A logo of a school

AI-generated content may be incorrect.

A cartoon train with words

AI-generated content may be incorrect.

Dated 30th May 2025

------------

Service Specification

Contract For

The Delivery Of School Catering Services

At Selected Schools Within The London Borough Of Sutton

Contents

Clause

1. Core Requirements 3

2. Legislation, Guidance And Due Diligence 11

3. Equipment, Premises, Cleaning Environmental Sustainability And Staff 13

4. Contract Management, Monitoring, Mobilisation And KPIS 17

# Core Requirements

## **General**

* + 1. These requirements shall apply to all models of service provision, including, but not limited to catering services prepared and delivered on site, catering services prepared off site and transported onto site; e.g. using a central kitchen or production unit, food and beverages prepared off site, or bought in, to be stored and regenerated on site, e.g. using a cook freeze and/or cook chill based service and food and beverages prepared on site and transported off site for consumption.
    2. The Service Provider shall ensure all products (food and non-food) comply with all relevant EU Directive(s), British Standard Specification(s) or British Standard Code(s) of practice in force during the contract term. Any reference in this specification to British or European Standards or certification bodies shall be taken to include all other equivalent standards or certification bodies, respectively.
    3. The Service Provider shall adhere to all the latest relevant legislation as well as any guidance issued by the Food Standards Agency on food safety, legality and good practice. Details can be found at: <https://www.food.gov.uk/>.
    4. The Service Provider shall meet the official Government Buying Standards (GBS) for food and Catering Services. Details can be found at:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-f> [or-food-and-catering-services](https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services).

* + 1. The Service Provider shall adhere to all Health and Safety Executive legislation and best practice, including that specifically relating to catering and hospitality. Details can be found at: <http://www.hse.gov.uk/catering/>.
    2. The Service Provider shall ensure that their business operations conform to good industry practices that ensure rigorous standards of food safety, hygiene, food composition, food origin, traceability, ethical sourcing, animal welfare and environmental protection; and any appropriate industry standards or codes of practice as may be reasonably required by the Schools.
    3. Where the Service Provider has a head office function overseeing individual operational units the Service Provider will ensure compliance for every part of its business which is connected and/or related to the Services they provide under this agreement.

## **1.2** **Food Safety and Security**

(a) The Service Provider shall ensure that all of their food service and food production units are registered with the relevant Local Authority, in line with the Food Standards Agency regulations.

(b) The Service Provider shall demonstrate legal compliance at all times in terms of hygiene, safety, sourcing, manufacturing, composition of food, storage and distribution processes and/or any other criteria as may reasonably be required by the Schools, to ensure all products comply with food standards and food safety legislation.

(c) The Service Provider shall have a clear, concise and documented food safety policy statement and objectives that specify the extent of the organisation’s commitment to meet the safety, legality and quality needs of its products and services.

(d) The Service Provider shall have a food safety management system, based on the principles of the Codex Alimentarius Hazard Analysis Critical Control Point (HACCP) concerning all relevant processes which shall be documented, implemented, maintained and continually improved. The system will detail the HACCP team, the scope appropriate to the range of business activities, demonstrate the flow of products and interrelated processes as appropriate, including a hazard analysis (including physical, chemical, allergenic and microbiological risks), determine critical control points and critical limits, demonstrate monitoring of critical control points, establish corrective action procedures and be reviewed at least annually.

(e) The Service Provider shall ensure documents and records are retained to demonstrate the effective operation of the HACCP system, control of its processes and management of product safety, legality and quality. The Service Provider will ensure these are effectively controlled and can be made available upon request.

(f) The Service Provider shall have clear, documented policies and operational procedures that cover cross contamination (including allergen management), cleaning, chilling, cooking and management in relation to safe food production. This includes a procedure for liaison with local enforcement agencies in the event of any serious food related incident and for communicating with the Schools in light of this and/or any other wider food incidents which may impact on the Service provided.

(g) The Service Provider shall have an internal audit system in place in relation to all systems and procedures, which are critical to product safety, legality and quality. The Service Provider shall ensure that procedures to identify non-conformance, undertake root cause analysis and implement corrective actions are adhered to and documented, including where there is a head office function overseeing individual operational units.

(h) The Service Provider must be able to evidence how centralised policies, procedures and systems are effectively communicated, implemented, monitored and verified with operational teams, including ensuring there is a documented policy and training programme with regards to hygiene, contamination controls and food safety.

