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# Education and Skills Alternative Delivery Model

## Service Specification

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<b>Service name</b>	Catering Service
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## **1 Not used**

## **2 Service overview**

### **2.1 Introduction**

- The Catering Service provides school meals to the majority of schools in the borough.
- The Catering Service provides the council's staff and civic catering service and catering for external organisations.
- The service provides advice on catering and infrastructure development both to other services within the council and to partners.

### **2.2 Service outcomes**

- Provision of meals to schools and other customers.
- Compliance with statutory requirements.
- Meals compliant with the Government Food Standards.
- Maintain the Food for Life Silver Catering Mark.
- Food safety assurance for schools.

### **2.3 Service challenges**

- Ensuring compliance with Government Food Standards.
- Increasing and maintaining business in both the public and private sector.
- Staying within budget and returning a profit.
- Managing food price volatility to ensure high quality with cost certainty for schools.
- Achieving the bottom line.

## 2.4 Scope of the service

### School Meals

- The Catering Service enables schools to meet their statutory requirements in relation to the Government Food Standards.
- The service provides over 17,000 meals a day to the Primary and Secondary sector in 83 schools across the borough.
- The service operates a Kosher Central Production Unit under a Kedassia licence providing 2500 meals per day.
- The service provides catering to two Primary and two Secondary Special Schools which require significant additional resourcing.
- The workforce comprises approximately 310 staff working predominantly on a part time, term time basis only.
- The Catering Service also provides specialist catering for specific dietary requirements for faith groups and in relation to specific dietary needs.
- The service creates varied menus which are nutritionally balanced to achieve healthy outcomes and to maintain customer take-up.
- Contract monitoring both for those schools where we provide a catering service and also for schools who provide their own catering service.
- Gives guidance and specialist support on service development to meet the changing needs of schools.
- The service provides advice on kitchen and infrastructure development both to other services within the council and to partners in relation to the development of school premises.

### Staff and civic catering

- The Catering Service provides the council's staff and civic catering service and catering for external organisations:
  - The Staff & Civic Catering provision operates primarily out of the Atrium. The Atrium serves three key functions: the Atrium Café, Function Catering, and Civic Catering.
  - The Atrium Café provides food throughout the day to users of NLBP including visitors.
  - It operates from 7.30 am to 4.30 pm, and outside those hours and at weekends when functions require catering.

- There is no menu cycle and food is provided café style and customers make their own selections.
- There is always a range of hot meals, vegetarian meals, cold snacks, sandwiches and drinks. A salad bar and fresh fruit bar.
- Coffee, other hot drinks and home-made cakes and pastries are always available.
- The Atrium supports the council's Healthy Eating promotions and promotes healthy menu choices. Special dietary requirements are catered for as required.
- Various promotions take place related to key events throughout the year such as Christmas and Easter, the World Cup and Royal Events, and special menus are provided for each season.
- The Atrium serves as the Function Catering Hub from which we service the function requirement to all users including schools.
- The function catering service is based on providing a full range of choices to customers and the menu will be decided on an individual basis in discussion and agreement with the customer. A suggested menu is provided if required and this can be amended to meet the specific needs of the customer.
- Meetings and events are serviced from the Atrium Hub, including corporate and civic events and full Council meetings. These may be served within NLBP or at any other location, and range from small meetings requiring tea and coffee provision to full silver service and event catering.
- Certain key civic events such as the Annual Council Meeting and Civic Dinners for Barnet's twin towns and other civic guests commonly take place in the Town Hall. There is a small satellite kitchen in the Town Hall which is used for finishing and preparing for service.
- Some of these events require to be fully Kosher with a Shomer present. This year, for example, the Annual Civic Service will take place in the Hendon Synagogue on a Sunday, and we will provide the catering at that location. Most civic functions will require some element of Kosher provision.
- The key principle to all of these operations is flexibility and responsiveness. We are there to provide an enabling and supportive service to support the council's core operations. This will often require that we provide catering to significant events and

meetings at very short notice. This will mean that requests may be by e-mail, telephone or by visiting our offices and our task is to be flexible enough to meet the need of the customer (at no additional cost).

