

# Client Services



## Catering Packages for Schools

**2015/16** *(updated Oct 15)*

*“Client Services can offer flexible packages tailored to meet the needs of those schools in contracts and also schools who have undertaken their own In-House service arrangements. Although schools are able to negotiate their own contracts, this also puts more responsibility on the school. Whichever services you choose, Client Services can support you and help reduce the risks to the school.”*

## **Contacts**

Room 2.33, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ

General Enquiries 03000 416050

### **Client Services Managers (Catering)**

West Kent and Swale

Tracy Davis 07786 191396 [tracy.davis@kent.gov.uk](mailto:tracy.davis@kent.gov.uk)

East Kent, Maidstone, Shepway and Ashford

Joanne Taylor 07786 191397 [joanne.taylor2@kent.gov.uk](mailto:joanne.taylor2@kent.gov.uk)

Head of Service

Janet Stein 07740 183708 [janet.stein@kent.gov.uk](mailto:janet.stein@kent.gov.uk)

<b>Core Offer</b>	<b>Cost</b>	<b>Page</b>
Catering Contract Management Package A	£795 per year	4
Catering Service Monitoring Package B	£595 per year	5
Single Site Catering Contract Management Package C	£795 per year	6
In House Catering Support Package Package D	£995 per year	7
<b>Ad hoc Packages</b>		
Kitchen Audit	Lunchtime visit + report £449	8
Servery Audit	Lunchtime visit + report £349	8
Contract Letting Service - Based on value of contract	<£50K - £500 >£50K - £1000	9
Financial Audit	Full day on site + report £499	10
Kitchen Design	7.5% of full project cost	10
In-House Catering Set Up	Half day + documentation £299	11
Food Hygiene Best Practice Guide & Procedures	114 page document £45	11
Food Standards Compliant Menu	£250 per 3 week menu	12
Catering Manager Recruitment	2 site visits + documents £399	13
Catering Risk Assessment	Full day + documents £499	14
Hourly Charge	£90 per hour	14

# Core Offer Packages

## Catering Contract Management Package A

*Minimum commitment of 12 months*

This service is for any school which has made use of the school meals framework agreement which commenced on 1<sup>st</sup> August 2012. All schools have the opportunity to join the Framework at any point during the 4 year contract.

- ◊ Contract Procurement - to include specification and all procedures up to award
- ◊ Ensure legislative standards are being met
- ◊ Advice on all matters relating to food safety and health and safety as they affect your catering service
- ◊ Review menus to ensure compliance with national requirements and contract conditions
- ◊ Liaison with contractors to ensure that procedures and processes meet the needs of the school and the contract
- ◊ Monitoring performance of the catering provider against the specified requirements
- ◊ Site-specific problem solving and trouble shooting service
- ◊ Audits of catering premises and provide feedback identifying areas which are causing concern and may be subject to enforcement officers reports
- ◊ Telephone advice during office hours

## **Catering Service Monitoring Package B**

*Minimum commitment of 12 months*

This service is offered to those schools that have opted to make their own arrangements for the provision of school meals. This might be with a Private Contractor or an In-House catering team.

This package includes two full audits covering the lunchtime service each year. Written reports will be provided for the school. Telephone support and advice is available during normal office hours.

Full audit to include:

- ◇ Food hygiene and health and safety
- ◇ Food quality
- ◇ Compliance with Government Food Standards
- ◇ Service delivery
- ◇ Cleaning
- ◇ Working practices and staff capability
- ◇ Risk assessment audit
- ◇ Food management advice

This service is suitable both for schools with on-site production kitchens and those who receive transported meals.

## **Single Site Catering Contract Management Package C**

*Minimum commitment of 12 months*

This service is for any establishments who have made individual arrangement with a private catering contractor. The package offers a greater level of support than the Catering Service Monitoring package, but without the need for the school to be part of the school meals Framework Agreement.

The Client Services team will support you with management of your school meals contract by dealing directly with the contractor on your behalf.

- ◊ Advice on contract procurement
- ◊ Ensure legislative standards are being met
- ◊ Advice on all matters relating to food safety and health and safety as they affect your catering service
- ◊ Review the menus to ensure compliance with national Government standards
- ◊ Liaison with the contractor to ensure that procedures and processes meet the needs of the school and the contract, in accordance with the terms of your individual contract agreement
- ◊ Monitor performance of the catering service provider against the specified requirements of your individual contract
- ◊ Site-specific problem solving and trouble shooting service
- ◊ Audit the catering premises and provide feedback identifying areas which give cause for concern and may be subject to enforcement officers reports
- ◊ Telephone advice during office hours

This service is suitable both for schools with on-site production kitchens and those who receive transported meals.

