

Service Level Agreement  
Between

Schools Covered by Norfolk County Council Central Contract

And

Norse Commercial Services acting as Norfolk County Council's Agent

## Purpose

The purpose of this Service Level Agreement is to identify clearly the services offered by Norfolk County Council through their Agent NORSE Commercial Services (known as the Agent), Norfolk County Council (known as the Council) and to identify the responsibilities of the client School and Governors to ensure the quality and cost of those services.

Aims of this agreement are to set in motion the following actions:

- To give a whole solution to all your catering needs by providing a daily service to pupils, this can include breakfast, morning break services as well as the lunch time provision. The service is designed to offer schools a catering function on the school premises providing paid and free school lunches, using set menus.
- To be innovative and flexible about the way the catering service is provided and managed. To allow individual schools scope to develop a personalised service relevant to their individual catering needs, and provide informed choices to support a healthy lifestyle.
- To provide a quality assured catering operation based on the arrangements currently specified. Also, to discuss changes to the service on a consistent basis to create sustainable positive health and well being outcomes. This will include performance monitoring through self assessment by the Agent alongside monitoring by school representatives and Governors.
- To develop best practice and, where possible, involve parents, carers, school staff and Governors at all stages. To give consideration to the importance of health issues such as obesity and raising the national profile for healthy schools and healthy lifestyles. To recognise that the food children eat affects their behaviour and ability to learn. To include setting and implementation of policies and standards alongside menu development.
- To ensure all parties are working together to develop a school meal service to meet the challenges that come with the provision of an enjoyable and efficient service. This should include liaison with a qualified dietician, Environmental Health Officers, Norfolk County Council advisors.

## Vision

Every child in Norfolk should have access to healthy and nutritious food throughout the school day produced and served by trained staff whose role is valued by the whole school community in a setting that is conducive to promoting well-being.

## Priorities

To provide excellent customer service by recognising priorities:

- To increase the uptake of school meals and especially FSME uptake
- To Ensure perceptions of lunchtime are positive with a greater understanding of their potential to positively impact on children and young people's well-being.
- To ensure the sustainability of a high quality school lunch service across the county
- To develop a robust process for monitoring and evaluating the school lunch provision in order to bring about continual improvement

## Adjustments

Both parties may jointly agree to omit or change parts of the service as indicated in the 'optional' column of the table detailing the scope of this agreement. Additional services may be jointly agreed with full compliance to all areas of the contract which may affect the modifications, this would include although not exclusive, 1. Value for money 2. Monitoring 3. Statutory requirements.

## Parties to the Agreement

This Service Level Agreement is between Norse Commercial Services acting as the Agent to Norfolk County Council and the Governing Body of the Client School and will form part of the agreed contract No. CS374

## Duration of the Agreement

Three years from ...01/04/2011... to ...31/03/2014....

## Service Level Agreement - Catering Service

No.	Scope	School and Governor Responsibility	Norse Responsibility to the School acting as NCC's Agent	NCC Responsibility	<i>Optional scope is written in italics</i>
1	Communication				
1.1	Policy	<p>Support Agent in developing a communication policy, to include complaints procedure. All complaints should be dealt with in accordance to Council procedures. Taking into account statutory regulations.</p> <p>Provide notification in advance to the Agent of school closure for holidays (or children are away on activities or perhaps a staff development day) and lunch is not needed, <i>where possible give at least one term in advance by locally agreed method</i></p> <p>Provide notification to Agent of emergency school closure days as <i>soon as is reasonably possible by locally agreed method.</i></p>	<p>Develop a policy document to be outlined which sets out the role of Agent kitchen staff, and the mode of communication between the Key Account Manager, cook and school. To include the management of compliments and complaints in conjunction with the school and preserve the confidentiality of papers, documents and information belonging to the School</p> <p>Agent to set out a point of contact (either the Area Manager or cook) to meet with the School representative on a Termly basis.</p>		Mandatory KPI
1.2	Response Times to Queries	<p>If the Agent input is required in response to catering queries these must be passed to them as soon as reasonably possible to ensure where practical, your reply is in line with Council policy and Freedom of Information Act.</p>	<p>Response to queries raised by the school on behalf of an external enquiry.</p> <p>Respond to letters and faxes within 4 school working days</p> <p>Respond to telephone enquiries, email or text phone within 2 school working days.</p>		Mandatory KPI
		<p>If any of the timescales are unlikely to be met, the enquirer should receive an acknowledgement with an indication of the further time it will take to provide a full response</p>			
1.2a		<p>Overall response time to enquiries should, where practical, be in line with Council policy:</p> <p>Respond to external letters and faxes within 5 working days</p> <p>Respond to external telephone enquiries within 3 working days.</p> <p>Respond to email or text phone enquiries within 3 working days.</p> <p>Freedom of Information Act requires a response within 20 days.</p>			

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1.3	Catering Meetings. This may include focus group participation from staff, pupils, parents, catering staff	<p>Seek to develop the service delivery proposals with the constant aim of working in partnership</p> <p>Lessons learnt / good practice to be shared with Norse Key Accounts Manager.</p> <p><i>Attend termly (or as required) meetings with Key Account Managers.</i></p>	<p>Arrange termly meetings (or as required) to include (although not exclusive):</p> <p>Feedback of complaints and compliments of service.</p> <p>Feedback of potential issues which may affect service</p> <p>To give full consideration and cooperation to suggestions and agree actions within a reasonable timescales.</p> <p>Provide measurable and continuous service improvement.</p> <p>Feedback Lessons learnt and share good practice with Authorised Officer.</p>	Lessons learnt / good works to be shared with all schools	<i>Meetings and focus areas to be agreed locally</i>
1.4	Themed Days	<i>Whenever possible promote themed days for a minimum of one week prior to it taking place e.g. posters, newsletters to parents etc.</i>	<p>Provide themed days to work in with the school curriculum and with the agreement of the Establishment Head.</p> <p>Promote themed days for a minimum of one week prior to it taking place e.g. posters</p>		<i>Themed areas, times etc to be agreed locally</i>
1.5	Marketing / Promotional activities	<i>Discuss and support Agents with promotional and marketing activities to increase school meal uptake in line with Healthy Schools and Government Policies</i>	<p><i>Discuss marketing opportunities to maximise the income, working in partnership with the school.</i></p> <p>Good works to be shared with Authorised Officer.</p>	Good works to be shared with all schools.	<i>Promotional and marketing to be agreed locally and in line with Healthy Schools and Government Policies.</i>

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1.6	Satisfaction Surveys	<p>Encourage participation in annual satisfaction survey.</p> <p>Assess School results and agree improvements with Key Account Managers.</p>	<p>Maintain the relationship chain between the pupil, parent and head teacher by carrying out annual satisfaction surveys, sharing school results and acting on agreed improvements within a reasonable timescale.</p> <p>Responsible for providing the survey to service users, on an individual school premises basis and collating all information from participating schools, with the aim of seeking improvements for individual schools as well as collectively. Overall satisfaction survey results to be shared with Authorised Officer and Established Head.</p>		Mandatory KPI
1.7	Service Monitoring Appendix A	<p>Conduct an annual monitoring of the service provision against key performance areas within the contract with your Key Accounts Manager.</p> <p>Discuss and agree any improvements required.</p>	<p>Key Accounts Manager to meet annually with the Head to complete the Service Monitoring sheet.</p> <p>Collate information and feedback overall results to the Authorised Officer. Provide feedback to the Established Head where improvements and/or changes are recognised and actions to be implemented.</p>		

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2	Menu				
2.1	National Standards	The original menu put forward by Norse will comply with Nutritional Standards and meet with the National Requirement. <i>Alterations to the menu can be formally agreed with Key Account Managers. Compliance to National Standards should be adhered to where possible although flexibility to suit school requirements can be agreed.</i>	Design a sustainable menu to comply with Nutritional Standards.  Discuss amendments to the menu as required by Establishment Head and agree reasonable changes  Monitor compliance and report to the Establishment Head or School Representative any failure to meet standards.  Produce copies of the menu for all pupils at the school every time the menu changes materially		<i>Amendments to the nutritional menu to be discussed and formally agreed ensuring flexibility where possible.</i>  If requirements are outside of this agreement there may be a cost incurred. Key Account Managers must discuss this in full with the school representative, prior to agreeing to any changes.
2.2	Value for Money	Ensure value for money is maintained through focus groups etc. and support Agent to offer best service possible.	Ensure value for money by working with the Authorised Officer and Establishment Head to provide the best service possible.  Observe statutory compliance through a robust self monitoring schedule to include menu provision, nutrient standards and share these results with the Establishment Head or School Representative upon request. .  On request, provide background information on new initiatives and advise on current catering issues.	Price increase negotiations are undertaken centrally to arrange best price	<i>Consideration could be given to: food tastings, food workshops, talks and presentations, seasonal events, training, catering at school functions etc.</i>  An extra cost may be incurred depending on requirements.

