

Service Level Agreement

Memorandum of Agreement

Service Title:	CATERING & CLEANING SERVICES
Head of Service	MANDY SNAITH
SLA ID Number:	PRIMARY SCHOOL CATERING - 2009/10
Agreement Date:	1 APRIL 2009
Between:	
The School:	
Name of School:	
Address:	
Headteacher:	
and	
Service Provider	CATERING & CLEANING SERVICES
Service Title:	RESOURCES DIRECTORATE
Address:	COMMERCIAL SERVICES GROUP SEACROFT RING ROAD DEPOT SEACROFT RING ROAD LEEDS LS14 1NZ
Service Manager:	MANDY SNAITH
General Enquiries:	Tel 0113 214 9541

Conditions of the Agreement

Purpose of the Agreement:

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in the specification of work.

Length of the Agreement:

The provision of the services shall commence from 1 April 2009 to 31 March 2010 for a period of 12 months.

Method of Payment

The method of payment for the Service Level Agreement as specified below will be made by recharge journal

Variations

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

Confidentiality

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

Statutory Requirements

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

The Catering Service works to the revised Government's National Nutritional Guidelines.

HACCP procedures are in place in every school and the system is monitored on a regular basis.

Indemnity and Insurance

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

Assignment & Subcontracting

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not reasonably withheld.

Monitoring & Liaison

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement. The purchaser shall nominate an Authorised Officer to act in its name for the purpose of the agreement and the service provider shall similarly appoint a contract manager.

Compliments and Complaints

For compliments and complaints:

Contact: Mandy Snaith
Tel. No: 0113 214 9541
e-mail: mandy.a.snaith@leeds.gov.uk
Address: Catering and Cleaning Services
Seacroft Ring Road Depot
Seacroft Ring Road
Leeds LS14 1NZ

Notice Period/Termination of the Agreement

Either party may terminate the agreement by six months in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

Schools not wishing to renew their annual Service Level Agreement at the end of the financial year are required to give the same notice of six months prior to the termination date.

Specification of Work

Context

Education Leeds is a company wholly owned by Leeds City Council and delivers a wide variety of Education related services to the 264 schools and 107,352 pupils.

Services to be Provided

Catering and Cleaning Services is the catering division of Leeds City Council and is part of Resources Directorate. The Service provides a service to clients in Education and provides catering facilities for members of the public in commercial outlets and functions catering within the Civic Hall and other Council buildings.

The Catering Service prides itself on the relationships it has built with schools and through such relationships has been able to provide a catering service that meets the individual needs of schools rather than a prescriptive catering facility.

Our portfolio within Education includes:

- A turnover of £14 million annually
- 1100 staff in primary, secondary and special schools
- Over 4 million meals prepared and served annually
- A network of over 500 suppliers on our approved supplier list.

Our objective is simple - to Provide Excellent Customer Service, we think we can do this by:

- Listening to our customers and acting on their suggestions.
- Catering for all children taking account of their race, religion and any special dietary requirements.
- Actively encouraging the take up of free school meals.
- Providing daily support to our staff involved in the delivery of your service.
- Maintaining the relationship chain between the pupil, parent and headteacher.

We also understand what students want to eat and regularly carry out market research to establish their preferences. Through discussions with pupils we know they are more interested in trying out different types of food than previous generations. We will always try to provide the items that our customers prefer, but will mix them in with the essential ingredients, which are required to ensure a healthy diet. We will follow the Governments revised nutritional guidelines and comply with future requirements.

Description of Service

The Catering Service is able to provide a whole solution to all your catering needs by providing a daily service to pupils which can include breakfast and morning break services as well as the lunch time provision. Through working with schools we have found more opportunities than ever before to be innovative and flexible about the way the catering service is provided and managed. Marketing brands which are based on commercial high street principles have been developed and a range of support services to complement the catering contract are used to add value to the agreement.

These services include;

- health and safety management
- marketing plans
- regular communication through planned meetings
- individual menu design
- an in-house food technologist who analyses menus to ensure they are not only nutritionally balanced but also appeal to students.
- our own web-site with interactive pages for pupils, parents and teaching staff.
- food hygiene and HACCP management systems
- staff development and training
- access to a nutritional menu analysis package

The service we offer meets the revised national nutritional guidelines and we have always worked to the Caroline Walker Trust recommendations. For the past sixteen years we have worked to an excluded list of colours which are thought to cause hypersensitivity and hyperactivity in children.

We have negotiated our fruit and vegetable contract to provide a higher quality product which is locally sourced. Our aim for this change is to reintroduce children to local, seasonal quality fruit and vegetables.

Our emphasis in future will be a back to basics approach with more food freshly prepared on site.

