Service Level Agreement Specification

1. Service

Catering – Primary Schools, Special Schools, Nursery Catering.

2. Service Provider

Catering Service – Children Families & Learning

3. Purpose

This Service Level Agreement enables the School to 'buy-back' into the Authority's Service Provision. It will assist the School in meeting its statutory responsibilities, as defined in the School Standards and Framework Act 1998.

4. Description of Service

- A comprehensive provision of catering services for both free and paying pupils
- A Multi-choice Lunchtime service
- Daily management of the service
- Support and guidance
- Advertising for vacancies: recruitment and selection of catering staff
- Supervision and training of staff
- Preparation of Contract specifications
- Monitoring of on-site provision by regular site inspections
- Assistance with the implementation of nutritional standards for school meals, nutrition in the curriculum, and school food practices.
- Liaison with the local Health Authority regarding the provision of special diets for pupils
- Assistance with the purchase of light and heavy catering equipment
- Provision of access to information and relevant legislative updates of food safety, nutrition, and all catering Health and Safety issues including C.O.S.H.H. and H.A.C.C.P.
- Staff induction, absence monitoring and welfare visits
- Provision for holiday / absence cover
- Purchase and distribution of cleaning materials
- Setting up and monitoring of food contracts, supplier audits, and the demonstration of positive due diligence
- Purchase and distribution of overalls and the necessary protective clothing
- Implementation of a Healthy Eating Policy
- Checking of menu planning, food production and portion control

5. Service Support

Staff can be contacted Monday to Friday during normal office hours. Managers are available via mobile phones for unit supervisors from 7.30am in case of emergency or early morning staffing difficulties.

Contact points are as follows:

Name	**Telephone No.**
Angela Blower	728030
Janet Welsh	728034
Elaine Thomas	728033
Debbie Taylor	728031
Caroline Askew	728032

Correspondence should be addressed to: Catering Section, 1st Floor, Vancouver House, Middlesbrough, TS1 9FU.

6. Performance

The Service Provider will deal with all matters on behalf of the school in a professional manner, having due regard to the nature and complexity if the matter and the school's priorities. The Service Provider seeks to offer a service to the highest professional standard. If the school is dissatisfied with the conduct of a particular matter or the performance in any way, this should be brought to the attention of the Catering Manager, who will investigate and report back to the school.

7. School Responsibilities

- Prompt processing and E mailing of weekly Meal returns to the catering office by the Head Teacher.
- Ensuring all meals ordered are paid for by keeping dinner money debts to a minimum.
- Excessive dinner money debts will be invoiced for or a journal raised in discussion with the Head Teacher.
- Timely notification if any errors in data or other documents.
- Retaining such information and other documentation as is necessary to comply with the statutory returns, and to enable the Service Provider to fulfil its functions.
- The number of free adult meals should be shown on the returns to the catering office in order that the schools can be charged either by journal or invoice. Schools who do not approve the use of the journal system can contact the catering office and give preference to the invoice system.

8. Additional Services

Function catering for special events or training days can be provided at an additional cost.
The function price will be agreed prior to the event requiring a name and contact details including an order number or budget code to secure the booking.

A journal will be raised or invoice sent for the above in agreement with the school. Cancellations will be required at least 2 hours prior to the event otherwise the charge may still need to be made.

Breakfast clubs.

Breakfast clubs can be provided at an additional cost to be discussed with individual Head Teachers if required.
If food supply only is requested the food cost price plus 20% will be invoiced or a journal raised to the school for the total amounts used.

Cancellation to be made to the Unit Supervisor ASAP so that the breakfast is not set out or preparation commenced in order to avoid any unnecessary food waste otherwise a charge may have to be made.

Nursery Meals.

Schools may offer meals to nursery children to help with transition however the nursery will need to pay the standard primary meal price plus VAT at the standard rate.
An invoice will be sent to the nursery for the number of meals taken up each trading period. Orders for nursery meals should be telephoned in each morning.

Service Level Agreement buy back for - - - - - - - - - - - - - - School

April 2013 to April 2014

Signed

A Blower

Catering Manager

Date

Signed

Head Teacher

Date