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2.3	Dietary Options	<p>Inform Catering representative of specific dietary requirements of pupils and formally agree requests.</p> <p>In cases of food allergies, request written confirmation from a dietician or GP from the pupils' family and send a copy to Norse.</p>	<p>Cater for all service users, taking account of their race, religion and any special dietary requirements.</p> <p>Offer a healthy choice menu for all service users within the published menus.</p> <p>Use good quality food and ingredients within the published menus and monitor the quality of all meals produced.</p>		<p><i>Dietary requirements to be agreed locally</i></p> <p><i>Specific menu options and alternative meals can be Pre ordered by 0930 hours on the day required. Agree this process locally.</i></p>
2.4	Catering Purchases		<p>Purchase through Agents own purchasing division in accordance with Council procedures and ensuring this is via an assured food supply chain. Details to be made available to School on request.</p>		<p>Mandatory KPI</p> <p><i>Schools wanting to follow the Organic Route will need to discuss in detail with Key Accounts Manager. Where extra costs are incurred, full details and alternatives must be discussed with the school representative prior to implementation.</i></p>
2.5	<p>Carbon Reduction Commitment</p> <p><i>(further guidance will be published shortly)</i></p>	<p>Liaise with Agent to ensure purchasing is in line with the Council, CRC / sustainability processes and include in school improvement programme.</p>	<p>Ensure purchasing processes meet agreed Council, CRC / sustainability processes and support school with improvement programme.</p>	<p>Advise and monitor as required.</p>	<p>Mandatory KPI</p> <p>Full requirements to be agreed centrally prior to obligation.</p>
2.6	Functions/ Conferences	<p>Provide Agents with a minimum of 1 week notice of function requirements.</p>	<p>Offer a selection of menus for any function being held at the school.</p>		<p>An extra cost will be incurred depending on requirements.</p>



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<b>3</b>	<b>Meal Preparation</b>				
3.1	Statutory Requirements	Support the Agent to ensure compliance with all statutory requirements.	Comply with all statutory requirements.  Self Assess to ensure compliance, written records to be made available on request.		Mandatory KPI
3.2	Ingredients		Purchase good quality ingredients from sustainable sources and where possible locally  Purchase sufficient quantities to prepare meals in the requested volume necessary for the required number of school lunches  Ingredients to be stored in accordance with government legislation.  Agent responsible for safekeeping of all stock/supplies used to provide the service.		<i>Consideration may be given to alternative ingredients; this may incur an additional cost.</i>  Mandatory KPI
3.3	Portion Control	The school has the option to <i>formally agree with Key Account manager/Cook if reduced portion size can be offered for the younger pupils and method to be applied. This should be considered in conjunction with: Formally agreeing the method to be applied for second helpings to ensure a fair approach is maintained.</i>	Ensure a standard portion control method is maintained to make sure all service users receive a consistent sized portion. Keep a record of any inconsistencies and monitor for improvements.  Formally agree with Establishment Head or School Representative the method to be applied for reduced portion sizes for younger pupils.  Formally agree with Establishment Head or School Representative the preferred method to be applied for second helpings to ensure a fair approach is maintained.		Mandatory KPI  <i>Reduced portion sizes for younger children to be agreed locally. This will NOT reduce the cost of the meal or the supplies provided to the school, and should be incorporated with a protocol for: Sharing of second helpings to be agreed locally.</i>

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3.4	Presentation		All meals should be consistently well presented so as appealing to the eye.  Where possible, Puréed food requirements to be puréed separately for presentation.		Mandatory KPI
3.5	Packed Lunches	Inform the kitchen of forthcoming school trips and the meal requirements giving a minimum of 1 weeks notice.	Ensure sufficient packed lunches are available prior to any school trip departure.		
<b>4</b>	<b>Meal Service</b>				
4.1	Service	<i>The method for the serving of lunch time meals, e.g. self service etc. To be agreed locally.</i>	The method for the serving of lunch time meals, e.g. self service etc. to be agreed locally.  Meals to be served to pupils on plates (melamine or china).  Tumblers to be plastic.  At the point of service all hot food must be a minimum temperature of 68 degrees Centigrade and in line with statutory guidance.  Statutory guidance must be followed for temperature requirements of chilled foods.  Any changes to the service must first be agreed with school a minimum of one week prior to implementation.		<i>School to specify serving tools. Optional use of napkins, table cloths can be supplied on request. This may incur additional cost.</i>  Mandatory KPI
4.2	Hours	School to agree pre-arranged hours of service and give adequate notice if changes are required. .	Hours of service will be appropriate for the needs of the school service and may be adjusted from time to time depending on changing needs of the school.		Mandatory KPI

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4.3	Uniform		Provide uniform and dress code to all staff taking into account statutory requirements  All staff employed will be issued with sufficient uniforms to enable them to have a clean uniform each day of duty.		Mandatory KPI
<b>5.</b>	<b>Premises</b>				
5.1	Premises Availability	Agree locally kitchen access times.	Schools are only open during normal working hours (0730-1630 from Mon-Fri during the term time.		
5.2	Facilities		The Councils facilities are provided to the Agent solely for the provision of the catering services specified and may be used by him or his agent for no other purpose unless formerly agreed with Establishment Head or School Representative.		
5.3	Security		Responsible for the security of all materials, goods and equipment used in the provision of the services or otherwise belonging to the Agents staff and on the premises.		Mandatory KPI
5.4	Dining Area	Responsible for the set up of the dining room (laying out furniture) before (lunchtime and dismantle after the meal service.			<i>Set up and dismantling of dining room furniture can be brought in from the Agent. To be agreed and costed locally.</i>

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<b>6</b>	<b>Transportation</b>				
6.1	Dining Centres / Sending kitchens	<p>Sending kitchen and dining centres must make a parking space available for the vehicle within reasonable distance from the school kitchen / dining centre.</p> <p>To ensure pre-ordered meal requirements on received on the same day the order should be placed prior to 0930hours. Alternative arrangements may be necessary, depending on location and should be agreed locally in the first instance.</p>	<p>Responsible for any transport costs to supply meals to Dining centres. .</p> <p>Manage vehicles for transportation of meals</p> <p>Hot prepared food for transportation to another site must not be containerised and/or in transit for more than 40 (forty) minutes before service</p>		<p><i>Serving time at dining centres can be agreed locally depending on distance of sending kitchens.</i></p> <p>Take into account Sending kitchen distance / packing / unpacking time requirements.</p> <p>Lenience should be given for exceptional circumstances (such as traffic problems).</p>
6.2	Vehicles		<p>Vehicles used for transportation of meals must be kept in a hygienic condition. Regular audits to take place and shared with the Establishment Head or School representative on request.</p>		Mandatory KPI
6.3	Deliveries	<p>Agree suitable unloading area close to kitchen stores.</p> <p>Vehicle access and times to be agreed locally.</p>	<p>Ensure staff available to receive deliveries, alternatively agree with school necessary arrangements.</p> <p>Vehicular access to some schools is limited at certain times of the day agree delivery requirements locally.</p>		
<b>7</b>	<b>Recruitment</b>				
7.1	Staff recruitment		<p>Respond to any staff cover requirements ensuring no loss of service for any school</p> <p>The number of staff should be adequate for the supply of required service</p> <p>Hold full responsibility for catering staff.</p>		Mandatory KPI