(i) Where pre-packaged foods are supplied as part of the Service provided the Service Provider will ensure that all products are labelled in accordance with EU and UK legislation including details of ingredients, nutritional values, allergens, genetically modified ingredients (including foods produced in whole or in part from genetically modified organisms), product origin, species (as applicable) or other such product composition information as may reasonably be required by the Schools.

(j) The Service Provider will have a documented policy and procedure to ensure a prompt, effective and professional response to any food issues, incidents or product recalls which may arise during the lifetime of the this agreement.

(k) The Service Provider is responsible for the security of their own goods and equipment used in the provision of the Catering Service, including being able to evidence policies and procedures for the protection and defence of food and drink from deliberate attack; sometimes referred to as threat assessment critical control point (TACCP) or vulnerability assessment critical control point (VACCP).

(l) The Service Provider will give notice to the Schools in the event that any of the Service Provider’s Personnel becomes aware that they are carrying or suffering from any disease or condition which is notifiable under legislation.

(m) The Service Provider is responsible for making sure that appropriate security procedures are in place to ensure no persons at the Schools’ premises/sites are put at risk as a result of the Service Provider’s activities and/or failure to act.

(m) The Service Provider may be required to open and close the Schools’s or Service User’s premises (as applicable) to enable them to carry out their duties. Security checks shall be carried out by the Service Provider’s Personnel when leaving areas of completion of their tasks, but in this instance security shall be deemed to mean lights off, windows closed and secured, doors closed and locked if such is the requirement of the Schools.

(n) The Service Provider’s Personnel may be responsible, if requested by the Schools, for the safekeeping of any keys or locks and any identity passes provided to it by the Schools. The Service Provider shall ensure that the Schools is informed immediately of the loss of any such keys, locks and identity passes and shall bear the cost of any replacements and any reasonable security measures implemented as a result of such loss. The Service Provider’s Personnel may also be responsible for the disabling and setting of alarm systems and the resetting of video security tapes if so required by the Schools.

(o) The Service Provider shall immediately inform the Schools of any fault with door locks, window catches, alarm systems or video security system.

(p) Under no circumstances shall the Service Provider’s Personnel:

(i) Disclose any security or keypad codes to any unauthorised persons; or

(ii) Loan or supply keys to the Schools’s or Service User’s premises (as applicable) to any unauthorised persons.

(q) The Service Provider will be liable for any loss, damage or expense caused as a direct result of:

(i) The Service Provider’s Personnel failing to properly secure the Schools’s premises;

1. The Service Provider’s Personnel failing to properly carry out any of the duties so required by the Schools;
2. The Service Provider’s Personnel having disclosed security or keypad codes to unauthorised persons; and
3. The Service Provider’s Personnel having loaned or supplied keys to the Schools’s or Service User’s premises (as applicable) to unauthorised persons.

(r) In the event of the Service Provider’s Personnel triggering any alarm systems, the Service Provider will be liable for any costs incurred as a result of this and/or for any alternative security measures required.

(s) The Service Provider acknowledges that the Schools and/or other authorised persons may require access to food preparation, storage and service areas upon reasonable notice.

## **1.3 Supply Chain Assurance**

(a) The Service Provider shall operate risk-based procedures for the selection, approval and continued monitoring of its suppliers which are critical to product safety, legality and quality. The Service Provider shall also maintain procedures and systems for the control of purchasing and any contracted services which are critical to product safety, legality and quality. This includes specific controls in relation to the procurement of ingredients containing allergens and any other specific food or ingredient as may be reasonably required by the Schools.

(b) The Service Provider shall have a clear and documented goods inwards procedures and checks to include temperature and quality checks.

(c) The Service Provider shall maintain documented procedures and systems to ensure the full traceability of any product backwards in the supply chain and when products were served or delivered.

(d) The Service Provider shall be required to evidence that they are able to monitor their supply chain for product safety, legality, quality and authenticity.

(e) For ingredients provided in line with Certificated Assurance Schemes such as Red Tractor, Farm Assured or Organic, the Service Provider shall have a formal documented policy and procedure to ensure that the authenticity and integrity of their supply chain can be verified. Evidence of certification should be documented; state to what standard their products are certified and be available upon reasonable request by the Schools.

## **1.4 Food and Service Provision**

### Service must be of high quality and products supplied under this agreement will be supplied as specified; labelled, if applicable; safe and legally compliant; in good condition and be appealing, appetising, have a high standard of presentation and be fit for human consumption. Service must be professional, courteous, efficient and friendly at all times.