**3 Not used**

**4 Service requirements for others – TRADED SERVICES**

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM1	School Meals	To guarantee to the level achievable by Good Industry Practice the daily provision of school meals to all pupils.	<p><i>Variable depending on school</i></p> <p>Daily provision during term times. Average take-up for Primary Schools as indicated for specific sites, subject to seasonal variation, and variation due to operational requirements of schools.</p> <p>Secondary school locations are operated as business units and assessed by income. Indicative figures based on current business levels as indicated for each site.</p>	

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM2	School Meals	<p>The menus and food (for breakfast, where provided, and lunch) should be compliant with the School Food Standards and the Food for Life Silver Catering Mark (as revised during life of contract), save that Kosher provision is and will remain non-compliant in relation to the requirement for dairy products. Halal meals will remain non-compliant with Food for Life Silver Catering Mark if not prepared fresh on site. Themed menus may not always be compliant with these standards with the schools prior approval</p>		<p>School Food Standards and Food for Life Silver Catering Mark</p>
SM3	School Meals	<p>The service is provided at the Premises during the number of Trading Days and at the Service Times specified within the [specific requirements document] for each school. The number of trading days will vary depending on the academic year dates, some years more than 190, some less. It should be noted that flexibility within these numbers is key for the individual school requirements, for example for school trips, sports days and other specific closures. Also between the months of October and November a number of Jewish schools choose not to have a meal on a Friday so as to ensure that pupils may return home during daylight hours.</p>	<p>Set out in the specific requirement document (traded services agreement) for each school.</p>	
SM4	Nutrition	<p>Compliance with Voluntary Food and Drink Guidelines for Early Years Settings, (relates to tea time provision and snacks etc.). The service does not currently provide these - they are the responsibility of the school. The item is to cover the possibility that a school may request</p>		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
		the service to include these services in the future, in which case the provider should be in compliance with the voluntary guidelines.		
SM5	Allergen information	The contractor shall provide allergen information available on request to schools, children and parents for all food options at each location.		EU Food Information for Consumers Regulation (EU FIC)
SM6	Religious and cultural requirements	Arrange for a kosher or halal meal service to be on offer for schools that require it. Specific requirements for each school will be set out in [specific requirements document]		
SM7	Special dietary needs	Include food to cater for specific dietary needs for any pupil with an allergy, intolerance or medical condition, upon receipt of confirmation from a medical practitioner.		
SM8	Costs incurred in provision of service	Responsible for all costs incurred in the production and provision of meals, including food, employee costs, transport, insurance, cleaning materials, stationery, telephone costs, disposables and light equipment. For Kosher CPU kitchen, to also be responsible for refuse collection.		
SM9	Additional mealtime requirements	Delivery of service provision within agreed times as set out for each school. Additional requirements such as the moving of furniture are also as set out in the specific requirements for each school.		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM10	Additional requirements	Cash collection not currently required in Primary Schools. Various methods of cash collection in Secondary Schools in accordance with the service agreement with individual schools. Secondary schools to be responsible for transaction costs associated with the cashless systems for online payments, unless otherwise agreed with the school		
SM11	Deliveries to the school	Deliveries will be made between the hours of 8.00am to 2.30pm. Special arrangements are in place for certain schools to avoid vehicles entering the premises at break times as set out in the specific requirements document for each school		
SM12	Menus	A menu cycle of four weeks or fewer comprising a number of choices, as set out in specific requirements document for each school. In Secondary Schools the menu also comprises a wide range of individually priced items. There is also a requirement for a three week menu cycle in Jewish schools, with a wide range of individually priced items in secondary Jewish schools.		
SM13	Menu	Packed lunches are provided for school trips and special events subject to appropriate notice being given. A minimum of five items per packed lunch is required, compliant with School Food Standards as set out in SM2, save that Kosher provision is and will remain non-compliant in relation to the requirement for dairy. Halal meals will remain non-compliant with Food for Life Silver Catering Mark if not prepared fresh on site		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM14	Menu	A traditional Christmas lunch menu will be provided in all schools at no extra cost in December on a date to be agreed with each school. This is not required for Jewish School. The service provider will be required to supply Christmas crackers or Christmas hats for primary school pupils having Christmas lunch at no extra cost to the school.		