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7.2	Staff Training	Please liaise with your local Safeguarding Representative to clarify school responsibility for training of Agency staff.	<p>Recruit new kitchen staff in consultation with school and Inform the school of new staff details.</p> <p>Provide fully trained staff as their position denotes, with, adequate induction training, as a minimum - training in basic food hygiene procedures and customer care training within 4 weeks of commencement.</p> <p>All employees shall be of a level of competence (or shall be subject to a level of supervision) which enables an effective delivery of The Service.</p> <p>Routinely invite School Representatives to appropriate Catering seminars.</p>		Mandatory KPI
7.3	Staff Attitude		<p>All staff to demonstrate a courteous and helpful attitude at all times.</p> <p>Catering Managers will be available on a reasonable basis out of normal core hours for emergency issues.</p>		Mandatory KPI
7.4	CRB	<p>The Head Teacher has the right to refuse entry to the school of permanent staff employed on the premises where the school has not been notified of the CRB clearance.</p> <p>All CRB information provided must remain Strictly Confidential.</p>	<p>All staff must have a CRB in place prior to any staff member commencing work within a school environment.</p> <p>CRB is not transferable between organisations, or employment posts.</p>		Mandatory KPI

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7.4	CRB Continued:	A hard copy of the CRB is not permitted and any disclosure information should not be shared or kept in writing for longer than 6 months.	Provide a written declaration to the school detailing: <ul style="list-style-type: none"> <li>• staff name,</li> <li>• date that CRB acquired,</li> <li>• CRB number</li> <li>• Agency name who carried out the CRB check</li> <li>• No disclosures raised</li> <li>• Checks made to confirm staff have right to work in UK.</li> </ul>		
7.4a		<b>CRB Disclosures</b> – The Established Head and Catering Key Accounts Manager to discuss the suitability of staff recruitment on a permanent basis within the school that have a disclosure within the CRB.		If an agreement cannot be reached LADO representatives will act as mediators.	Mandatory KPI
7.5	Confidentiality		Employees shall regard school business as confidential and shall not disclose to any persons other than a person authorised by the Establishment Head or School Representative any information acquired in connection with the provision of the services, concerning the School, its staff or procedures.		Mandatory KPI
7.6	Reliability		Agent shall encourage loyalty in their staff to the establishment to which they are assigned.		
7.7	Gifts		Agent and staff do not solicit gifts or gratuities from the public, visitors or staff.		
7.8	Safeguarding	The Establishment Head has the right to refuse access to the school at any time to any particular employee of the Agent, or his agents or suppliers. Reasonableness should be exercised at all times.	The exercise of this right shall not diminish the Agent's obligation to provide the services, provided they are given additional access at times sufficient to fulfil their obligations.		

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8	Cleaning				
8.1	Standards  Appendix B Kitchen Cleaning Guidance  Appendix C Regular and Annual High Cleaning standards for kitchen users	<i>Agree locally the completion time of daily cleaning requirements.</i>  The kitchen may be used, with the schools consent, by users other than the Agent, or the Agent themselves, outside of the required times by the Lunch Time meal service.  The area used must be left in a clean and safe manner in accordance with the Kitchen Cleaning Guidance.	Be responsible for maintaining the standard of kitchen hygiene by way of:  1. Following good food hygiene practices through cleaning and preventing cross contamination throughout the food preparation routine.  2. Daily cleaning of food preparation and serving areas, as set out within the cleaning rota.  3. Provide all cleaning materials as set out by cleaning rota.  Leave the food service facilities and equipment in a neat, tidy and hygienic condition and in good operating order at the end of each working day in line with current legislation.  Cleaning of internal grease traps, where they exist, up to mechanical works, at agreed intervals.		Mandatory KPI
8.1a	Cleaning standards		Annual High clean to be carried out by Norse Cleaning and to be agreed with the Cook and Establishment Head or School Representative giving notice of one week.		
8.2	Dining Room	Sweep and spot-mop the dining room floor daily after meals service.			<i>Cleaning of Dining area after the meal service can be brought in from the Agent. To be agreed and costed locally.</i>

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9	<b>Waste</b>				
9.1	Environmental  (Guidance for CRC to follow, in due course)	Provide a waste collection service ensuring all waste is disposed of in the correct manner so as not to cause damage to the environment  Work with Contract Staff to actively reduce kitchen waste either through focus groups, CRC initiatives or menu control.  Financial provision towards waste costs is increased if meal numbers rise. Please contact your financial support officer.	Commitment to reduce waste by: <ul style="list-style-type: none"> <li>working with procurement Agents to reduce packaging</li> <li>providing agreed portion control</li> <li>working with the Established Head, Authorised Officer and any other official as requirements denote to produce a considered menu.</li> <li>provide waste measurement to aid and support school with advice on reduction where possible.</li> <li>school recycling facilities must be used if available.</li> </ul>		Dining centre to be liable to share sending kitchen waste management costs in accordance with the number of meals consumed annually.  Mandatory KPI  <i>All unconsumed foods and beverages for collection by catering staff to be weighed and disposed of in accordance with school recycling scheme. To record the type of waste to aid menu improvement. (subject to cost analysis and formal agreement)</i>
9.2	Waste collection	Responsible for the cost of collection of waste and removal from site from agreed central point.	Responsible for the provision of black refuse sacks.  Ensure waste bags are secured and placed in the outside waste bins daily.  Ensure (as appropriate) all refuse is crushed or flattened in the storage receptacle provided prior to its collection.  Co-operate with the school to ensure the refuse area and storage receptacles are kept clean at all times.		Mandatory KPI
9.3	Grease		Grease must not be discharged into the building drains. Keep grease or oil in containers and dispose of safely.		Mandatory KPI



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10	Health & Safety				
10.1	Fire Requirements	<p>Responsible for the supply and maintenance of all fire extinguishers and equipment.</p> <p>Responsible for carrying out fire drills, inform kitchen staff if the drill is planned for over the lunch time period to ensure the meal is not spoilt.</p>	<p>Take reasonable precautions to minimise fire risks and conform to such instructions as to fire precautions as may be given from time to time by the Authorised Officer or Establishment Head.</p> <p>Fire drills must be followed, unless previously agreed with the Established Head.</p>		Mandatory KPI
10.2	Manual		<p>Provide an up to date on site health and safety manual and ensure staff are trained to specific guidelines and procedures</p> <p>Comply with Food Hygiene Standards and Controls.</p> <p>Comply with Food Safety Systems and Records.</p> <p>Comply with HACCP regulations.</p> <p>Comply with Health and Safety Compliance and any other applicable legislation.</p>		Mandatory KPI
10.3	General H&S	Work with and support Contract staff to ensure Health and safety of staff / pupils / visitors is maintained at all times	<p>Provide guidance and training within inductions and update staff regularly on Health and Safety criteria.</p> <p>Work with and support school to ensure Health and Safety of staff / pupils / visitors is maintained at all times.</p>		Mandatory KPI
10.4	First Aid	School first aid representative to be the responsible first aid delegate to administer to all permanent employees within the school environment which would include Contract staff.	All accidents must be recorded in accordance with statutory requirements and a completed copy of the kitchen accident form provided to the Establishment Head or school representative.		Mandatory KPI

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10.5	Hygiene		All employees engaged in the preparation, handling, serving and storage of food, shall meet standards of hygiene and personal cleanliness as determined in the Food Hygiene Regulations		Mandatory KPI
<b>11</b>	<b>Utilities</b>				
11.1	Utilities	<p>Make available at school cost the supply of heating, electric, gas, water services</p> <p>Establish conservation programme within energy management for whole school.</p>	<p>In the case of a power failure, provide an emergency planning procedure and agree locally with the Establishment Head or school representative.</p> <p>Support school in efficient use of utilities in accordance with best practice.</p> <p>Use best endeavours to conserve energy and water and shall not waste it or abuse the resource provided.</p> <p>Conform to the Schools Energy Conservation Policy and Carbon Reduction Commitment.</p> <p>Where Norse use the school kitchen for non maintained schools or other customers they will pay the school the cost of energy plus water and refuse calculated at £0.134 per meal.</p>	Review utility costs annually.	
11.2	Telephone	Responsible for the supply of telephone and costs of work related bills.			
11.3	Carbon Reduction Commitment		Responsible for ensuring all equipment is turned off at end of working day and used appropriately. Support the school in their CRC.		