### The Service Provider must be able to demonstrate effective stock control procedures to ensure a consistent high-quality Service is provided at all times.

### The Service Provider may be required to provide:

#### A system whereby the Schools may make menu choices in advance;

#### Fresh drinking water at all times;

#### Pre-agreed menu and ingredient substitutions in advance of Service;

#### A complementary food and/or beverage vending service; and/or

#### Any other additional requests as are reasonably practicable and agreed in writing by the parties from time to time.

### (d) Responsibility for the maintenance, stocking and cleaning of any vending or other additional equipment over and above the standard service provision shall be agreed with the Schools.

### (e) The Service Provider shall be able to provide products suitable for gluten free, other “free from” diets and products that contain no artificial colours or preservatives as may be reasonably required by the Schools. This may include operating the service provision as entirely “nut free”.

### (f) The Service Provider shall be able to provide a Service which meets specific needs in relation to ethnic, cultural, religious and other similar criteria as may be reasonably required by the Schools.

### (g) Where required, the Service Provider shall support and assist the Schools in working towards achieving or maintaining the Soil Association’s Bronze, Silver or Gold Food for Life Accreditation. Further details on this can be found at: <https://www.foodforlife.org.uk/>.

### The Service Provider shall ensure that any Genetically Modified Products are marked accordingly and the Schools reserve the right to request a provision free from genetically modified products and ingredients.

### The Service Provider shall work with the Schools to develop an effective marketing and communications plan in keeping with the nature of the site, operational functioning and ambience, accompanied by periodic impact evaluation, feedback and review with the Schools. Marketing and communications activity should include, but is not limited to, menu display, posters, promotions, theme days and events and related activity on social media.

### The Service Provider will ensure the Schools have access to a range of information about healthy eating relative to their type of Service.

### The Service must be capable of being operated successfully within the constraints of space, facilities and other services (as applicable).

### The Service Provider will increase and/or sustain the uptake of school meals for each school. They will provide current and historic (as appropriate) uptake data to at least monthly.

### The Service Provider will respond effectively to provide the Service for any ad hoc one-off School events.

### The Service Provider will provide support and play a proactive role in assisting the Schools to achieve and maintain relevant food-related accreditation such as Food for Life.

### The Service Provider will provide evidence of local produce/services which have been used.

### The Service Provider will evidence they are working towards using recyclable sources or any packaging used is to be capable of being recycled.

## **Meal Service Times**

### The Catering Service for education establishments will typically be required during lunchtime on every school day during term time, typically Monday to Friday inclusive. It should not be assumed that every education establishment operates standard term times and this will be discussed and during contract mobilisation.

### The Schools may also require a breakfast and/or after school Service at the start and/or end of the school day; a break time Service, serving snacks and refreshments; packed lunches for students and staff during school outings; catering for teaching staff, visitors, etc. all of which shall be discussed and agreed during contract mobilisation.

### The Service Provider is expected to offer a flexible and tailored service to the Schools to support take up of Universal Infant Free School Meals (UIFSM). Further information can be found at: [https://www.gov.uk/guidance/universal-infant-free-school-meals-guide-for-schoo](https://www.gov.uk/guidance/universal-infant-free-school-meals-guide-for-schools-and-local-authorities) [ls-and-local-authorities](https://www.gov.uk/guidance/universal-infant-free-school-meals-guide-for-schools-and-local-authorities).

### Where the Service Provider is required to administer the payment for school meals the Schools will agree the systems, policies, procedures and payment mechanisms, including those for universal free school meals, for this during contract mobilisation.

### The Service Provider is expected to vary meal service times upon reasonable notice by the Schools.

## **Menus And Special Diets**

### The Service Provider must work with the Schools to provide a menu selection that offers the best practicable choice within operational constraints; provide variety in flavour, texture, colour and appearance, be produced as freshly as possible and provide portions and food options appropriate to the age and dexterity of the Service Users and a variety of products that are appealing in taste, avoid menu fatigue and respond to food trends.

### The Service Provider shall work with the Schools to inform menu development and play an integral role in the life and operations of the site as required, including participation in joint activities to help develop, promote and market the Service.

### The Service Provider may be required to offer menu selections that support:

* 1. Ethical sourcing;
  2. Foods in line with specific certification schemes, such as Red Tractor, Organic and Marine Stewardship Council;
  3. Seasonal Products and menu cycles to reflect seasonal changes.

