

## Service Level Agreement

### Memorandum of Agreement

<b>Service Title:</b>	CATERING & CLEANING SERVICES
<b>Head of Service:</b>	MANDY SNAITH
<b>SLA ID Number:</b>	HIGH SCHOOL CATERING - 2009/10
<b>Agreement Date:</b>	1 APRIL 2009
<b>Between:</b>	
<b>The School:</b>	
<b>Name of School:</b>	«Address_1_»
<b>Address:</b>	«Address_2» «Address_3» «Address_4» «Address_5_»
<b>Headteacher:</b>	«Name_»
and	
<b>Service Provider</b>	CATERING & CLEANING SERVICES
<b>Service Title:</b>	RESOURCES DIRECTORATE
<b>Address:</b>	COMMERCIAL SERVICES GROUP SEACROFT RING ROAD DEPOT SEACROFT RING ROAD LEEDS LS14 1NZ
<b>Service Manager:</b>	MANDY SNAITH
<b>General Enquiries:</b>	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 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 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**

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.

## 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
- food hygiene and HACCP management systems
- staff development and training
- access to a nutritional menu analysis package

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

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.

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 abreast of 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 students. 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.

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.

**We regularly offer the following to all high 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 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.

**Menu Flyers** - All new starters can be provided with a menu flyer, which aims to encourage them to begin the new school year with a school meal. Flyers are bright and colourful and give pupils all the information they need about the meal service at their school.

**Student and Staff Focus Groups/Student Council Meetings** - We aim to carry out regular Focus Groups with groups of pupils and staff, 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.

**Taster Sessions for Pupils** - We would be happy for students to try new products at our focus groups before we put them on the menu.

**Pupil Satisfaction Surveys** - Results from pupil satisfaction surveys back up the comments made at Focus Groups and enable a 'bigger' picture to be gained. We would aim to survey a sample of all pupil years on a regular basis to ensure continual improvements were constantly being sought.

**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.

**Parents Evenings** - We will be happy to provide as a taster a selection of items available from the current menus for parents to try. This enables parents to see what is available at lunchtimes, along with menus and price lists.

**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.

**Vending Services** - We would be happy to arrange the installation of vending machines for schools. Machines are available which vend hot and chilled drinks or snacks and healthy vending options. Payback from this service would depend on the rental agreement entered into.

**Banking Services** - The Catering Service can arrange cash collections for dinner money from schools. The monies would be banked into the schools account. Collections would be arranged according to the cash limits on the school safes.

**Work Experience Placements** - For a number of years we have been happy to offer work experience placements to students interested in a career in catering. A variety of placements are available both in school kitchens, and our commercial outlets, according to your students needs. The Resources Directorate would be happy to offer placements in other areas such as HR, finance and IT.

**Promotional Activities/Marketing** - We would be happy to discuss marketing opportunities with individual schools in order to maximise the income.

**Special Diets** - Although we operate strict specifications over what ingredients go into our meals we appreciate that there are some pupils 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.

## Method Statement

Under the SLA the Catering Service will continue to provide a quality assured catering operation based on the arrangements currently specified however will discuss changes to the service on offer at a regular basis.

The Catering Service agrees to provide sufficient and appropriate levels of staff, materials and equipment with which to carry out the agreed services.

The Catering Service will provide professional advice in respect of all catering matters including issues such as BSE, genetically modified foods and additives and food colourings considered harmful or to cause hypersensitivity.

The Catering Service works with the community dietician and Leeds Healthy Schools to keep abreast of changing dietary and nutritional guidelines and can work with schools to achieve the Healthy Schools award.

The Catering Service will provide comprehensive staff training including Basic Food Hygiene and Customer Care training.

The Catering Service will provide personnel and payroll services for catering staff including recruitment and induction, and payment of wages.

The Catering Service will ensure all staff are CRB checked at enhanced level.

The payment of all catering invoices will be made by the Service and recharged monthly to the school.

Complete cost centre accounting and the production of a monthly trading statement which will include details of all expenditure on provisions, labour costs including sickness and overtime payments and charges for all other costs will be provided.

The Catering Service will advise on, and arrange the repair and maintenance of heavy equipment which will be charged through other costs.

The Catering Service will agree the selling price of all food and drinks with school and the governing body

The Catering Service will manage all catering purchases through its own purchasing division in accordance with Leeds City Council's Financial Procedure Rules and using authorised contract suppliers of Leeds City Council. All provisions supplied via the Catering Service will be through an assured food supply chain.

## **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 standards for Catering and Cleaning are in Appendix A.

## **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.

## Service provider requirements of the School

Under the SLA the school will:-

Receive and bank the catering income.

Be responsible for the payment of all direct costs and will receive an invoice detailing provisions and labour costs also detailing other direct costs such as cleaning materials and replacement light equipment.

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 service, repair and maintenance of the heavy equipment including the ventilation and extraction system.

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.

Be responsible for mains gas leaks, blocked drains and mains plumbing.

Be responsible for the supply and maintenance of fire extinguishers.

Be responsible for the supply and access to a telephone and the payment of bills other than for personal calls.

Be responsible for maintaining the standard of kitchen hygiene through a deep clean of ceiling fans, canopies, ceilings and high level walls at least once a year. This would be charged through other costs and arranged by the Catering Service.

Be responsible for any transport costs resulting from the emergency closure of the kitchen if meals have to be transported in.

## Pricing Schedule

The SLA will be based on a Management fee arrangement whereby the Catering Service will continue to provide the existing catering arrangements as currently specified.

The school agrees to pay a management fee which will be charged over twelve months along with the recharge of all direct costs i.e. labour, provisions and other costs including maintenance charges and replacement of light equipment and cleaning materials.

The school will keep all cash income received from paying pupils and adults and the budget delegated by the Authority.

An indication of costs for the financial year, 2009/2010 will be enclosed with individual SLA's.

# Education Leeds Service Level Agreements 2009 - 2010

## RESPONSE FORM

I agree to the cost of the Service Level Agreement as specified above to be charged directly to my school Account by Internal Recharge.

Service                      High School Catering

School:                      «Address\_1\_»  
Address:                    «Address\_2»  
                                  «Address\_3»  
                                  «Address\_4»  
                                  «Address\_5\_»

Signature.....Headteacher.....

Expenditure Code.....

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 SERVICES

Address:                    RESOURCES DIRECTORATE  
  
                                  COMMERCIAL SERVICES GROUP  
  
                                  SEACROFT RING ROAD DEPOT  
  
                                  SEACROFT RING ROAD  
  
                                  LEEDS    LS14 1NZ

Fax back on: 0113 214 4037

Please return by 16 July 2009

# Appendix A

## 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 serviced, 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>