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12	<b>Building Maintenance – Details of maintenance responsibilities are available in Appendix D</b>				
12.1	Redecoration	Responsible for the decoration of the kitchen and dining areas.	Report any required repairs to the kitchen building to the Establishment Head or School Representative as soon as possible.  Damage caused by Agent staff misuse or inadequate procedures, or failure to follow procedures will fall within the Agents remit to repair or replace		
12.2	General Maintenance	School will endeavour to undertake repair work concerning the kitchen building as soon as is reasonably possible (depending on the magnitude of the repair work) either by notifying NPS through the BMP3 or through their own capital budgets. Timing to be agreed on a case-by-case basis.	Damage caused by Contract staff misuse or inadequate procedures, or failure to follow procedures will fall within Agents remit to repair or replace  Ensure that all staff treat the building and equipment with care, attention and respect.		
12.3	Legislative changes of a Capital Nature  -	Schools will share the costs in proportion to the number of meals served, of any exceptional capital expenditure required to upgrade kitchens where the school receives meals from that kitchen.		All parties involved will be party to discussions and expected contributions clarified prior to work commencing.	
12.4	Premises	Make available without conceding exclusive possession, the specified premises and equipment for the performance of this Agreement.	Responsible for ensuring that such premises and equipment provided by the School are fit for the purpose for which they are required and fully comply with the Food Safety Act 1990, the Weights and Measures Act 1985 and any other regulations that may apply.		
12.5	Security	Provide keys required for the supply of Catering requirements.	Responsible for the security of the premises to lock all doors leading to the kitchen and dining areas as under local agreement.		

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12.5	Security Continued:		Comply with Schools Security Policy and cooperate with the Authority Officer and Establishment Head and comply with all reasonable instructions on security		
<b>13</b>	<b>Kitchen Equipment – Details of maintenance responsibilities are available in Appendix D</b>				
13.1	Mandatory Testing	Responsible for all PAT equipment, gas checks and air intakes etc.	.		Mandatory KPI
13.2	Assets	<p>All kitchen equipment (e.g. utensils, white goods etc) belongs to the school and should appear in their school asset register</p> <p>Kitchen equipment to be made available to the Agents between the hours of 0730-1430hours or as required.</p> <p>Where possible, agree in advance with kitchen staff when School will be using kitchen equipment outside of core hours – mandatory cleaning of all equipment must be carried out as per the kitchen cleaning guidance</p>	<p>Provide a full inventory of equipment both heavy and light and agree with the contents with the Establishment Head or School Representative.</p> <p>All kitchen assets to be available for the school to use outside of the lunch time catering requirements.</p> <p>Equipment Management</p>	<p>The Council will be sole judge as to the sufficiency of equipment provided.</p> <p>Deduct any costs resulting from the Agents staff damaging or misusing the Council's buildings and equipment from the Agents invoices</p>	<i>Flexibility of hours to be agreed locally.</i>
13.3	Personal Property		Agent liable for loss of, or damage to, the personal property of Agents staff however caused.		
13.4	Equipment		Permitted to use own equipment provided that the quality of the service is not affected and the approval obtained from the Authorised Officer and Establishment Head.		

No.	Scope	School and Governor Responsibility	Norse Responsibility to the School acting as NCC's Agent	NCC Responsibility	<i>Optional scope is written in italics</i>
13.4	Equipment Continued:		<p>Any such equipment should be installed and maintained by the Agent. On completion of the Contract any such equipment must be removed and the site reinstated to the satisfaction of the Authorised Officer.</p> <p>All equipment to meet regulations such as PAT test</p>		
13.5	Maintenance	<p>Arrange maintenance repairs to the kitchen building and fixed equipment, either through the Building Maintenance Partnership Pool Successor Scheme (BMP3) or through another service provider.</p>	<p>Repair and replacement of non fixed kitchen equipment and serving equipment when necessary, using the allocated budget.</p> <p>The breakdown of equipment will not in itself be acceptable as a reason for the non-fulfilment of the obligations although alternative menus will be acceptable in the event of an emergency.</p> <p>Notify the Contract Representative of the need to replace any of the equipment, utensils or fixtures used in the handling, preparation and service of foods and beverages.</p> <p>Monitor and inform the Contract Representative on the use of cutlery and crockery and keep losses to a minimum by controlling its issue.</p>		
14	<b>Payment Methods</b>				
14.1	Collection of funds	<p>Responsible for taking school lunch payment from pupils and, where applicable, adults, banking and accounting for payment.</p> <p>Responsible for receiving cash from Norse employees where payment has been made direct, banking and</p>	<p>Responsible for the security of monies received directly to Norse from any sales affected in the course of the provision of the services.</p> <p>Responsible for cashing up of funds received which must be passed to and checked with school representative on the</p>	<p>Responsible to process invoice on receipt</p> <p>The Council will raise any discrepancies between the invoice and funds collected from schools.</p>	

		accounting for these payments  Collection of monies should not discriminate between pupils	same day of collection.		
<b>No.</b>	<b>Scope</b>	<b>School and Governor Responsibility</b>	<b>Norse Responsibility to the School acting as NCC's Agent</b>	<b>NCC Responsibility</b>	<b><i>Optional scope is written in italics</i></b>
14.2	Finance of Service		Provision of a transparent price changes to the Authorised Officer and Establishment Head for each aspect of service offered in the SLA, and to be updated annually.  Costs to be broken down by type of school and by type of food offered (hot meals, packed lunch).  Meal price to be uniform across school types (regardless of type of kitchen / dining centre) and whether the meal is free or paid-for.	Price negotiations are undertaken centrally to arrange best price	Mandatory KPI
14.3	Records		Maintain proper records of expenditure and cash transactions relating to the contract. All such records and timesheets shall be available for inspection by the Authorised Officer.		
14.4	Cash		No cash in excess of £50 will be held overnight on site by or on behalf of the Agent.		
14.5	Duty Meals	Members of the school's staff may be entitled to receive a Duty Meal at the discretion of the Establishment Head. Such meals are free of charge to the consumer but paid for through the school budget by purchasing vouchers from the Agent termly in advance.	Contract staff to ensure robust system in place for receiving and recording staff Duty Meal vouchers.  Agent to provide the vouchers and to invoice each school for the number of vouchers requested.		
14.7	Bad Debts  Appendix E	Bad debts are managed by the School as per the Council guidelines.			