## **In House Catering Support Package D**



*Minimum commitment of 12 months*

This support package is for any establishments who have set up a direct labour, in house catering service. It is the responsibility of the governing body to ensure that the school meets its statutory obligations, including those related to school food but help is at hand from the Client Services team.

Client Services cannot actually manage your catering team as they are employed by the school but we can assist with the day to day running of your kitchen. This will save the school money and time by using expertise built up over many years delivering the catering services in KCC special schools.

- ◊ Regular site visits to the school and kitchen
- ◊ Telephone advice during office hours for the school and catering team
- ◊ 2 formal audits of the catering service providing feedback to the Governing Body
- ◊ Cleaning and out of hours inspections
- ◊ Site-specific problem solving and trouble shooting service
- ◊ Advice on equipment repairs and Capital replacements
- ◊ Improved working practices and staff capability through onsite coaching and training
- ◊ Help with recruitment including job descriptions, person specifications and interviews
- ◊ Assistance with the Kent TCP and appraisal scheme
- ◊ Support to adjust workloads according to staffing levels and meal numbers
- ◊ Support to ensure the quality of food served is of an acceptable standard and meets Government requirements and the needs of the pupils and staff

Schools purchasing this package will receive the In-house start up documentation at no additional cost.

## **Ad hoc Packages**

### **Kitchen Audit**

This package is a one-off full audit of your catering service where a school has a production kitchen on site. This will be for up to 4 hours & include monitoring of the lunchtime service. A written report will be sent to the school following the audit. It would be advantageous for the school to highlight areas of concern prior to the audit.

### **Servery Audit**



This package is a one-off full audit of your catering service where a school receives meals from another establishment. The visit to your servery will be for up to 3 hours including monitoring of the lunchtime service. A written report will be sent to the school following the audit. It would be advantageous for the school to highlight areas of concern prior to the audit.

Full audits include:

- ◊ Food hygiene and health and safety
- ◊ Food quality
- ◊ Compliance with Government Food Standards
- ◊ Service delivery
- ◊ Cleaning
- ◊ Working practices and staff capability
- ◊ Risk assessment audit
- ◊ Food management advice

**When taking either the Kitchen or Servery Audit, a school should consider that if they should require support through out the year then they would benefit from the additional services included in the Catering Services Monitoring package.**

## **Contract Letting Service**

Client Services are able to support an individual school or group of schools wanting the independence of a single site or group contract. When undertaking procurements schools must do so in compliance with the Scheme for Financing Schools and the individual school's finance policy. Support packages are based on the estimated contract value over the term of the contract.

**Less than £50k - At least three written quotations must be obtained.**

The support can include -

- A draft school meals specification to be used as the base of your proposal and adjusted to include site specific requirements
- Invitations to quote to procure best value

- Evaluation using a fair and transparent method to ensure compliance with food safety, health & safety legislation and Government food standards
- Arranging evaluation of standards through site visits
- Contractor interviews
- Contract award letters
- Supplier debrief

**Over £50k**, a competitive tender and compliant procurement process must be followed. If over £172,514, it becomes OJEU procurement. Client Service will work in partnership with the Schools' Buying Club to provide schools with a compliant tendering method that ensures market competition for best quality and best value.

The support can include all the services with in the previous package plus -

- Advertising the contract as appropriate
- Procurement plan and schedule
- Management of PQQ and ITT
- Fair and transparent clarifications
- Financial checking
- Draft contract terms and conditions
- Set and agree KPIs
- Termly / annual service performance reviews
- Management of any process challenge
- Information on other areas where the school could save money!

*'Should a school decide to pull out before the procurement process is complete or choose not to award the contract, a fee will be applied'.*

**When purchasing this contract letting service, you also commit to purchase the Catering Contract Management package for the life of the contract to ensure that standards of the contract are maintained.**

## **Catering Financial Audit**

Planning and working to a budget is an important part of running your own In House catering service or contract with a private company. With so many variables this may seem like a big challenge. However Client Services can support you along the way.

The audit will include a review of current arrangements and identify how improvements can be made –

- Food purchases – competitive pricing
- Non food purchases
- Staffing costs
- Spend per head
- Uptake on Free School and paid meals
- Advice on increasing uptake

- Profit / loss balance
- Access to KCC bookwork & record keeping procedures
- Dinner Register Management (control of debts)

## **Kitchen Design**

Our experienced team is comprised of knowledgeable school meals caterers who are competent in kitchen design and project management.