SM15	Menu	Themed menus may be required periodically in consultation with schools on a school by school basis.		
SM16	Menu	Seasonal menu choices should reflect produce which is freshly available according to season.		
SM17	Menu	Base menus are customised on an individual school basis if required, whilst also meeting with requirements of SM2.		
SM18	Menu	Portion sizes should be compliant with School Food Standards		School Food Standards
SM19	Sustainability	All menus should be Food for Life Silver standards menus. save that Kosher provision is and will remain non compliant in relation to the requirement for dairy.		Food for Life Silver Catering Mark and Service Specification
SM20	Control of Waste	Minimise the level of food waste. To have systems, processes, training programmes and equipment which minimises food waste and reduces consumption of resources and to monitor, measure and report on food waste and resource usage.		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM21	Disposal of Waste	Bins will be provided by the school in a designated bin area. The number of bins will be set down in the specific requirements for each school. The service provider will be responsible for the provision of bins at the Kosher CPU.		
SM22	Environmental protection	Minimise the impact on the environment by conserving water, energy and consumables.		
SM23	People and management	Staff working on school premises are subject to an enhanced DBS check and cannot be allowed to start work in a school without two satisfactory references. Staff based in the office will not be required to be DBS checked.		
SM24	Continuity of Assured Service Provision	Provide to the extent of Good Industry Practice adequate staffing levels to maintain service provision and delivery throughout the service.		
SM25	Provision of services to sites without kitchens	1. Other than the food being cooked off site there should be no difference in terms of menu content, portion sizes or quality. 2. Several Jewish schools have no washing up facilities on site and the dirty plates etc. have to be returned to the Kosher CPU to be washed up. Site specific details will be set out in the specific requirements of each school.		
SM26	Access arrangements and Security	Access to the school is determined on a site by site basis as set down in the specific requirements for each school. If keys are provided to ensure staff are responsible for the security of the site and if keys are lost, to be responsible for the cost of replacement keys or change of locks, as required by the school.		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM27	Food safety and hygiene	<p>Establish and maintain an appropriate HACCP (Hazard Analysis and Critical Control Point) based food safety management system. The service provider will meet the Food Safety and Hygiene Regulations (2013) to ensure the provision of a safe food supply. An efficient system of monitoring and recording temperatures of cold, stored and hot stored food including deliveries and core cooking temperatures should be applied in all cases.</p> <p>The key steps should include:</p> <ul style="list-style-type: none"> <li>• Implement the provider’s Food Safety and Hazard Analysis Systems</li> <li>• Induct and train staff correctly</li> <li>• Carry out refresher food safety training</li> <li>• Record all training fully</li> <li>• Implement hazard analysis system and risk assessments.</li> </ul>		
SM28	Use of kitchen facilities – heavy equipment	<p>The school will be responsible for the provision, maintenance and servicing of heavy equipment within the kitchen to enable the provision of meals as set down in the specific requirements of each school. The service provider will ensure procedures are in place for the reporting of and notification of equipment faults and breakdowns and will be expected to notify the school of any faults or equipment breakdown as soon as they occur.</p>		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM29	Use of kitchen facilities -light equipment	There should be sufficient light equipment in the kitchen to ensure that the service can be provided as set down in the specific requirements for each school. The inventory shall be maintained throughout the year at no cost to the school.		
SM30	Cleaning of premises and equipment	Provide all cleaning equipment and materials		
SM31	Disaster Recovery and business continuity	Put in place and agree with the Council suitable business continuity plans to identify and respond to potential critical events impacting on service disruptions. The must be able to support emergency planning in the borough, including an emergency provision for feeding being made within schools and elsewhere in the borough in emergency centres.		
SM32	Communication systems	There is a requirement for all kitchens to be contactable by telephone. All costs to be borne by the service provider as set out in the specific requirements for each school.		
