

Service Level Agreement Catering Service

Secondary Schools

April 2015 – March 2018



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1.0 INTRODUCTION

1.1 The Agreement

This is a Service Level Agreement (SLA) between School Catering and Cleaning Service, Education Department and Secondary Schools to provide a comprehensive Catering Service.

1.2 The Service

Catering

The main objective is to deliver a high quality, value for money service, which is responsive to our customers' need. Being part of Gwynedd Council, we acknowledge our duty to the local community in providing it with a quality service that gives good value to the people of Gwynedd.

To provide a high standard of service by means of management control and guidance, cost effective procedures and processes and by providing good quality, relevant training to all employees.

To deliver all services bilingually and to treat our customers with courtesy and respect.

With the employment of a professional management team and a skilled workforce, and by applying consistent quality standards, we aim to provide a good quality, nutritious selection of meals for pupils and staff

1.3 Methods of Provision

The service will form a partnership with the Schools in order to provide a good quality and nutritious food for all pupils, staff and visitors in line with their individual requirements.

We have two quality documents, a Quality Policy File and a Kitchen Manual, that that are issued to each site. These manuals contain defined procedures and policies.

To achieve full compliance with the required quality standards and to seek continual improvement in the Catering Service, the School Catering and Cleaning Service Management Team will monitor the standards regularly and will report back to school staff and Head Teachers.

The Service will employ sufficient persons to ensure that the service is provided at all times in all respects to the required specification.

All staff has been trained and is qualified to the Basic Food Hygiene/ Food Safety Level 2 and the Cook in Charge will have received training on Nutritional Values. All staff have received the Safeguarding Level 1 training.

We have a Food Procurement strategy to ensure that our contract with food suppliers meets our high standards in traceability and that they conform with the Food
Secondary Schools

Hygiene and Safety Regulations

All products and equipment have been tested and fall in line with the Environment safety guidelines. Induction training includes Safe Use of Machinery.

One strong feature of our procedures is our Menus. These are planned in advance using dishes with standard recipes that can be nutritionally analysed to provide both a “Food Analysis” and a “Nutritional Analysis” as required by the Healthy Eating in Schools (Wales) Measure 2009 and the Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013.

The service will respond immediately to any non compliance or complaints received.

The Catering Service will comply with the Food Safety Act 1990 (Amendment) Regulations 2001, The Food Hygiene (Wales) Regulations 2006 and the Food Hygiene Scores Regulations (Wales) 2013.

The Catering Service will comply with the Health and Safety at Work Act 1974, together with all regulations, approved codes of practice and other supplementary legislation, report any injuries, diseases or dangerous occurrences under the RIDDOR regulations 2013.

1.4 Confidentiality

The Catering Service will ensure that all staff abide with the confidentiality of any data, that information is stored securely and that there are no doubts concerning the confidentiality of the information.

The Catering Service will conform in full with data protection legislation.

1.5 Solving Disputes

Any complaint or comments about the Service should be referred immediately to the Cook in Charge and School Catering and Cleaning Manager. The School Catering and Cleaning Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. In the event of agreement not being reached, the dispute should be referred to the Senior Ancillary Services Officer.

1.6 The Duration of the Agreement

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

1.7 Terminating the Agreement

Three months written notice will be provided by either party before terminating the agreement.

2.0 Core Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

2.1 Catering Service – Overview

2.1.1.	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
	<p>Wholesome, nutritious and tasty food for pupils and teachers</p>	<p>Ensure that the catering services provides the required quality and quantity of food at the specified time</p> <p>Follow site Hazard Analysis and Critical Control Points System (HACCP) daily catering.</p> <p>Ensure the food served meets with the Healthy Eating in Schools(Wales) Measure 2009 and The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013</p> <p>The Quality Policy – Catering Service</p>	<p>Daily</p>	<p>To take responsibility of all the school meal service of the school.</p> <p>Ensure adequate trained staff to be on site.</p> <p>To issue clear instructions to site staff on correct requirements</p> <p>To ensure that the school meal is in accordance with the Kitchen Manual and Recipe File</p> <p>Colour coded systems in place to eliminate cross contamination especially in the toilet facilities.</p> <p>To provide a Kitchen Manual and Recipe File.</p> <p>To provide a Health and Safety Policy</p> <p>To co-operate with school staff for any minor changes e.g. parents evenings, school plays, trips</p>	<p>Repair and maintain the fabric of the kitchen. Provide water, gas and electricity. Arrange any additional requirements.</p> <p>To give site staff information on any changes to routine e.g. parents evening and school trips</p>