### The Service Provider shall ensure that comprehensive menu plans, allergen details and recipes are maintained, authorised and regularly reviewed. The Service Provider must be able to provide a full menu plan and recipes that provide a full declaration of contents, composition, allergen and nutritional data, upon reasonable request by the Schools. The Service Provider must be able to demonstrate a system whereby this data is kept current and can be supplied within reasonable timescales.

### The Service Provider will ensure that menus are adhered to as published and agreed; changes should only be made with prior approval by the Schools.

### The Service Provider will ensure that appropriate consultation about new menus will take place with the Schools, sufficiently in advance to enable the Schools to make any amendments.

### The Service Provider will evidence how the menus meet the Children’s Food Trust guidance and nutrient based standards.

### The Service Provider will report any special diet requests received and how they’ve been accommodated and the meals provided.

### The Service Provider will evidence that they provide sufficient labelling for pupils/students, staff and visitors at the point of sale to be able to see at a glance whether any food they are considering contains any of the notifiable allergens and could be dangerous to them. This should also include information on menus and on packaged and non-packaged products at the point it is available to the consumer.

# Legislation, Guidance And Due Diligence

## **Legislation and Guidance**

(a) The Service Provider will operate in compliance with all current UK and EU legislation with regards to standards and nutritional requirements for school food. The Service Provider will be familiar with the following reference points and the legislation, good practice and recommendations therein shall be treated as the minimum quality standards for the Service provided:

(i) School food in England, Departmental advice for governing boards, July 2016: <https://www.gov.uk/government/publications/standards-for-school-food-in-> [england](https://www.gov.uk/government/publications/standards-for-school-food-in-england).

(ii) The School Food Plan: <http://www.schoolfoodplan.com/>.

(iii) The Children’s Food Trust: <http://www.childrensfoodtrust.org.uk/>.

(v) Department of Education Nutritional standards: <https://www.education-ni.gov.uk/articles/nutritional-standards>.

(b) The Service Provider shall comply with any data gathering required by local or national government in relation to the take-up of school meals.

(c) The Service Provider shall be familiar with their Local Child Safeguarding Board, their website and all related legislation and good practice guidance contained therein. The Service Provider must have in place up to date policies and procedures which are accessible to the Service Provider’s Personnel, meet the requirements of their local safeguarding board and are available to and support the Schools’ approach and commitment to safeguarding. The Service Provider will ensure that Service Provider’s Personnel are trained in safeguarding, recognising the signs of abuse and neglect and committed to the proactive reporting of any concerns.

## **Due Diligence**

Any documents and/or products supplied particularly in relation to food and Service safety, legality, provenance, certification and quality, shall be open to inspection by the Schools and/or any authorised agents acting on their behalf upon reasonable notice by the Schools throughout the term of this agreement.

The Schools and/or their appointed agents (such as consultants) reserve the right to undertake random product sampling, observe the Service provision and/or collect feedback from Service Users and staff at any time during the contract term to verify the Service provided is in line with the Specification and this agreement.

# Equipment, Premises, Cleaning Environmental Sustainability And Staff

## **Equipment**

(a) The Service Provider will comply with all reasonable requirements from Schools with regards to health and safety, safeguarding, site security and access, accidents and emergencies. The Service Provider shall have full regard for the safety of all persons, and shall keep the establishment and equipment (so far as the same shall be under his control) in an orderly state appropriate to the avoidance of danger to all persons, and shall provide and maintain at his own cost adequate warning signs when and where necessary or required by the Schools or by any competent statutory or other authority for the protection or for the safety and convenience of the public or others.

(b) All materials, equipment and articles used in the preparation, Service and/or delivery of food shall conform to current EU and UK legislative requirements for food use. The Service Provider will upon request furnish the Schools with evidence to prove that such materials, equipment and articles comply with this condition.

(c) The Service Provider shall ensure that all equipment used in connection with this agreement is maintained in a safe, serviceable and clean condition in compliance with manufacturer’s instructions and current legislation.

(d) The Service Provider’s Personnel will not tamper with or make any changes to the Schools’ premises and/or fire-fighting equipment which could directly or indirectly increase fire risk and/or the ability to deal with a fire should one occur. The Service Provider shall ensure that the Service Provider’s Personnel are familiar with site requirements and responsibilities in relation to fire safety and ensure that all of the Service Provider’s Personnel undertake relevant training commensurate with their role and level of responsibility.

(e) The Service Provider shall not remove from the premises and use any equipment provided by the Schools to perform, either on his own behalf or on behalf of any person other than the Schools, any work, with the exception of that work provided for in this agreement, unless prior approval in writing has been obtained from the Schools.