This package Includes:

- Advice on commercial kitchen equipment suppliers and installers
- Advice on materials such as floor and wall coverings
- Work with contractors to prepare drawings while identifying the needs of the school meals service within your particular establishment
- Realistic proposals that meet your pre-set budget
- Compliance with current food hygiene and health and safety legislation
- Budget monitoring
- Liaison with all parties throughout the scheme, to ensure smooth running of the project and that all timescales are adhered to

## **In-House Catering Set Up**

If you choose to set up an in-house school catering service - the school owns and manages the service. The school will be responsible for and have to manage all legal requirements, such as health and safety, Nutritional Standards and food safety. But help is at hand – Client Services can make the process much easier for you by providing much of the documentation, policies and procedures you will require on one disc. We will spend up to 3 hours with the Catering Manager or person responsible to explain how to manage and run this new business effectively and safely.

The Package includes:

- Food hygiene best practice guide and procedures
- Temperature record sheets

- Training record cards
- Daily record sheets
- Information on food purchasing
- Care & use of equipment
- Guidance on responsibilities and how to make this a success
- Best practice guide for increasing uptake of school meals

## **Food Hygiene Best Practice Guide and Procedures**

Managing your catering business effectively is vital for food safety. Food hygiene regulations say that you must be able to show and have written down, what you do to sell food that is safe to eat. This guide has been developed over many years and done all the hard work for you. It identifies good practices which should be followed at all Kent County Council food premises. It also gives the food operator sample documents, record keeping and policies to use. All this information will assist you in achieving a good score in the National Food Hygiene Rating Scheme.

This guide has been up dated to include advice and safety tips to prevent an outbreak of E-Coli food poisoning.



## **Food Standard Compliant Menu**

School Governors are responsible for ensuring that the school food standards are being met in their school. They are responsible for choosing the dishes that should be served and the ingredients used. The new standards are based on recommendations made by the School Food Plan. They follow general public healthy eating guidance, encouraging schools to provide a wide range of foods across the week giving a better balance of nutrients.

These new standards are mandatory from January 2015 and will apply to all local authority schools plus new academies and free schools.

Client Services are experienced in nutrition and menu writing so can provide this service for you.

This package will include

- A summary of the mandatory food-based standards
- Top tips
- 3 week compliant menu with recipes and food specifications
- Compliant portion sizes and food groups
- Support to managing food allergies and intolerances
- Compliance with allergy legislation Dec 14
- Checklist to use for lunchtime standards and food other than lunch
- Provision of the evidence required when Ofsted monitor the way a school approaches healthier eating

## **Catering Manager / Cook Recruitment**

Many of you will be experienced in recruiting school staff such as teachers but when it comes to taking on a new Catering Manager or School Cook, you might ask yourself if you have the knowledge and understanding of the role to employ the best person for the job.

The School Cook face the challenge of preparing nutritious meals which children will actually eat and has an important role within the school. In addition to practical cooking experience and an ability to organise and manage people, other specific skills include: budget and stock control, understanding how to plan a menu that meets the government standards, creative skills, communication skills and being able to relate to children.

This package will include advice and support with

- Job description and person specification
- Successful advertising of the post
- Short listing people to interview
- Attendance on interview day prepared to ask candidates appropriate food hygiene and safety based questions
- Identification of future training needs

The cost of this package will cover a maximum of 2 visits to site plus provide appropriate documentation

## **Catering Risk Assessment**

In order to manage health and safety, employers are required to carry out risk assessments and record the significant findings. This involves identifying and assessing workplace hazards faced by employees, contractors, visitors and members of the public and putting in place suitable arrangements to control these risks. The school kitchen may be an area where you need the support of a competent person to carry out the risk assessments within KCC standards.

This package will include us visiting the site to work with a representative from the school to produce the written Risk Assessment which will cover areas such as -

Goods receipt

Storage of chemicals

General movement around the kitchen  
Use of equipment & knives  
Dining room furniture  
Fire procedures  
Gas safety

The cost of this package will cover one full day on site and provide the school with a written Risk Assessment

## **Hourly Charge**

For any other support, site visits etc these will be charged at our hourly rate.

## **Training**

Client Services are able to offer a full range of training packages which include NVQ courses, Chartered Institute of Environmental Health courses, Food Hygiene, Nutrition, and Health and Safety training.

For more details and to reserve a place please use the CPD on line website

**The parties shall abide by the EduKent Terms & Conditions if they decide to buy into these Services. These Terms & Conditions can be found on the EduKent website [edukent.co.uk](http://edukent.co.uk)**

**Client Services can be found under**

## **“Infrastructure Support”**

***Catering, Cleaning, Caretaking & Refuse Collection***

**[www.edukent.co.uk](http://www.edukent.co.uk)**