2.2 Assured Safe Catering

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.2.1.	Ordering	Purchase of supplies through approved suppliers Supplier's Contract Specification The Kitchen Manual	As required	Ensure adequate stock levels Keep records of all orders	Inform the Cook in Charge of any special occasions that may require additional items
2.2.2	Receipt of Food	The Kitchen Manual	As required	Check delivery for temperature, 'Use by Date', quality and quantity Report any deficiencies to supplier	
2.2.3	Storage of Food	The Kitchen Manual	Daily	Ensure that all food is stored according to manufacturer's instructions Ensure that all food retains labels for traceability Label food in accordance with instructions in order to maintain traceability	
2.2.4	Preparation	The Kitchen Manual	Daily	Ensure that equipment required is available and in working order Plan the work procedures for the day's menu Ensure that food is defrosted in advance	
2.2.5	Cooking	The Kitchen Manual The Recipe File	Daily	Start the cooking process at the appropriate time with regard to service time(s) Take into account specific food hazards - poultry, red kidney beans etc Adhere to the dietary requirements of pupils with allergies Probe hot and cold high risk food and maintain records	

2.2 Assured Safe Cateringcontinued

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.2.6	Cooling	The Kitchen Manual	As required	<p>Ensure that food is cooled to the correct temperature within the specified time</p> <p>Ensure that cooled food is at the correct temperature prior to chilling or freezing</p>	
2.2.7	Hot-Holding	The Kitchen Manual	Daily	<p>Ensure that temperatures are maintained to the correct level.</p> <p>Probe hot and cold high risk food and maintain records</p>	
2.2.8	Reheating	The Kitchen Manual	As required	<p>Ensure that reheated food reaches the correct temperature</p> <p>Probe the food and maintain records</p>	
2.2.9	Chilled Storage	The Kitchen Manual	Daily	<p>Storage of food according to manufactures instructions</p> <p>Labelling of all prepared food with to comply with storage times</p> <p>Ensuring that stored food is positioned in accordance with instructions</p>	
2.2.10	Service of Food	The Kitchen Manual	Daily	<p>Use of correct utensils to comply with hygiene and quantity requirements</p> <p>Ensuring all pupils received a wholesome, nutritionally balanced meal</p> <p>Ensuring that employees can answer questions regarding the ingredients and other relevant enquiries concerning Food Allergies and Intolerances</p>	

2.3 Nutrition					
	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.3.1.	Meeting Nutrition requirements	The Healthy Eating in Schools(Wales) Measure 2009 and The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Attend the North Wales Appetite for Life Catering Network group.	Give guidance to ensure that improving health is important. Ensure that all aspects of the school community contributes to develop policies and ethos in accordance with The Healthy Eating in Schools(Wales) Measure 2009 and The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013
2.3.2	Menus	The Healthy Eating in Schools(Wales) Measure 2009 and The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Plan menus in advance using dishes with standard recipes that can be nutritionally analysed to provide both a "Food Analysis" and a "Nutritional Analysis" as requested by The Healthy Eating in Schools(Wales) Measure 2009 and The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013 Plan special diets for individual pupils when required in accordance with the supporting medical advice.	
2.3.3	Fresh Produce	The Healthy Eating in Schools(Wales) Measure 2009 and The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Provide and promote a menu and recipe development programme to show the menu is compliant with the food based standards e.g. fresh fruit and vegetables, oily fish and fresh meat etc used in the school kitchen.	

2.4 Training of Staff

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.4.1.	Ensure that all staff is trained to Level 2 Food Safety Award and Quality System.	Ensure that the training is fulfilled	All staff to receive the induction training within 5 days of commencement	To ensure that all staff are fully in compliance with all the training requirements. Training to include kitchen hygiene, colour coded systems, safe use of machinery, COSHH and Risk Assessments, Health and Safety Policy. Full induction package for all.	To allow appropriate on site training to take place
2.4.2.	Ensure all staff receive Level1 Safeguarding training	Ensure that the Level 1 training is fulfilled	Every 3 years	To ensure that all staff are fully in compliance with the training requirements	To allow appropriate on site training to take place

2.5 Kitchen Hygiene

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.5.1.	Good kitchen hygiene and prevention of cross-contamination	<ul style="list-style-type: none"> Food Safety Act 1990 (Amendment) Regulations 2004 The Food Hygiene (Wales) Regulations 2006 The Food Hygiene Scores Regulations (Wales)2013 	Daily	To take responsibility for kitchen hygiene and food safety in the school kitchen Ensure adequate trained staff to be on site. To comply with all recommendations noted in a report following an inspection by an Environmental Health Officer	To comply with all recommendations noted in a report following an inspection by an Environmental Health Officer
2.5.2	Work procedures	The Kitchen Manual	Daily	To issue clear instructions to site staff on correct procedures To comply with the colour coded method in order to eliminate cross-contamination	To comply with the colour coded method in order to eliminate cross-contamination
2.5.3	Fitness to work	Food Handlers: Fitness to Work - Regulatory	As required	To ensure compliance with the guidelines with regard to reporting, recording illnesses and staff returning to work following illnesses.	To keep the service informed of any illnesses circulating in pupils and staff