No.	Scope	School and Governor Responsibility	Norse Responsibility to the School acting as NCC's Agent	NCC Responsibility	<i>Optional scope is written in italics</i>
<b>15</b>	<b>Management Information</b>				
15.1	Performance Monitoring	<p>Manage kitchen inspection as part of site monitoring checks and/or meetings with Catering staff.</p> <p>Disputes to be referred to Authorised Officer.</p>	<p>Monitor in accordance with statutory regulations, food safety management procedures, temperature guidelines etc based on the principles of HACCP.</p> <p>Quality assurance procedures results to be made available to Authorised Officer and Establishment Head on request.</p>	<p>Investigate complaints or adverse report.</p> <p>Respond to and arbitrate any disputes</p>	Mandatory KPI
15.1	Performance Monitoring Continued .....	<p>Ensure compliance to Environmental Health Officer requirements and support Catering staff with adherence</p> <p>Lessons learnt / good practice to be shared with Authorised Officer.</p>	<p>Discuss and agree with the Establishment Head any monitoring requirements of individual schools.</p> <p>Ensure compliance to Environmental Health Officer requirements as a result of improvements requested and support school with adherence</p> <p>Independently investigate and research the catering market and be proactive in searching for service improvement solutions and advising / recommending to the Establishment Head or School Representative as appropriate.</p> <p>Provide annual service review to include benchmarking data to Authorised Officer and Establishment Head, for example, increases and school meal uptake, menu changes etc.</p>	<p>Provide ad hoc advice and assistance in resolving service issues.</p> <p>Lessons learnt / good works to be shared with all schools</p> <p>Has the right to inspect, without notice, any premises where the Agent is carrying out work on behalf of the Council.</p>	
15.2	Promotion of School Meals	Promote school meal uptake and be proactive to increase numbers and support catering service.	To compile and maintain statistics of school meal up-take and provide details on request to the Establishment Head or School Representative.		Mandatory KPI
15.3	Indemnity and Insurance		Provide copy of public liability insurance and a copy of employers' public liability insurance.		Mandatory KPI

<b>No.</b>	<b>Scope</b>	<b>School and Governor Responsibility</b>	<b>Norse Responsibility to the School acting as NCC's Agent</b>	<b>NCC Responsibility</b>	<b><i>Optional scope is written in italics</i></b>
15.5	Emergency planning	Support the Agent in producing an emergency planning procedure.	Provide an emergency procedure for supply of food resulting in kitchen closure for example due to loss of electricity.		Mandatory KPI
15.6	Notice Period	Schools not wishing to renew this SLA must give not less than 3 months notice prior to the termination date. A copy of this notification to be forwarded to Authorised Officer.	This agreement is non transferable and the Agent will not subcontract the provision or service without the prior written permission from the Authorised Officer and Establishment Head.	To review reasons for termination	
15.7	Third Party Lets	Costs associated with the hiring of the kitchen to third party lets outside of the lunch time meal service requirements will be the responsibility of the Establishment Head or School representative as will any charges they make for this provision. The area used must be left in a clean and safe manner in accordance with the Kitchen Cleaning Guidance			
<b>16</b>	<b>Kitchen Administration</b>				
16.1	Administration		Provide own assets to run kitchen administration e.g. ordering supplies.  Agent to keep a management information database containing data on all the schools and school meals in the County. The database is to be updated as and when changes occur and made available to the Authorised Officer on request.		Schools should be made aware of all information to be provided in a suitable manner to aid understanding of full service provision and work together to ensure constant improvement and value for money.



Guidance to be considered and upheld

The Catering Service works to the Governments National Nutritional Guidelines	<ul style="list-style-type: none"> <li>• Every Child Matters</li> </ul>
National Codes of Practice or British Standard Specifications.	<ul style="list-style-type: none"> <li>• Your child your schools our future - The 21<sup>st</sup> Century School</li> </ul>
HACCP procedures	<ul style="list-style-type: none"> <li>• The Healthy Child Programme</li> </ul>
Norfolks Eating Well for Children and Young People Age 5-19	
Norfolk Children and Young People's plan	<ul style="list-style-type: none"> <li>• The national well-being indicators for Schools (including the uptake of school meals)</li> </ul>
Norfolks Local Area Agreement	<ul style="list-style-type: none"> <li>• Ofsted Inspection framework for schools</li> </ul>
Norfolk NHS and Great Yarmouth and Waveney NHS Obesity Strategies	<ul style="list-style-type: none"> <li>• NICE guidance</li> </ul>
The Healthy Schools Programme	<ul style="list-style-type: none"> <li>• Sustainable Schools Framework by 2020</li> </ul>
Your child your schools our future	<ul style="list-style-type: none"> <li>• 2006 Education Act</li> <li>• Healthy Weight Healthy Lives - Cross government obesity strategy</li> </ul>
The Health & Safety at Work Act 1974	<ul style="list-style-type: none"> <li>• NSF for children and maternity services</li> </ul>
The Food Safety Act 1990 (Amended/Regulation 2004)	<ul style="list-style-type: none"> <li>• Carbon reduction targets</li> </ul>
The General Food Regulations 2004	
The Food Hygiene (England) Regulations 2006	
Official Feed and Food Controls (England) Regulations 2005	
Food Labelling Regulations 1994	

## Contact Officers

This Agreement is between:

Agent to Norfolk County Council is ...NORSE COMMERCIAL SERVICES ..... Contact (name/title/tel/email) .....

..... Date .....

School ..... Contact (name/title/tel/email) .....

..... Date .....

Norfolk County Council Contact (name/title/email) .....

..... Date .....

All parties shall give notice in writing to all parties of any substitute appointment as Authorised Officer, Establishment Head, and Agent Officer of any substitute appointment.

From time to time the Authorised Officer, Establishment Head may appoint one or more deputies to act for him generally or for specified periods. Immediately any such appointment is made notification will be given to the Agent in writing. During the periods he is so authorised any such deputy shall have the powers and duties of the Authorised Officer, Establishment Head and be treated as such in all respects.

## **17. Adjustment to this Service Level Agreement:**

In order to provide schools flexibility within this Service Level Agreement, Norfolk County Council gives authorisation to Norse Commercial Services to agree suitable adjustments to this Service Level Agreement to aid the operational element of the service. This should not be confused with Contract Variations which must be formally agreed through Norfolk County Council's Authorised Officer.

- 17.1 One copy of the Adjustment to be kept by the Establishment Head and one copy to be kept by The Agent.
- 17.2 Any operational staff costs associated with the required Adjustment will be at a rate of £7.00 per hour (hourly rate to be reviewed annually in April).
- 17.3 All associated costs agreed by the Agent and Establishment Head are to be detailed and invoiced by the Agent directly to the School annually (as a minimum) or as agreed by both parties, and paid by the school within 30 days of receipt.
- 17.4 Both Parties should ensure any intended adjustment falls directly outside the scope of the SLA and Agreement, and any other Terms and Conditions as the Principal may at any time specify in writing to the Agent.
- 17.5 The Agent shall maintain at its own expense all administration costs associated with the adjustment agreements, such as filing, storage, invoicing etc.
- 17.6 The Agent shall allow representatives of Norfolk County Council access to all documentation associated with SLA Adjustments for audit purposes that may take place from time to time.

## 18. Adjustments to Service Level Agreement - Catering Service

No.	Scope	School and Governor Responsibility	Norse Responsibility	Agreement Date	Agreed Costs (if any)
<b>18</b>	<b>Locally Agreed Actions</b>				
18.1					
18.2					
18.3					
18.4					

### Contact Officers

This Agreement is an Adjustment to the Service Level Agreement between:

Schools Covered by Norfolk County Council Central Contract and Norse Commercial Services acting as Norfolk County Council's Agent

Contact (name/title/tel/email) Norfolk County Council: .....

Contact (name/title/tel/email) Norse Commercial Services .....

Signed by ..... Date .....

School ..... Contact (name/title/tel/email) .....

Signed by ..... Date .....

## Appendix A

to Section 1.7 Contract Compliance Joint Monitoring Survey

in line with

Catering Service Level Agreement

## Purpose

This document is an appendix to the Service Level Agreement, CS374, between Schools covered by Norfolk County Council Central Contract and their agent Norse Catering Service. It is intended for the document to be completed on an annual basis by the Norse Key Accounts Manager in conjunction with the Establishment Head or School Representative.

### Section A – Overall Service Delivery

The question set in this section should remain static and the results from all schools will be collated into a graph to give an overview of the service provided, along with a comparison to the previous year. The results of this data will be made available to all schools and used to redefine and/or improve the Service Level Agreement in the future.

### Section B – Premises Service Delivery

The question set in this section is for school use and should be altered to suit the school premises and individual requirements. The intention of this sheet is to give a working record for changes and/or improvements to suit your premises and establish good practice which could then be shared within school clusters or similar.

Name of School .....

Key Accounts Manager .....

School Representative .....

Date of Completion .....