We also provide special diets for pupils who require them for medical or religious reasons.

The catering service works with the community dietician and Leeds Healthy Schools to keep up to date with the changing dietary and nutritional guidelines and will work with schools to achieve the Healthy Schools award.

We are able to provide a service outside of school hours to facilitate meetings and extra curricular activities as well as catering for training days.

We employ local staff many of whom know the children. Our Managers are based centrally and can easily respond to schools requirements. Through our extensive network of schools we are able to respond to any cover requirements immediately ensuring no loss of service for any school. All our staff are trained in basic food hygiene procedures and we offer NVQ training to staff on an annual basis.

Because of our network of schools across the City we are able to provide meals to all schools in the case of any emergency, such as a loss of power.

We regularly offer the following to all primary schools: -

Themed Days - Are aimed at pupils and provide the opportunity to promote the service and offer something different to maintain interest. Themes can fit into the school curriculum, but as an example they currently include, Caribbean, French, Chinese, American and Italian days. Each theme will be promoted the week before it takes place through posters displayed in the dining room. It is intended to run at least one theme per month. Each theme has three different menus to ensure pupil interest is maintained.

Newsletters to Parents - Regular communication to parents and pupils can be provided through newsletters. Newsletters cover such issues as typical menus, healthy eating guidance and forthcoming theme days.

Starter Packs - All new starters are provided with a starter pack, which aims to encourage pupils to begin the new school year with a school meal. The packs are bright and colourful and give pupils all the information they need about their school meal service.

Working together, we can develop your school meals to meet the challenges that come with the provision of an enjoyable and efficient service.

We would be delighted to talk to teachers, parents, governors and pupils to find out what matters to you, and what you want to see from the school meal service. If we can accommodate your requests, we will. If we can't, we'll tell you why.

Additional Services and New Services Available

New Menus

We would be happy to discuss with you any individual requirements which your school may have for example changes to the current menu, breakfast clubs and after school clubs.

We are now able to offer a sandwich and packed lunch option 'Grab a Bag'. These extra choices offer students a different lunchtime option which still complies with the National Nutritional Standards. A hot choice of meal is still served and the price remains the same ensuring easy accounting for school. If you would like to trial either the sandwich or packed lunch menu in your school please contact us for further details.

Funtastic Fridays - In order to encourage more children to stay for lunch we can offer a special menu one day a week when all children are invited to stay for lunch . The menu is often chosen by the pupils and does not have to be served on a Friday!

Healthy Eating Workshops - As part of the school curriculum the Service can offer support on healthy eating issues from our Food Technologist. Workshops around this subject and the schools curriculum can be presented to all pupil year groups.

Leeds Healthy Schools Standard - Working alongside the Leeds Healthy School Standard the Catering Service encourages children to eat a balanced meal at lunch time and to make wise choices. We will also organise Health Weeks in schools with specific menus, specialist speakers, market research and promotions.

Presentations to Parents - The Catering Service is happy to give a presentation to parents to show them what is available on the current meals service. At some schools we do this for new starters in conjunction with our welcome pack however, we are happy to open this up to the whole school if you wish.

Promotional Activities - A number of successful theme days have been held recently which have encouraged an increased uptake of the service. We would be happy to discuss ways of linking in to healthy eating initiatives.

Student and Parent Focus Groups - We would be happy to carry out regular Focus Groups with both pupils and parents, about the service and the continuing improvements which can be made. Focus Groups provide an ideal forum for generating new ideas and give those people taking part a sense of ownership when they see their ideas implemented.

Special Diets - Although we operate strict specifications over what ingredients go into our meals we appreciate that there are some children with specific dietary requirements. The Catering Service has a good working relationship with all local hospital dieticians who discuss and advise on special dietary requirements with our Food Technologist. Care is then taken to ensure students receive the diet they require after they have been passed to the on site Kitchen Supervisor.

Staff Service - The Catering Service would be happy to provide a lunch time service to teaching/office staff. Subject to discussion this would include a selection of sandwiches, boxed salads and fresh fruit. This would be outside of the current staff meal provision which is in operation and prices would be based on a commercial basis.

Functions/Conferences - The Catering Service can offer a selection of menus for any function being held at school. Menus are available for non-teaching days as well as other events which may take place out of school hours. We would be happy to discuss catering for external bodies who may be hiring the school for their own event. Sample menus are available on request.

Drop in Days - Some parents might like the opportunity for their children to stay for lunch only on certain days of the week when they may have other commitments, we would be happy to discuss this option with you.

Web Site - The Catering Service has it's own web site -

www.leeds.gov.uk/myschoollunch

This is an interactive site for both parents and pupils giving details of the service on offer, sample menus and games. It also offers teaching materials in support of the national curriculum. We can also provide schools with specific information such as menus for their own web sites.

