniversary month.

6.3 Constraints and Dependencies

Documents Contractors provide will be evaluated and graded having regard to:

- Price.
- Quality – taking into account menus, dietary requirements, payment processing, staffing, ordering facilities, marketing and communication, cleaning, complaints and compliments.
- Customer service.
- Training and any other matters considered relevant.
- Ordering systems and cash collections.
- Any further elements a Contractor can offer will be considered.

The schools shall treat all Contractors' responses as confidential during the procurement process.

6.4 Flexibility and Additional Services or Transformation

We would welcome the opportunity to discuss innovative ideas that are outside of this specification. For example, a “return per meal” or reduced menu option to enable the mother kitchen to maintain and replace equipment and appliances. Any other suggestions will be welcomed.

Appendix A
POLICIES AND PROCEDURES

Use of Kitchens by Other Parties

It is appreciated that on occasions persons other than the appointed caterers may wish to use the school kitchen, and therefore the following should be considered and applied.

- As the kitchen is part of the school, only the school may allow the use of the kitchen outside its normal use by the caterer.
- Only those qualified to do so should be allowed to prepare foodstuffs (as in accordance with the Food Hygiene Regulations).
- Any food preparation requiring the use of any pieces of equipment should only be carried out after first consulting the caterer as to the suitability of use.
- Should the caterer deem it necessary for a member of staff to be present to oversee the safe use of equipment the school will be charged all such costs including travelling time and an administrative overhead.
- Any breakages or damage must be reported and paid for.
- Kitchen equipment, the kitchen and surrounding areas must be left clean and suitable for immediate use. Should a pre-production clean be necessary by the caterer the school will be charged at cost plus an administrative charge.
- The caterer will not be held responsible whatsoever for any claims arising from either the school or those allowed to use the kitchen.

Appendix B

ENVIRONMENTAL POLICY AND PROCEDURE

Policy

West Berkshire Council has a purchasing policy which includes an assessment of the environmental effects of goods and services used within the Council and by Contractors whom we employ to provide goods and services to our customers. Specifications will, wherever possible, require the use of the least environmentally damaging products. Our fundamental principles for the purchase of goods and services are:

- To avoid the use of environmentally damaging products where an alternative suitable product or method is available at reasonable cost and
- To promote the use of the least environmentally damaging products.

These principles will be used in direct purchasing, specifications and contract documents.

In all of our work we will:

- Be aware of how our activities could impact on the environment.
- Minimise the adverse effects on the environment by adopting the best available techniques and materials without incurring excessive costs.
- Give the best available advice to clients on the environmental impact of a project and the opportunities for mitigation.
- Ensure that staff are trained to recognise, identify and mitigate the environmental impact of their activities and decisions.
- Require suppliers and Contractors to have due regard for our policies.
- Communicate our policies to staff and customers and provide suitable training and information to our employees to ensure the implementation of this policy.
- Seek continuous improvement in dealing with environmental issues.
- Review and, if necessary, amend our policies annually.

Procedure

Procedures for purchasing services and goods require the environmental impact of such to be considered as part of the decision making process.

Ensure that risk assessments carried out include the consideration of environmental risks.

Strategies for implementing this procedure include:

- Recycling and reusing materials wherever practical.
- Reducing the use of ozone depleting substances.
- Eliminating the use of timber from non-sustainable sources.
- Reducing energy consumption.
- Reducing water consumption.
- Waste reduction.
- Reducing emissions to air and water.
- Reducing the use of packaging.
- Reducing overall wastage and usage.

Appendix C

Contractors on site

The following are instructions to Contractors in respect of working practice required at all Sites. They are in addition to, and not in place of, any requirements determined by the Site when commissioning work or otherwise.

- The Contractor shall liaise with the Site manager to ensure that all Contractor Staff are fully aware of procedures in the event of fire or fire drills at the Site.
- It is not permitted for any of the Contractor's Staff to;
 - Smoke or consume alcohol on any Site.
 - Communicate with visitors to the Site, except to respond to a directed question.
 - Use abusive or foul language.
- The site will refuse deliveries from third parties for items not ordered for specific use on that site. Deliveries for the Contractor's staff must be made during contracted hours and signed for by a member of the Contractor's staff.
- The Contractor is obliged to be aware of the Sites activities and should advise all delivery persons of inconvenient timings (e.g. school break times and lesson changes). No delivery should be undertaken without the permission of the Schools who will advise the most convenient times and areas for deliveries to take place.
- The Contractor must not rely on the availability of School employees to assist with receipt of deliveries. Should deliveries for the Contractor arrive outside normal working hours at the Site, the Contractor may be charged any costs incurred such as overtime or call out charges.
- The Contractor is forbidden to use any equipment belonging to the Site, or occupy any area within the Site, unless authorised to do so by the School staff.

Supporting Legislation

- Food Standards Act 1999
- Food Safety Act 1990
- The Food Information Regulations 2014
- Health and Safety at Work Act 1974 etc.
- Control of Substances Hazardous to Health Regulations 1994 and 1999
- The School Food Standards 2015

See also;

- The School Food Plan 2013
- Safer Food Better Business.
- Childhood Obesity: a plan for action – chapter's 1 and 2. Dept of Health and Social Care.
- Caroline Walker Trust guidelines