Section A:

Catering Contract Compliance Survey - Questions	Current Status			Action Required? (If yes – detail in Section B)	
	Yes	No	N/A	Yes	No
An agreed communication policy is in place?					
Regular meetings are held to discuss compliments and issues arising from the service?					
Has the school felt appropriately supported by service providers in achieving new initiatives?					
Does the menu adhere to Nutritional Standards?					
Is portion control maintained?					
Is food presentation consistent?					
Are cleanliness standards maintained?					
Has staff attendance been consistent and reliable?					
Has staff training been adequate for school requirements? E.g. food safety knowledge, food service, customer relations, safeguarding etc.					
Is Health and Safety within the catering service, satisfactory?					
Is waste kept to a minimum and disposed of correctly?					
Are all utilities used responsibly by the service provider, ensuring compliance to schools conservation and/or carbon reduction programme?					
All kitchen equipment is well maintained and fit for purpose?					
All mandatory equipment tests have taken place, e.g. PAT testing, gas checks, air intakes?					
Full inventory of equipment has been supplied?					
Food safety procedures are in place and daily monitoring is taking place in accordance with HACCP (Hazard Analysis and Critical Control Points) systems.					

Section B:

Example of Question set	Current Status	Action Plan	
		Planned Action	Complete By
Detail issue raised from Section A 1.			
Detail issue raised from Section A 2.			
Detail issue raised from Section A 3..			
Has a response been required to external queries, and reasonable timescales met?			
Detail complaints and compliments for action			
Are changes required to the current menu?			
Are dietary options/requirements being fulfilled?			
Is staff training / CRB required?			
Is the overall service maintained to a high standard?			
Discuss future requirements by the school that may affect the catering service?			
Is adequate management information and performance monitoring being provided?			



# Appendix B

to Section 8.1 Kitchen Cleaning Guidance

in line with

Catering Service Level Agreement

## Purpose

This document is an appendix to the Service Level Agreement, CS374, between Schools covered by Norfolk County Council Central Contract and their agent Norse Catering Service. It is intended for the document to be used as a cleaning guidance for any group using the kitchen facilities either by way of sub-letting through the school or school staff themselves. By following this guidance it is expected the kitchen area will be left in a clean and hygienic manner for when Norse kitchen staff return to commence with the daily school meal preparations.

### **FOOD SAFETY**

Food safety legislation has three main aims:

- To ensure that operators work hygienically
- That operators know the steps in kitchen activity which are critical to food safety – and ensure adequate food safety procedures are carried out
- Food handlers must be supervised and given food hygiene training that is appropriate to their work activity

### **CLEANING**

It is extremely important to maintain a clean environment for a number of reasons:-

- To avoid the risk of cross contamination
- To reduce the risk of foreign objects falling into food
- To make food preparation and service areas a safe and hygienic place to work.
- Surfaces and equipment may look clean but can still be heavily contaminated with harmful bacteria: it is therefore important that thorough cleaning and sanitising is carried out.

**Kitchens in Primary schools are for the preparation and production of food for young children. It is imperative, therefore, that the equipment and premises are kept clean and sanitised to safeguard the health of children.**

<b>1. PERSONAL HYGIENE</b>	
1.1	Anyone who works in a food handling area must maintain a high standard of personal cleanliness. The way in which each person in a kitchen works must be clean and hygienic. Food handlers must wear clean, and where appropriate, protective clothing.
<b>2. HAND WASHING</b>	
2.1	Hands must be scrupulously clean at all times during food preparation and service
2.2	A wash hand basin is available in every kitchen
2.3	Do not wash hands in food preparation or washing up sinks
2.4	Wash basins are for hand washing only
<b>3. MATERIALS</b>	
3.1	Only use cleaning materials conducive to food premises. Read and comply with dilution rates and contact times of cleaning and sanitising chemicals.
<b>4. SINK UNITS</b>	
4.1	After use wash sinks and drainers with hot water containing detergent. Rinse and dry with a clean cloth.
4.2	Keep outlet free from obstruction
4.3	Wipe down with a sanitising solution at the end of use
<b>5. WORKTOPS AND TROLLEYS</b>	
5.1	Wash with hot detergent water, rinse and dry with clean cloth
5.2	Wipe each top and trolley with sanitising solution at the end of use
5.3	Ensure the correct strength of solution is used and the correct contact time

<b>6. OVENS AND RANGES</b>	
6.1	Turn off ovens and ranges before cleaning
6.2	While still warm, wash inside and out with hot detergent water, rinse and dry with clean cloth
6.3	Use oven cleaner if necessary for stubborn marks
6.4	Avoid getting water in gas burners or under electric hot plates
<b>7. FISH FRYER (MUST NOT BE OPERATED WITHOUT INSTRUCTION BY TRAINED STAFF)</b>	
7.1	When the fat is cool, strain into a suitable container
7.2	Close stop cock and half fill with hot detergent water
7.3	Bring to the boil, allow to cool
7.4	Drain, rinse well with clean water
7.5	Dry with clean cloth
<b>8. KITCHEN UTENSILS / CROCKERY / CUTLERY</b>	
8.1	All light equipment must be thoroughly washed in hot detergent water
8.2	The washed equipment to be sterilised in steriliser sink (boiling water) for 2 minutes
8.3	Drained on drainer – air dry
<b>9. FLOORS</b>	
9.1	Sweep floor of all debris
9.2	Mop floor with hot detergent water
9.3	Dry with clean dry mop / cloth

## **10. REFUSE DISPOSAL**

10.1	All waste/refuse must be placed in polythene bags and securely tied.
10.2	Bags to be disposed of in correct wheelie bins in main refuse collection area
10.3	Wipe down kitchen bins with hot detergent water and sanitise

**ENSURE ALL COOKING EQUIPMENT AND LIGHTS ARE TURNED OFF  
BEFORE DEPARTURE**

# Appendix C

to Section 8.1 Kitchen Cleaning Standards

of the

Catering Service Level Agreement

## Purpose

This document is an appendix to the Service Level Agreement, CS374, between Schools covered by Norfolk County Council Central Contract and their agent Norse Catering Service. The document is set up in two sections.

- A. Regular cleaning standards for all kitchen users
- B. Annual cleaning standards achieved by Norse Specialist Deep Cleaning and Food Hygiene Service.

Its aim is to give guidance on the cleaning standards of the kitchen area to enable the Establishment Head and appointed Governors to:

- Carry out environmental monitoring checks on an ad hoc basis.
- Carry out annual checks of the standards achieved during the annual Deep Clean
- To ensure ALL users of the kitchen are aware of the standards required and leave it in a hygienic manner for the catering staff

This document may be used as a check sheet by the Establishment Head or Governors, and may be passed onto your Key Accounts Manager or Cook to highlight areas for improvement and/or good practice. It may also be used by the kitchen staff to highlight areas for improvement by other kitchen users. Norse Key Accounts Manager or Cook will pass the completed checks to the Establishment Head or their representative to discuss areas for improvement to ensure best standards are maintained.

Cleanliness is of the utmost importance within the kitchen area to:

- Minimise risk of prosecution by Environmental Health Organisation.
- To create better working environment for all users and promote staff motivation for hygiene management.
- To reduce the risk of contamination by bacteria and pest infection.

**A. REGULAR CLEANING STANDARDS**

**Scoring Key ... 1 = Immediate improvement Required, 2 = Improvement Required in future cleans, 3 = Adequate Standards Achieved, 4 = High Standards Achieved**

No.	Item or Area	Standard Required	Standard Achieved (1 – 4)	Comments (Always provide comment/instruction if scoring 1 or 2)
<b>1. Fixed Kitchen Equipment - Always use green (colour) cleaning equipment</b>				
1.1	Cupboards, Servery Counter and worktops.	Wipe clean any splashes. Remove dust, cobwebs and obvious stains from horizontal and vertical services. Regularly clean internally ensuring no dust, dirt or visible debris.		
1.2	Sinks, splash backs and drainers	Clean sinks inside, out and underneath, taps, and surfaces, wipe clean any splashes, marks, finger prints and remove obvious stains or food debris.		
1.3	Sterilising Unit	Clean inside and out, wipe clean any splashes, marks, finger prints and remove obvious stains or food debris.		
1.4	Washer/Dryer	Wipe clean any splashes, marks, dust and obvious stains. Ensure switched off overnight.		
<b>2. Loose Kitchen Equipment – Always use green (colour) cleaning equipment</b>				
2.1	Portable Appliances, bins etc.	Clean inside and out, wipe clean any splashes, marks, finger prints and remove obvious stains or food debris.		
2.2	Cooking utensils	Wipe clean any splashes, dust, marks, finger prints and obvious stains or food debris.		
2.3	Crockery	Wipe clean any splashes, dust, marks, finger prints and obvious stains or food debris.		
2.4	Utensils for diners	Wipe clean any splashes, dust, marks, finger prints and obvious stains or food debris.		