(f) Any damage to the Schools’ premises, goods or equipment through theft, vandalism or negligence by the Service Provider’s Personnel will be replaced and/or repaired at the Service Provider’s expense. In the event of a break in, the Service Provider’s Personnel should not interfere with any possible evidence but contact the Police and the Schools as soon as possible.

(g) In the event that a piece of equipment is deemed to be hazardous, the Service Provider must inform the Schools immediately and prevent the equipment from being used further.

## **Associated Cleaning Services (Kitchen Cleaning and others)**

(a) All services performed by the Service Provider shall be in accordance with good industry practice, and all statutory and legal requirement in connection with the provision of cleaning services associated with the provision of the Services (Associated Cleaning Service). Any occurrence of spills and debris must be attended to without delay.

(b) The Service Provider shall carry out the Associated Cleaning Services in accordance with the Schools’ specifications. The Service Provider shall be responsible for monitoring the provision of these services to ensure a high-quality cleaning service is provided.

(c) If requested by the Schools, the Service Provider shall carry out any Associated Cleaning Service outside the normal operating hours, or where emergency work is required.

(d) In relation to the Associated Cleaning Service, the Service Provider shall provide detailed work schedules for each of the Schools’ premises which must be available for inspection by the Schools. The schedule of works shall commence on a day to be agreed with the Schools and shall continue without interruption, except for where a break has been agreed between the relevant School and the Service Provider. In the event of an agreed break, work shall be resumed immediately after the expiration of the agreed break.

(e) The Service Provider shall use their best endeavours to ensure that when carrying out the Associated cleaning service there will be minimum disruption to individuals present at the Schools’ premises (including Service Users), and that the health and safety of these individuals are protected.

(f) All costs for the supply of materials, consumables and equipment for providing the Associated Cleaning Service shall be included in the Services, unless otherwise agreed with the Schools.

(g) When delivering the Associated Cleaning Service, the Service Provider shall provide and use all materials and equipment it considers necessary to clean the different fabrics encountered in the agreed/relevant areas at the site to achieve the performance requirements as specified by the Schools while ensuring that the existing condition and appearance of all cleaned items and surfaces are not degraded in any shape, appearance or construction and that the life expectancy of the fabric of the premises is not diminished in any way as a direct result of the Service Provider’s cleaning operations. The Service Provider will be liable in respect of any damage done to cleaned items or surfaces if the cleaning products or equipment used are not designed for the application made or else by spillage of cleaning products or lack of due care in applying a cleaning product.

(h) Where the Service Provider has access to equipment for the purpose of cleaning including dishwashing as provided by the Schools this shall be utilised, and must be operated strictly in accordance with the procedures agreed with the Schools. In the absence of such equipment, including any periods of temporary decommission, alternative methods of cleaning including dishwashing shall be deployed ensuring that standards of cleanliness and hygiene agreed with the Schools are maintained.

(i) The Service Provider is required to notify the Schools of all cleaning materials proposed to be supplied and used by the Service Provider in connection with the performance of the Associated Service which must be approved by the Schools prior to use. The Service Provider must ensure all their Staff members are fully trained in handling these materials in line with infection control procedures and manufacturer’s guidelines.

(j) Where toilets are provided for the sole use of the Service Provider’s Personnel, the Service Provider may be responsible for the daily cleaning of such facilities. In such cases, materials and equipment used for cleaning toilets must be uniquely identifiable and used for this purpose only. The Service Provider may be required to supply all consumables including, as appropriate, toilet rolls, soap, paper towels and sanitary disposal units.

(k) The Service Provider shall offer and maintain a high standard of kitchen hygiene through, thorough regular cleaning. Burnt on carbon and fat deposits are to be removed, ensuring any potentially harmful bacteria are eliminated.

(l) The Service Provider will ensure that floors, walls, ceilings, lights and all kitchen fittings and equipment are thoroughly cleaned.

(j) The Service Provider will ensure kitchen premises achieve a hygiene rating of 5 as a minimum.

(k) The Service Provider will ensure that their Staff clean and maintain the kitchen equipment regularly to a high standard and such equipment is used and maintained using the manufacturer’s guidelines. All rubbish is removed from the kitchen and dining area to a designated location on-site in a timely, safe and hygienic manner.

## **Environmental Sustainability**

The Service Provider shall have a documented policy statement in respect of environmental sustainability that details the organisation’s commitment to meeting legal and ethical environmental standards.