Top Table - Is a concept of rewarding pupils for good behaviour or achievement whereby they are invited to sit at a specially set out table once a week and receive VIP treatment. In some schools pupils invite along a guest of their own or have a school visitor to sit with them.

Pay as you Go - This system operates for parents who work part-time in mind and offers flexibility to be able to send children for a meal 2 or 3 times a week as an alternative to bringing a packed lunch.

Pre Ordering System - This relatively new concept is being introduced into schools to help reduce the disappointment of choice running out at the end of service.

It involves children pre-ordering lunch before school starts, being given a coloured band to indicate their choice.

Some schools believe this may help attendance as a late arrival means taking pot luck at lunch time!

An Accredited School Cleaning Service - As well as a catering service we are also able to offer schools a comprehensive cleaning service. We would be happy to provide a quotation and preliminary discussion with any interested schools.

Method Statement

Under a Pay Back and Purchased Paid Meals Service Level Agreement the Catering Service will be responsible for the following added value services:-

- Providing a quality assured catering operation in accordance with client requirements and specifications, and in line with the government's revised nutritional guidelines.
- Providing professional advice in respect of all catering matters including issues such as BSE, genetically modified foods and additives and food colourings which are considered harmful to health or cause hypersensitivity.
- Working with the community dietician and Leeds Healthy Schools to keep abreast of changing dietary and nutritional guidelines and working with schools to achieve the Healthy Schools award.
- Providing comprehensive staff training including Basic Food Hygiene and Customer Care training.
- Supplying adequate staff cover to provide the service.
- Supplying emergency meals in the event of a breakdown in services such as water, gas or electric.
- Providing personnel and payroll services for catering staff including recruitment, interviewing and induction, and payment of wages.
- Ensuring all staff are CRB checked at enhanced level.
- The payment of all supplier invoices.
- Providing an annual invoice to schools in relation to the delegated budget which school will pay back to the Catering Service at the start of the financial year.
- Providing a monthly invoice to school in relation to all paid meals served at the prevailing price per meal to adults and pupils.
- Replacement of all light equipment and staff uniforms.
- Arranging the repair and maintenance of heavy equipment including portable equipment checks.
- Agreeing the selling price of meals with school and the governing body
- The management of all catering purchases through its own purchasing division in accordance with Leeds City Council's financial regulations and using authorised contract suppliers of Leeds City Council. All provisions supplied via the Catering Service will be through an assured food supply chain.
- A HACCP Management System.
- A Health and Safety Management System.
- A quality assured Catering Management System.

Performance

We are accredited to EMAS, the Environmental Management System, and are committed to ensuring that all waste materials are disposed of in the correct manner so as not to cause any damage to the environment.

The Catering Service has undergone a Best Value Review of all services. We use the Comprehensive Performance Assessment Model for service review and development.

As an Investor in People organisation the importance of individual and team contributions are recognised as critical to the ongoing success of the organisation. The Service also works to ISO 9001:2008 procedures and holds the nationally recognised excellence in customer service award, Customer Service Excellence formerly know Charter Mark.

We take the responsibility of health and safety extremely seriously and the service is accredited to RoSPA level 2. All kitchens keep an on site health and safety manual and staff are trained to specific guidelines and procedures.

We regularly monitor performance through customer surveys, feedback forms and focus groups.

The generic customer service standard for Catering and Cleaning is in Appendix B.

Monitoring

The service provider is available to meet with the client on a monthly basis to jointly monitor progress.

Spot checks may be undertaken by the client at any time. Disputes should be referred in the first instance to the Council's Legal Services Approved List and Procurement Decisions group.

As part of the ISO 9001:2008 quality assurance procedures an annual monitor and audit of the catering operation is undertaken by our own managers. This is in addition to frequent visits to site for routine visits.

An independent check of kitchens is carried out by Environmental Health Officers who decide upon the frequency of visits to site. All school kitchens are registered with Environmental Health.

Service provider requirements of the School

Under the Service Level Agreement the school will:-

- Collect and bank the catering income generated from paid meals.
- Be responsible for the collection of all paid childrens and adult meals income, for which they would receive a monthly invoice from the Catering Service detailing the charges for these meals and the numbers served.
- Be responsible for the payment of the delegated budget to the Catering Service at the start of the financial year.
- Be responsible for the repair and maintenance of the internal and external fabric of the kitchen area.
- Be responsible for the decoration of the kitchen and dining areas.
- Be responsible for the maintenance, repair and replacement of dining room furniture.
- Be responsible for the replacement of any heavy equipment.
- Be responsible for the supply of heating, electric, gas, water and refuse bins along with the collection of refuse including waste food.
- Be responsible for mains gas leaks, blocked drains and mains plumbing problems.
- Be responsible for the supply or access to a telephone and the payment of bills other than for personal calls.
- Be responsible for the supply and maintenance of fire extinguishers.
- Be responsible for the service and repair of the ventilation and extraction system within the kitchen.