<b>Scoring Key ... 1 = Immediate improvement Required, 2 = Improvement Required in future cleans, 3 = Adequate Standards Achieved, 4 = High Standards Achieved</b>				
<b>No.</b>	<b>Item or Area</b>	<b>Standard Required</b>	<b>Standard Achieved (1 – 4)</b>	<b>Comments (Always provide comment/instruction if scoring 1 or 2)</b>
2.5	Equipment	Attention paid to hard to reach areas such as behind and underneath furnishings on an as needed basis		
<b>3.</b>	<b>Fixtures and Fittings - Always use green (colour) cleaning equipment</b>			
3.1	Internal Doors, including folding partitions	Clean to door height; Wipe clean any splashes, dust, marks, finger prints and obvious stains or food debris.		
3.2	Floor Covering	Sweep debris and dust, wet mop ensuring all corners and edges are free from dirt, stains etc.		
3.3	Low Level Surfaces,	ensuring reasonably free from dirt and debris. Wipe down to ensure free from dust, cobwebs, dirt and debris.		
3.4	Walls, skirting boards, pipe work	Clean to door height; Wipe clean any splashes, dust, marks, finger prints and obvious stains or food debris.		
3.5	Equipment	Attention is paid to hard to reach areas such as under sinks etc.		
3.6	Other (provide detail) e.g. general tidiness, odour control, dispensers filled etc.			

Checked by ..... Position ..... Date .....

**B, ANNUAL CLEANING STANDARDS**

**Scoring Key ... 1 = Immediate improvement Required, 2 = Improvement Required in future cleans, 3 = Adequate Standards Achieved, 4 = High Standards Achieved**

No.	Item or Area	Standard Required	Standard Achieved (1 – 4)	Comments (Always provide comment/instruction if scoring 1 or 2)
4.	Fixtures and Fittings			
4.1	Internal Doors	Free from cobwebs, dust, dirt and built-up grime.		
4.2	Lights and Vents	Free from cobwebs, dust, dirt, built-up grime and insects. Ensure all fittings are replaced securely.		
4.3	Floor Covering	Although not part of the annual clean this should be left in a clean dry condition on completion of works.		
4.4	High level shelving, Cupboards	Free from cobwebs, dust, dirt and built-up grime.		
4.5	Walls, pipework, above door level	Free from cobwebs, dust, dirt, degreased		
4.6	Ceilings	Free from cobwebs, dust, dirt and built-up grime.		
4.7	Canopy and Filter	Remove all carbon, grease and fatty deposits. Free from dust, dirt and built up grime.		
4.8	Ductwork and Fan Cleaning	Grease removed and free from dust dirt and built up grime. (In accordance with HVCA TR/19 Guidance)		
4.9	Other (provide detail) e.g. general tidiness or odour control.			

Checked by ..... Position ..... Date .....

Appendix D

to Section 13.5 Kitchen Maintenance

of the

Catering Service Level Agreement

## Purpose

This document is an appendix to the Service Level Agreement, CS374, between Schools covered by Norfolk County Council Central Contract and their agent Norse Catering Service. Its aim is to give clear definition of where responsibility lies for the maintenance and upkeep of the kitchen, kitchen equipment and statutory standards that are required within the kitchen / dining room area.

## Overview of Responsibilities

**The Establishment Head and School Governors** – hold the overall responsibility for the school building along with all assets that are within, which includes all catering equipment. If the Establishment Head and Board of Governors choose not to join the Norfolk County Council Central Contract with Norse Catering Service and/or The Building Maintenance Partnership (BMP3) with NPS Property Consultants Ltd, they must ensure adequate facilities and funds are made available to cover all eventualities, either through another contractor or (where applicable) by providing the works in house.

**Where the responsibility scope sits with NPS or Norse, this is ONLY for schools that buy into these contracts. Those schools that choose not to join these contracts the responsibility and management of the areas listed for either NPS or Norse will automatically revert back to the school along with those areas listed under School Responsibility.**

**Norse Commercial Services** – Within the Norfolk County Council Central Contract, Norse Commercial Services hold a budget for maintenance of small equipment and 'reasonable' renewals of light equipment such as cutlery etc Please see table below. Your initial contact would be:

Sonya Smith	Sonya.smith@ncsgrp.co.uk	01493 846133
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**NPS Property Consultants Ltd** – Within the BMP3 Programme, NPS will hold the budget and responsibility for statutory testing and maintenance requirements of the school property. For an extensive list and prospectus of works provided please request The Building Maintenance Partnership Prospectus for 2010 – 2015. Your initial contact would be:

Central Helpdesk	helpdesk@nps.co.uk	0800 0858592
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		<b>Schools in BMP3 Programme</b>	<b>Schools in Central Contract</b>	<b>School Responsibility</b>
<b>No.</b>	<b>Scope</b>	<b>Managed by NPS</b>	<b>Managed by Norse</b>	<b>Managed by School</b>
<b>1.</b>	<b>Fixed Kitchen Equipment</b>			
1.1	Cupboards	Repair and maintenance of fixed cupboards	Repair and maintenance of free standing cupboards. Clean and tidy and report any faults	Renewal of all cupboards if required.
1.2	Standard ovens, Convection ovens, Steaming ovens, Combination ovens, Fryers, Fridges, Freezers, Washing Machine and Dryer	Statutory testing, Electrical testing, and servicing	Repairs arising from service. Clean in accordance with manufacturers guidelines, keep tidy and report any faults, responsible for replacement of any filters.  Renewal of kitchen equipment when goods are unserviceable.	Use due care and attention.
1.3	Sink and sterilising unit, including drainer and unit	Repair and maintain	Clean and report any faults.	Use due care and attention.
1.4	Servery Counter	Repair and maintain (if wooden) on fixed parts of servery area.	Repair and maintain electrical or gas parts.  Clean and report any faults.  Replacement if unserviceable.	Use due care and attention.
<b>2.</b>	<b>Loose Kitchen Equipment</b>			
2.1	Dining Room Furniture	None	Repair of dining tables and chairs. Renew if unserviceable.	Clean and store using due care and attention.
2.2	Portable Appliances Testing	Electrical testing of portable appliances (PAT)	Repair or renewal as a result of fault found during PAT. Clean in accordance with manufacturers' guidance.	If equipment used by School, responsible for returning in a clean and well maintained state.