If during contract period the Schools introduce a scheme for more efficient energy consumption, then the Service Provider will cooperate with them in the implementation of any such scheme.

## **Service Provider’s Personnel**

(a) The Service Provider will ensure that all of the Service Provider’s Personnel shall be suitably trained prior to starting work and continue to be sufficiently trained commensurate with their role and level of responsibility within the Service provision. The Schools may require the Service Provider’s Personnel to participate in additional training sessions (as appropriate) and the Service Provider shall ensure that all such personnel attend any additional training.

(b) The Service Provider shall ensure appropriate cover for staff during any absence e.g. due to sick leave, annual leave, maternity or paternity leave and training.

(c) The Service Provider shall have a dedicated personal hygiene policy, ensure that all of the Service Provider’s Personnel follow clear personal hygiene protocols.

(d) The Service Provider will provide clean, suitably laundered uniform and/or suitable protective clothing and/or any other linens that may be reasonably required as part of the agreed provision. The Schools may require Service Provider’s Personnel to wear identity badges.

(e) The Service Provider will provide evidence of staff training and vetting which has taken place.

(f) The Service Provider will ensure that procedures are in place to address staff appraisal, skills training, progression opportunities and food hygiene and allergy training etc.

(g) The Service Provider will immediately notify the Schools of any management structure changes.

# Contract Management, Monitoring, Mobilisation And KPIS

(a) The Service Provider must have clear contract management policies, agreements and procedures in place and be able to evidence an ongoing process of review, monitoring and reporting throughout the lifetime of this agreement including real time feedback mechanisms as required. This may may also include, but is not limited to the number and types of meals provided, meal and food costs and details of complaints and resolutions.

(b) If requested by the Schools the Service Provider will send the appropriate personnel to each review with the Schools be these as a collective or individual site which will focus in detail on the Services delivered to that School. The frequency of the review meetings will be determined in accordance with Schools’ requirements during contract mobilisation. The Service Provider shall comply with the monitoring arrangements and service levels referred to in this agreement.

(c) The Service Provider will be required to produce evidence of effective contract management performance by agreeing objectives, targets, and key performance indicators with the Schools during contract mobilisation. The reporting process will be agreed and then closely monitored.

## **4.2 Service User Surveys, Complaints and Marketing**

(a) The Service Provider shall have a formal complaints procedure in place, which details the appropriate handling, Schools and/or Service User communication, documenting, root cause analysis (as appropriate), corrective actions and effective resolution of all complaints.

(b) The Service Provider will undertake periodic Schools and/or Service User satisfaction surveys, or similar, including feedback and review of outcomes with the Schools. It is expected that the Service Provider will use this information to effectively inform future developments and proactively address any concerns. The Service Provider must notify the Schools of any serious Service User complaints as soon as it is reasonably practicable.

(c) The Service Provider will provide evidence of the surveys they have undertaken, the method used, the outcomes and the actions taken to address the points raised. Surveys to be conducted annually and presented to the Schools.

(d) The Service Provider will take appropriate action to address all complaints received and maintain records of responses. The Service Provider shall be able to demonstrate the number of complaints satisfactorily closed out against received.

(e) The Service Provider will provide evidence of any marketing which has and is proposed to take place.

## **4.3 Management Information And Audit**

(a) The Service Provider will provide, where necessary, reports at agreed intervals to the Schools illustrating their performance against the standards set and any additional information which may be required.

(b) Reports to be submitted to the Schools include:

* **Monthly report** to be submitted two weeks after the end of the period showing the following information split by site:
  + The number of trading days.
  + No of Infant Universal Free School Meals.
  + Infant free eligible.
  + Junior free eligible.
  + Nursery paid.
  + Adult meals.
* **Termly report** to be submitted two (2) weeks after the end of the period to include as a minimum all the above meal take up information for the term as well as:
  + Number of staff.
  + Daily hours.
  + Number of meals served per day.
  + Meals per hour.
  + **Training:** information to include details of staff training for each member of staff.
  + Food Business Inspections, date of inspection, rating (Inspection reports to be shared with the Schools on receipt).
  + Area manager audits with dates, scores.
  + Details of any external audits with results.
  + Details of any promotional events, parents tasting or curriculum events (tba).
  + Accidents and near misses including RIDDOR.
  + Meetings with School Headteachers or their representatives Complaints/Compliments log
  + Details as to how Social Value relevant to this agreement has been provided during the period.