2.6 Cleaning Procedures

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.6.1.	Cleaning of kitchen, dining area and kitchen toilets	The Kitchen Manual	Daily, Weekly, Monthly and Holiday Cleaning	<p>To ensure that all staff receive training in cleaning procedures</p> <p>To provide adequate and sufficient cleaning equipment and chemicals</p> <p>To comply with the colour coded method in order to eliminate cross-contamination</p> <p>To pay attention to COSHH assessments and manufacture's instructions in the use and storage of chemicals</p>	To notify the Cook in Charge of any changes to the building that could affect the Catering Service

2.7 Equipment and Materials

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.7.1.	Provision of kitchen machinery, equipment and materials	The Kitchen Manual	Daily	<p>To check and clean all machinery and equipment</p> <p>To arrange for repair and maintain the kitchen equipment and to report any faults immediately</p>	<p>Cost of replacing heavy equipment, light equipment and dining furniture when required</p> <p>Cost of repair and maintenance of the kitchen equipment</p>
2.7.2	Use of Machinery	The Kitchen Manual The Catering H&S Policy	Daily	<p>To follow all Health and Safety instructions when using and cleaning the equipment</p> <p>To implement restrictions on use of prohibited machinery to suitably trained members of staff</p>	
2.7.3	Temperature Readings	The Kitchen Manual	Twice daily	Take temperature readings of all fridges and freezers and maintain records	

2.7 Equipment and Materials continued

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.7.4	Calibration and equipment checks	The Kitchen Manual	Daily	To arrange for calibration of master weights and temperature probes To install and maintain a method of checking site scales and probes	
2.7.5	Stocktaking	The Kitchen Manual	Every 3 years	To record all light equipment	

2.8 Health and Safety

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.8.1	Health and Safety at Work	<ul style="list-style-type: none"> • Health and Safety at Work Act 1974 • Management of Health and Safety at Work Regulations 1999 • Electricity at Work Regulations 1989 • Control of Substances Hazardous to Health (COSHH) Regulations 2002 • Manual Handling Operations Regulations 1992 Work at Height	Daily	To comply with all relevant Health and Safety legislation	To conform with all relevant Health and Safety Legislation

Regulations 2005

2.8 Health and Safety continued					
Service	Standards	Timetable	Responsibilities of the Catering Service		Responsibilities of the School
2.8.1	<ul style="list-style-type: none"> Gas Safety (Installation and Use) Regulations 1998 				
2.8.2.	<p>Health and Safety Policy/ Guidelines</p> <p>Written policy and/or guidelines that include a Safety Statement and responsibilities</p> <p>Issued, with training, to site</p>	Amended as necessary	<p>To be conversant with current H&S legislation</p> <p>To conform with such legislation</p> <p>To comply with all Gwynedd Health and Safety Policies</p>		<p>To conform with all Health and Safety Legislation</p> <p>To comply with all Gwynedd Health and Safety Policies</p>
2.8.3	<p>Risk Assessments</p> <p>Generic, Individual and Site Specific risk assessments</p> <p>Issued, with training, to site</p>	Generic assessments reviewed annually. Individual or Site Specific as required	<p>To undertake, conform with and review all risk assessments concerning the service provided.</p> <p>To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors</p>		To liaise with the School Catering and Cleaning Manager on all Health and Safety issues
2.8.4	<p>COSHH Assessments</p> <p>Generic, Individual and Site Specific COSHH assessments issued, with training, to site</p>	Generic assessments reviewed annually. Site Specific as required	<p>To undertake, conform with and review all COSHH assessments concerning the service provided.</p> <p>To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors</p>		To liaise with the School Catering and Cleaning Manager on all Health and Safety issues
2.8.5	<p>Health and Safety Training</p> <p>To ensure that staff have all relevant training in order to carry out their tasks in a safe manner</p>	<p>Induction training</p> <p>On site training from School Catering and Cleaning Manager</p>	<p>To ensure that all members of staff have relevant training</p> <p>To record all training</p>		To allow appropriate on site training to take place