		<b>Schools in BMP3 Programme</b>	<b>Schools in Central Contract</b>	<b>School Responsibility</b>
<b>No.</b>	<b>Scope</b>	<b>Managed by NPS</b>	<b>Managed by Norse</b>	<b>Managed by School</b>
2.3	Portable electrical / Gas appliances	Servicing and Testing	Clean in accordance with manufacturers' guidance.  Repairs arising from servicing and renewal if unserviceable.	Use due care and attention.
<b>3.</b>	<b>Mechanical &amp; Electrical</b>			
3.1	Fire alarms	Responsible for both maintenance and Repairs of alarms and illuminated exit signs.	None	Resetting of intruder alarms
3.2	Fire Precaution Equipment	Responsible for repair and maintenance of fire guards, hose (fixed to main water supply), external hydrants and mains, Sprinkler system  Servicing of Extinguishers	None	Providing, repair and renewal of internal fire extinguishers, fire bucket, blankets, break glass etc.
3.3	Drinking Fountains / Water coolers	Maintenance and repair for School owned fountains and coolers	None	Contacting the Provider for Fountains under rental agreement
3.4	Electrical Wiring and Circuitry	Repair and maintenance	None	None
3.5	Light Fittings	Repair and maintenance	Replacement of light bulbs, lamps, tubes and starters.  Clean in accordance with manufacturer's guidance.	None
3.6	Fixed installations e.g. sockets, switches	Repair and maintain	Use due care and attention	Use due care and attention
3.7	Extractor Fan	Repair and maintenance, replace filters if unserviceable.	Clean filters as required.	None
3.8	Ventilation fans	Repair and maintenance, supply and replace air filters.	Clean filters as required.	None

		<b>Schools in BMP3 Programme</b>	<b>Schools in Central Contract</b>	<b>School Responsibility</b>
<b>No.</b>	<b>Scope</b>	<b>Managed by NPS</b>	<b>Managed by Norse</b>	<b>Managed by School</b>
4.	<b>Drainage</b>			
4.1	External Drainage	Repairs, clearing and rodding of drains and ensure free flow of surface water drainage to buildings and paved areas.	Use due care and attention when using grease ensuring the correct disposal procedure is followed.	Cleaning of grease traps, and ensuring due care and attention is used.
5.	<b>Fixtures and Fittings</b>			
5.1	Internal decorations	None	Use due care and attention to prevent damage to finishes.	Repair and renew as required.
5.2	Notice boards	Fixed notice boards and pin boards	None	Portable notice boards and pin boards
5.3	Internal Clocks	None	None	Repair and replacement if required.
5.4	Curtains and Tracks	None	None	Repair and replacement if required
5.5	Internal Doors, including folding partitions	Repair and Maintenance	Use due care and attention to prevent damage to finishes.	Use due care and attention to prevent damage to finishes. Responsible for the repair and maintenance of damage caused.
5.6	Light bulbs	None	Light bulb replacement, tubes and starters, including access	None
5.7	Floor Covering	Maintenance of rigid finished flooring e.g. block, quarry tiles, granwood, fixed timber.	Use due care and attention to prevent damage to finishes.	Repair maintenance and renewal to Altro (non slip) type flooring  Replacement to all floor coverings including rigid floor if damaged from unprotected chairs/desk feet.

		<b>Schools in BMP3 Programme</b>	<b>Schools in Central Contract</b>	<b>School Responsibility</b>
<b>No.</b>	<b>Scope</b>	<b>Managed by NPS</b>	<b>Managed by Norse</b>	<b>Managed by School</b>
5.8	Shelving	Fixed shelving, repair and maintenance	Repair and maintenance of moveable shelving and renew if no longer serviceable. Clean in accordance to manufacturers guidance	Replacement of fixed shelving as required.
5.9	Windows	Repair and Maintain	None	Clean glazing. Renewal and/or repair of Glazing and film
5.10	Wall Tiling	Repair and maintain, replace broken wall tiles as required.	Clean in accordance to manufacturer's guidance.	Use due care and attention.
<b>6.</b>	<b>Building Fabric</b>			
6.1	Ductwork	Repair and maintain.	Cleaning of extract systems up to mechanical workings serving school meal areas	None
6.2	Drains and Gullies	Repair to drains, which would include clearing and rodding when necessary	Use due care and attention when flushing into drainage system.	Use due care and attention when flushing into drainage system.
6.3	Damp proof course	Ensure adequately maintained	None	None
6.4	Disabled Access	Repair and maintain	Use due care and attention.	Reporting any issues to NPS
6.5	Dustbin Enclosure	Ensure adequately maintained	Use due care and attention when removing waste	Use due care and attention when removing waste.
6.6	Skirting Boards	Repair and maintain	Use due care and attention to prevent damage to finishes	Use due care and attention to prevent damage to finishes
6.7	Building Shell	Repair and maintain	Use due care and attention to prevent damage	Use due care and attention to prevent damage
6.8	Cavity Wall Insulation	Ensure adequately maintained.	None	None



		<b>Schools in BMP3 Programme</b>	<b>Schools in Central Contract</b>	<b>School Responsibility</b>
<b>No.</b>	<b>Scope</b>	<b>Managed by NPS</b>	<b>Managed by Norse</b>	<b>Managed by School</b>
<b>7.</b>	<b>Utilities</b>			
7.1	Gas Service	Maintain and repair fixed gas appliances e.g. Water heaters, room heaters. Including mains, pipework and meters.	Carry out repairs to kitchen equipment brought to the attention from servicing.  Use due care and attention and Report any concerns immediately.	Use due care and attention. Report any concerns immediately.
7.2	Fuel bunker and oil tanks	Repair and maintenance.	None	Use due care and attention. Report any concerns.
7.3	Heating System	Repair and maintain.	Use due care and attention	Use due care and attention
7.4	Water & Overflow pipes	Mains supply. Responsible for the water supply and pipework until the connection to the equipment. And for the waste from the point of connection to the equipment.	Use due care and attention to ensure water outlet does not become blocked with the disposal of waste.	Use due care and attention
7.5	Meter Cupboards	Maintain Gas, electricity, water after the Meter.	None	Maintain any sub meters for gas, electricity, water
7.6	Power Points	Repair and maintenance	Clean appropriately using due care and attention	Use due care and attention.
<b>8.</b>	<b>Miscellaneous</b>			
8.1	Pest control	None	Provide pest control service in kitchen and servery areas as required.	Provide pest control service to school and liaise with Norse if required in kitchen/servery areas.
8.2	Insectocutors	Included within the PAT test	Clean, repair and replace when required. Replace bulbs on an as needed basis.	None
8.3	Demolition Works	None	None	Hold responsibility for any demolition works required
8.4	Vandalism	Damage caused by vandalism out of school hours.	Damage caused by vandalism by Norse staff	Damage caused by vandalism during school hours
8.5	Graffiti	None	None	Removal of Graffiti

9.	Management Information			
9.1	Financial Report	Monthly report provided to each school, to incorporate the whole school, including the kitchen.		

# Appendix E

to Section 14.7 Payment Methods

in line with

Catering Service Level Agreement

## Purpose

This document is an appendix to the Service Level Agreement, CS374, between Schools covered by Norfolk County Council Central Contract and their agent Norse Catering Service. It is intended for the document to act as guidance for the school in the management of any bad debts they may have owing from time to time.

<b>BAD DEBT POLICY</b>	
1.	Wherever possible, income due should be collected before or at the time the relevant sale or service is provided.
2.	A record of all debts should be kept and followed up, in writing, within the time spans outlined below.
3.	If meals remain unpaid after 3 weeks an invoice should be sent to the parent or guardian requesting immediate payment.
4.	If appropriate, the school may contact their Parent Support Officer who will offer appropriate advice to the parent or guardian.
5.	If appropriate, the school may contact their School Safeguarding Child Protection Teacher for advice, and a professional area consultation may be arranged.
6.	If meals remain unpaid after 6 weeks from date of invoice a second reminder should be sent in writing.
7.	If meals remain unpaid after 9 weeks a final reminder should be sent by recorded delivery advising that the debt will be passed on to Norfolk County Council and if not settled will follow the formal debt collection procedures which could result in additional costs being added to the original amount. All relevant information should be forward, in writing to Frances Willis – Admin Officer (Payments) who will arrange for an invoice to be raised.
8.	<p>If, after every effort has been made to collect the debt and legal action is considered impractical or has been unsuccessful, individual bad (irrecoverable) debts may be written off in accordance with the following procedures:</p> <ul style="list-style-type: none"><li>• Those up to the value of £100 to be approved by the head teacher and reported to the next meeting of the governing body.</li><li>• Those exceeding £100 and up to the value of £500 to be referred to the governing body for approval, either directly or after consideration by the finance committee.</li><li>• Those exceeding £500 to be referred to the Head of Children’s Services (Finance &amp; ICT), as per the Norfolk Scheme for Financing Schools.</li></ul>
9.	In the event there is a VAT element to the debt, this must not be written off as this would contravene HM Customs and Excise statutory requirements.
10.	If further advice is required please contact your Finance Support Officer.