SM33	Reheating of food policy and practice	The reheating of cooked food is not allowed with the exception of specific commercially produced menu items.		
SM34	Stakeholder engagement	<ul style="list-style-type: none"> <li>• The service provider shall communicate with schools on a regular basis with regard to menu changes and service provision.</li> <li>• Parent and pupil food tastings are offered at no cost to the school.</li> <li>• Regular meetings with School Councils also play an important part in customer satisfaction levels.</li> </ul>		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM35	Development of Provision	Subject to continual improvement and change including changes in legislation.		
SM36	Promotional Materials	To market and promote the food service to ensure that pupils are actively engaged in food production, preparation and healthy eating. To engage parents in the food service.		
SM37	Health and Safety	Establish and maintain an effective documented management system to comply with health and safety requirements.		
SM38	First Aid	Compliant with the Health and Safety at Work Act (1974). The service provider will be responsible for supplying all necessary first aid supplies in the kitchen and for restocking on a regular basis. All staff in the kitchen should be aware of who the School's First Aid representatives are.		
SM39	Fire Precautions	<ul style="list-style-type: none"> <li>Compliant with the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999).</li> <li>The service provider shall ensure that all staff fully understand the School's fire and emergency evacuation procedure and that staff take part in all fire alarms/drills when on the premises.</li> <li>Staff should also be aware of how to turn off all gas and electrical appliances.</li> </ul>		
SM40	Uniforms	Employees are to be provided with suitable protective clothing to ensure compliance with food hygiene regulations.		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM41	Personal Protective equipment	Compliant with Personal Protective Equipment at Work Regulations (1992).		
SM42	Manual handling	Compliant with the Management of Health and Safety at Work Regulations (1999) and the Manual Handling Operations Regulations (1992).		
SM43	Hazard Analysis and Critical Control Point (HACCP)	Compliant with the Food Safety and Hygiene Regulations (2013)		
SM44	Risk assessments	Compliant with the Management of Health and Safety at Work Regulations (1999)		
SM45	Safeguarding	Enhanced DBS checks for all staff except office-based staff who do not have unsupervised access to children.		
SM46	Specialist Technical Advice	The service provider is expected to be able to offer specialist technical advice and support in the design and development of new kitchens and the refurbishment of existing kitchens.		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
SM47	Staff & Civic Catering	<p>Provide high quality, cost-effective staff catering at the Atrium until the council relocates its office staff from NLBP in September 2017. The lunch-time offer must include a range of hot meals, vegetarian meals, cold snacks, sandwiches and drinks. Cold snacks and hot and cold drinks should be available between 7.30am and 4.30pm.</p> <p>Provide a flexible and responsive civic catering service across all permanent and temporary locations both in and outside the borough as required, including:</p> <ul style="list-style-type: none"> <li>- Day to day food and drink provision and catering for meetings, conferences, training events and to meet other function catering requirements.</li> <li>- Catering for key civic events such as the Annual Council Meeting and Civic Dinners for Barnet's twin towns (usually at Hendon Town Hall).</li> <li>- Kosher provision for these events when required (with a Shomer present as necessary).</li> </ul> <p>The provider will be the preferred provider of civic catering subject to annual agreement on a schedule of rates.</p>		
SM48	Emergency Food Provision	<p>In the event of a borough emergency and residents have to be moved to a nominated rest centre it may be necessary to provide out of hours catering for significant numbers of</p>		

Ref	Function	Service Requirement	Current key volumes or frequency requirements	Applicable service standards
		people. The contractor will need to be part of the Borough's emergency communications system and to take part in emergency planning. Kitchen locations for emergency planning will need to be located and agreed with the Emergency Planning team.		
SM49	Specific requirements documents	Compliance with the specific requirements document agreed with each school, setting out, for example, meal times, number of sittings, volumes, special dietary needs, out of hours provision etcetera.		

**5 Key interfaces / Relationships**

Interface	Details (please add details if there are any particular complexities or expectations)
CSG – finance, HR, IT	
Direct contact with multiple schools	
Members	
Customer Contact Centre	

**6 Performance indicators**

See spreadsheet: 'SKPI performance bands and list of all PIs - 15.9.15'.

**7 Data room documents**

**File path on 4Projects**

London Borough of Barnet > Education and Support Services > Education Services > Data Room > Service Information > Service Specifications > Catering Service data room documents

Ref	Document name	Link or file name on 4Projects	Description