Pricing Schedule

The Catering Service will continue to provide the existing catering arrangements as currently specified.

The school will collect and bank all cash income received from paying pupils and adults and pay a monthly invoice for paid meals served. The school will agree to buy back into the service with the payment of the delegated budget to the Catering Service at the start of the financial year.

Should you wish to change the specification we will be pleased to discuss option details and costs with you.

Education Leeds Service Level Agreements 2009- 2010

RESPONSE FORM

I agree to the Service Level Agreement as detailed in the document.

Service Primary School Catering

School:
Address:

Signature.....**Headteacher**.....

Expenditure Code.....

Changes will be based on the paid meals served and the budget delegated for meals.

Please send the completed form to the service provider at the address below and send one copy to your School Finance Officer

Name of Service: CATERING AND CLEANING DIVISION

Address: DEPT OF CITY SERVICES

 SEACROFT RING ROAD DEPOT

 SEACROFT RING ROAD

 LEEDS

 LS14 1NZ

Fax back on: 0113 214 4037

Please return by 30 April 2007

Appendix A

Prohibited Food Additives

Within the Catering Service our products contain only the additives which are essential to the stability and keeping quality of the food. The E numbers listed are the additives which we do not allow in our Education Catering products.

Colours

E102	Tartrazine
E104	Quinoline Yellow
E107	Yellow 2G
E110	Sunset Yellow
E120	Cochineal
E122	Carmoisine
E123	Amaranth
E124	Ponceau 4R
E127	Erythrosine
E128	Red 2G
E129	Allura Red AC
E131	Patent Blue V
E132	Indigo Carmine
E133	Brilliant Blue FCF
E142	Green S
E151	Black PN
E154	Brown FK
E155	Chocolate Brown HT
E180	Pigment Rubine

Antioxidants

E310 -312	Gallates
E320 -321	(BHA & BHT)

Genetically Modified Ingredients

All ingredients with G.M.I's present and those not requiring declaration under E.U. labelling regulations will not be accepted in any products supplied to the Catering and Cleaning Service.

Appendix B

Catering and Cleaning Services

Service	Service Standards
School meals	<p>We will provide free school meals to children who are eligible .</p> <p>We will offer school meals to all other children and staff.</p> <p>We will always adhere to the Government's national nutritional guidelines.</p> <p>We will offer varied, healthy, well balanced and nutritious meals.</p> <p>We will hold theme days and other special events to ensure school dining areas are fun and educational.</p> <p>We will develop a communication network with students, teachers and parents to positively and consistently improve our service.</p>
General Catering (all areas commercial, functions and school)	<p>We will listen to our customers and carry out regular customer surveys to allow you to let us know your views on our service.</p> <p>We will offer a healthy choice menu for all our customers.</p> <p>We will cater for special diets when required.</p> <p>We will use good quality food and ingredients.</p> <p>We will monitor the quality of all meals produced.</p> <p>We will ensure we comply with food hygiene and health and safety laws including essential basic staff training.</p> <p>We will clearly display menus and prices.</p> <p>We will be committed to providing our service in an hygienic and friendly environment.</p> <p>We will know our menus and the alternatives we can offer.</p> <p>We will ensure all our staff are fully trained and qualified.</p> <p>We ensure that our on site staff receive support and guidance on a regular basis.</p> <p>Our managers will meet with customers on a regular basis to review service and standards.</p> <p>We will ensure that our equipment is services, checked and repaired on a regular basis.</p> <p>We will keep health and safety at the forefront of everything we do and ensure our staff are trained in this area.</p>

Our customer care promise

We will provide

- Value for money;
- an efficient, high quality service;
- a safe and comfortable environment; and
- good quality food.



Listen

- We will respond to all our customers' needs.
- We will encourage you to make comments and suggestions.
- We will carry out regular surveys of our customers' opinions.



Act

- We will treat our users politely and with respect.
- We will acknowledge all complaints and correspondence within three working days.
- We will provide a full response to complaints within 15 working days.
- We will help customers with special needs.
- We will provide a service free from discrimination.



Deliver

- We will use comments and suggestions from our customers to improve our service.
- We will provide a helpful, friendly and effective service within the budgets we have available.
- We will provide training, including customer care, for all our staff and make sure we provide a reliable and high-quality service.
- We will advertise our services.
- We will always let you know about any changes.