(c) **Summer/Annual report** to be submitted two weeks after the start of the Autumn Term to include:

* All above for the year including meal take up information for the year.
* A report as to how the Service Provider has contributed towards the London Borough of Sutton's Environment Strategy and the Environmental Sustainability Commitment for school catering, particularly relating to single use plastics, zero carbon emissions and food waste and how these achievements have been promoted and celebrated.

(d) The Schools will carry out audits in all the kitchens approximately one per term. The monitoring report will be sent to the Service Provider with actions and dates to respond by including date to provide a written response. The audit may be adjusted periodically in conjunction with the service provider during the contract period. The Service Provider must respond in writing with actions taken within the stated response time.

## **4.3 Meetings**

The following meetings will be held at Hackbridge Primary School, Hackbridge Corner site:

* Annual Review Meeting with the Schools’ Authorised Representatives and the Service Provider’s Authorised Representatives.
* Termly Review Meeting with Finance and Operations Managers and Service Provider’s Authorised Representative.
* Termly Operational/ Health and Safety Meetings as required by the Schools’ Authorised Representatives.
* Termly performance review meetings with the Schools at least once a term.

## **4.4 Mobilisation / Pre-Service Commencement**

The Service Provider will liaise and assist the Schools during the mobilisation period to ensure the Service is in place and ready to commence at the Service start date 1st September 2025 dependant on sites.

## **4.5 Key Performance Indicators**

(a) Key Performance Indicators (KPI’s) will be submitted on the Performance Report Card (PRC) two weeks after the end of the period. This will be provided Termly Autumn, Spring, Summer and Annually. The KPIs as a minimum will include:

* Percentage of external audits with min score => 85 %
* Percentage of Area Team Audits scores=>80%
* Percentage take up to roll of both paid and free meals 62%
* Schools satisfaction of the service

(b) KPIs will be monitored by a combination of data returns, monitoring meetings and site visits. Additional KPIs may be agreed with the Service Provider.

(c) The Service Provider will ensure 100% business continuity for every school day. Service delivery issues will be recorded and reported at the performance review meetings.

### **Annex 1 Additional Information**

|  |  |  |
| --- | --- | --- |
| 1. | Do the Schools require the Service Provider’s Personnel to set out the dining area each day and/or clear away afterwards? If so, what time restrictions are there? | The Hackbridge Corner site will require Catering staff to put tables and benches away, sweep floor and spot clean as necessary all other dining areas will be dealt with by School staff. |
| 2. | Do the Schools require the Service Provider’s Personnel to supervise the pupils at meal times? | No |
| 3. | Is the Service Provider to be responsible for cleaning? If so, for what areas (e.g. kitchen, dining area, toilets?) | The Service Provider will be responsible for the cleaning of the kitchen premises and associated areas i.e. staff room, cloakroom, stores, etc. with the exception of the ventilation systems.  The service providers are responsible for prompt reporting of faults and any issues which may affect the safety and/or quality of the Service provision |
| 4. | Is the Service Provider to be responsible for any ‘deep’ or ‘high-level’ cleaning? | The Service Provider will be responsible for ‘deep’ or ‘high level’ cleaning which should be carried out annually as a minimum or more regularly according to need. Certification to be displayed in the kitchen. |
| 5. | Will the Schools provide a dedicated office space for the Service Provider’s use equipped with a desk, chair, telephone point and internet access? | Yes |
| 6. | Waste collection facilities and charges (if any) are as follows: | All waste and recycling collection from each of the School is the responsibility of the individual school. |
| 7. | Will the Service Provider be provided with first aid equipment and fire extinguishers? | Yes |