Corporate
Training as
required

2.8 Health and Safety continued

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.8.6	Business Continuity	Business Continuity Plans – The Catering Service	As required	<p>To write a Business Continuity Plan for the Catering Service in order to provide the service through an emergency.</p> <p>To review and update the plan in order to respond to changing circumstances</p> <p>To ensure that the Cook in Charge is conversant with the plan</p> <p>To take part in any testing of the plan</p>	To inform the School Catering and Cleaning Contract Manager of any special requirements in the event of an emergency

2.9 Waste Disposal

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.9.1.	Disposal of waste food	The Kitchen Manual	Daily	<p>Ensure correct use of any waste disposal units</p> <p>Ensure that bin lids are secured safely</p> <p>Mark all waste food that is kept for collection with 'Not for Consumption' labels</p>	

2.10 School Holiday Cleaning

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.10.1.	Out of term holiday cleaning	Specified annual tasks to be undertaken during school holiday	Summer, Winter and Easter school holiday	To ensure that the site will be cleaned in accordance with the tasks identified as being undertaken annually and three times per annum within the site specification and The Kitchen Manual.	To liaise with the School Catering and Cleaning Manager of any impending building work during the school holidays

2.11 Marketing					
	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.11.1	Theme Days	The Kitchen Manual	As required	Plan and supply a special menu Decorate the serving area Provide the school with menu choices	Liaise with the Cook
2.11.2	Promoting School Meals	The Kitchen Manual	As required	Suggest a tasting session for parents in order to promote school meals Provide additional resources and samples for an agreed time.	Liaise with the Cook
2.12 Troubleshooting					
	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.12.1.	Change of menu	The Kitchen Manual	As required	Respond to supply shortages, local emergencies staffing problems with suitable alternatives Agree with Head teacher a deviation from the menu for a specified period	
2.12.2	Complaints	The Kitchen Manual	As required	Collect and respond to complaints from pupils and staff Resolve complaints with reference to senior management if necessary. Collect data on complaints and analyse in order to consider preventative action	Report any comments or complaint from pupils or staff promptly to the Cook in Charge
2.13 Contract Monitoring					
	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.13.1.	Visit sites to maintain standards	Compliance with contract specification	Annual review with Head teacher Regular School Catering and	Inspect and record. Provide feedback on any issues Provide evidence that work procedures are being followed on site and that appropriate Management Systems are in	Agree to meetings with the School Catering and Cleaning Manager to complete the contract quality questionnaire and to review catering service contract performance against the policy and service expectations set by the school.

Cleaning
Management
Team meetings

place and are being followed.

2.14 Support for Head Teachers and Governors

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.14.1.	Professional advice on catering, nutrition and food hygiene etc	Respond to customer's needs	As required	<p>Ensure food is wholesome, nutritious and tasty</p> <p>Respond to concerns of parents and children with regard to allergies and special diets</p> <p>Report damage</p> <p>Seek improvements to the service on a continual basis</p>	<p>Agree to meetings</p> <p>Raise any concerns</p>
2.14.2	Additional work	As agreed	As required	<p>Extra work following:</p> <ul style="list-style-type: none"> • Building work • Emergencies – e.g. Floods • Evening opening of school 	

2.15 Employment Issues

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.15.1.	Employment issues	Gwynedd Council Policies	As required	<p>Safe Recruitment (including DBS)</p> <p>Payment of Wages</p> <p>Terminations</p> <p>Absence control</p> <p>Disciplinary</p> <p>Grievance</p> <p>Health and welfare</p> <p>Substance mis-use</p> <p>Return to work</p>	Welcome to attend any interview.
2.15.2	DBS checks	Enhanced checks for all employees	Before commencing work	To inform the Head teacher of any convictions, or suitability of the post	To keep the service informed of any incident that gives cause for concern

2.16 Financial Services

	Service	Standards	Timetable	Responsibilities of the Catering Service	
2.16.1.	Control of School meals budget	As required by the Councils Financial Regulations	<p>Monthly</p> <p>Annual</p>	<p>Manage the budget of the service and report on the costs to the school every month</p> <p>Discuss any adjustments to the budget with Cook in</p>	<p>Finance all costs of the catering service and the management fee of the School Catering and Cleaning Service, Education Department. Calculate the income</p> <p>Annual review and decide on any increase in price of pupil and</p>

Secondary Schools

Charge

adult meals. Inform parents of any increase in price

As required

Arrange to invoice for any additional catering

As required

Prepare guidelines and training for Till Operators

2.17 Bi-lingual Service

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.17.1.	Fully bi-lingual in accordance with Gwynedd Policy	As required by Gwynedd Policy	Daily	To provide correct documentation in Welsh or bi-lingually as required	Fully bi-lingual in accordance with Gwynedd Policy

3.0 Cost of the agreement

3.0.1. **The contract price will be equivalent to the school budget allocation**