|  |  |  |
| --- | --- | --- |
| 8. | The following utilities are connected, (and are charged for as follows): | Water, sewage, electricity, gas where appropriate will not be charged for however the Service Provider must comply with Schools’ policies regarding efficient use of energy. |
| 9 | Minimum qualifications for staff:   * Level 2 Award in Health and Safety in the Workplace or equivalent within three (3) months of employment. * Chartered Institute of Environmental Health (CIEH) Level 2 Award Food Safety in Catering (or an equivalent OFQUAL accredited qualification) within three (3) months of employment. * Chartered Institute of Environmental Health (CIEH) Level 3 Award Food Safety in Catering (or an equivalent OFQUAL accredited qualification) within three (3 ) months of employment for Head of Kitchen and operational managers. * Level 2 NVQ Diploma in food production and cooking, or an equivalent, within six (6) months of employment for Head of Kitchen and operational managers. * Level 3 diploma in Hospitality and Supervision and Leadership or equivalent within twelve (12) of employment for Head of Kitchen and operational managers.   The above training records to be kept at each kitchen and be available for inspection | |
| 10 | The Service Provider’s Personnel visiting or working at a School must adhere to the rules, policies and procedures of that site. | |
| 11 | The Service Provider will share Food Business Inspections reports with the Schools promptly and in any event no later than within three (3) Working Days of receipt. | |
| 12 | Lettings to third parties: Where a School wishes to use the kitchen for occasional lettings, the school will inform the Service Provider a minimum of seven (7) days in advance and complete a kitchen letting form if required. The School will be responsible for returning the kitchen in a clean and hygienic state and the Service Provider must notify the school immediately if the kitchen has not been returned in a suitable state. | |
| 13 | **Inputs** – To be provided by the **Service Provider within the contract meal price:**   * Food / meal ingredients. * Cleaning materials including cloths, utensils etc. for Midday Staff to use for wiping dining tables during service and rubbish/ recycling bags for food where required in the dining room. * Staff and all associated costs including training to ensure the training requirements are fulfilled. * Staff uniforms and PPE. * Identity badges with photograph, where required by the School. * Packed lunches for School trips required first thing in the morning. These will be treated as a substitution of the lunchtime meals and reimbursed accordingly.   Cleaning of dining tables at the end of service and termly thorough cleaning. To ensure all refuse and recycling is taken to the appropriate facility or returned to the supplier.  Cleaning of premises, equipment and designated associated areas with the exception of ventilation systems.  Descaling dishwashers.  Sweeping and spot mopping the dining room floor at the end of service.  Provision of and maintenance of Insectocuters  Maintaining adequate, suitable stock levels (for present and future increasing school rolls) of crockery, cutlery, and all light equipment including tins, fry baskets, dishwasher baskets, trolleys, bins etc. The items will become the property of the school at the end of the contract. Crockery should be matching and any change in provision to be agreed with each School.  Health and Safety, including First aid provision and any legally required signage.  To provide arrangements for preparing and delivering hot meals in the event of equipment failure, kitchen closure at no extra cost.  Disposables for packed lunches and emergencies in the event of equipment breakdown etc.  Packing up light equipment, cleaning materials and removing food from the kitchen where it is closed for refurbishment.  Marketing including annual parents tasting/meetings for new pupil intake in schools where required. Menu boards and signage at service points and a hard copy flyer of the core menu for schools that require them.   * Auditing the service provision. * Administration systems and processes. * Financial systems and processes, including timely accurate invoices to Schools for service provided. * Weekly meeting at each school, to agree the number of meals served excluding spillages and to provide a sign off procedure between the Service Provider and school. * Maintaining financial records and meal numbers/take up as and when requested. | |

|  |  |
| --- | --- |
| 14 | **Inputs** – To be provided by the **school**:   * Provision and maintenance of heavy catering equipment: ovens, steamers, fridges and freezers, dishwashers, food mixers, tabling, service counters, salad bars, sinks and hand-wash basins, lockers, cupboards, racking, tabling vegetable prep machines, slicers, sanitary bins and water softeners and shutters. * PAT testing. * Fire extinguishers. * Maintenance and periodic cleaning of ventilation canopies and regular cleaning of filters and / or extraction fans within the kitchen areas * Wipe down of tables and chairs during service * Setting out/putting away furniture. * Sweeping and mopping up spills in the dining room during service. * Provision of external Refuse and recycling bins * Utilities to kitchen i.e. gas, water, electric, grease trap maintenance and grease pack refills * Access to telephone for business calls. * Pest control with the exception of Insectocuters. * The number of estimated meals required each day 10.00am on the day that the meals are required, including details of the number of dietary requirements. * A suitable identification system for pupils with dietary requirements, lifestyle choice, allergies and intolerances. * The number of packed lunches required for outings to be notified a minimum of five (5) Working Days in advance. * Payment of the agreed number of meals which have actually been served, excluding spillages. * Collect payments of paid meals * To provide a trained first aider |
| 15 | **Outputs** to be provided by the Service Provider.   * Operational Plan * Staffing of high quality with appropriate qualifications * Contingency Plan to minimise risk of service disruption failure. * Communications System, to include customer service in relation to children and parents. |
| 16 | End of contract, contractor to provide as a minimum:   * Full TUPE information in a timely manner. * Training records for staff |