

Service Level Agreement for the provision of catering and support services in St Mary's Catholic Primary School Buckfast

1. Parties

This agreement is made between the local governing body of the school (the customer) and Dart Abbey Enterprises Ltd (DAEL).

2. Duration

This agreement will run from 1 April 2013 on an ongoing basis, subject to an annual review by both parties. The agreement can be terminated by either party by giving six months' notice in writing to the other party.

3. Purpose of the Service Level Agreement (SLA)

The purpose is to identify each party's responsibilities to deliver a successful school catering service.

4. Services under this arrangement

In this arrangement DAEL will provide both catering and support services to the school, its pupils and staff. DAEL, through its Head of Buckfast Abbey Conference Centre Catering, will manage all services relating to school meal provision (paid and free meals, maintenance, repair and replacement of equipment, food testing, dietetic services, and other related services).

4.1 Catering Provision

The following activities to be provided by DAEL in support of the catering service are:

- the provision of all ordered and requested school meals at the agreed times and days at the following cost:
 - £2.20 per pupil meal
 - £3.30 per adult meal
- to ensure sufficient meals can be supplied each day, including a small surplus (maximum two meals), to meet unexpected last minute changes.
- to agree, through the Head of Catering at Buckfast Abbey Conference Centre, with the headteacher, contingency plans for meal provision in extenuating or emergency circumstances.
- taking responsibility for the management of the kitchen area in the hall between 11.30 am and 2.00 pm, term time only.
- ensuring compliance with health & safety, food safety and nutritional legislation and requirements through the organising of an annual review of services
- managing the funding for, and arranging the provision of, other essential support services, such as food testing, dietetic support for special and medical needs, high cleaning services for kitchens, arrangements for transporting meals, kitchen equipment servicing, repair and/or replacement, etc.
- dealing with local environmental health authorities and environmental inspection reports relating to school meal provision

4.2 Kitchen Equipment Maintenance

- managing the available funding for purchase, repair and maintenance of heavy and light kitchen equipment, including the hot cupboard (bain marie) and dishwasher
- managing the maintenance contractors for the annual servicing of the school kitchen equipment required for the provision of school meals catering

4.3 Optional Additional Support

- Training in food hygiene is offered, by Dart Abbey Enterprises Limited, to school staff involved in activities such as after school clubs, breakfast clubs, cookery workshop clubs

- The school is responsible for training in manual handling and health and safety and this will be offered to DAEL staff involved in providing the school meals

5. Delivering the Services

- The Head of Buckfast Abbey Conference Centre Catering for DAEL will respond to queries by telephone, electronic mail, in writing or by personal visit, as dictated by the circumstances. An initial response will be made within one working day.
- DAEL will endeavour to provide the service in the most efficient way and is authorised to make adjustments to the deployment and utilisation of resources, in order to improve efficiency, albeit, the service requirement set out in this agreement will continue to be met.
- DAEL will aim to develop the service and seek improvements in the service through ongoing dialogue with the Head Teacher.

6. School Responsibilities

The school governing body will be responsible for the following:

6.1 Data and Information gathering and recording

- reporting the uptake of free school meals and pupil entitlement to the Department for Education.
- completing returns as and when required by the Department for Education

6.2 Premises

- ensuring the maintenance of the fabric of the building (interior and exterior) and the general working environment, in the kitchen and associated areas, e.g. floors, walls, ceilings, utilities, fixtures, light fittings, windows, to ensure adherence to health & safety legislation
- access at all reasonable times to the kitchen and associated areas for food and equipment deliveries, so that the catering service team can carry out its responsibilities (usually between 11.30 am and 2.00 pm each school day)
- the health & safety of all staff (DAEL and/or Contractors) and other personnel whilst on school catering premises, in the course of their work
- access to school first-aid facilities for catering staff.
- inclusion of kitchen and kitchen teams in the school's risk assessments covering fire, school food policies, general school health & safety policies, and any other school related assessments. The most up-to-date copies will be filed in the folder in the kitchen

6.3 Administration

- notification to Buckfast Abbey Conference Centre Chef of the total meal numbers required prior to the commencement of meal production
- collection (including internet payment) and banking of the income from paid meals, in accordance with Plymouth CAST financial regulations
- administration of free meal entitlement
- give advance notice to DAEL of events which impact on the service, e.g. changes in school times, INSET days, closure days, significant changes to pupil numbers
- inform DAEL of emergency situations which impact on the service, e.g. flooding, fire, etc
- liaise on changes in government policy and working practices that will affect the services
- circulation of the food allergies and intolerance information and referral form to all families (Appendix A)

6.4 Finance

- meeting the cost of all paid meals (whether duty or other stipulated by school management).
- meeting additional free meal costs in accordance this agreement

- meeting all costs of bad debts incurred by the school as a result of non-payment by users of the services
- meeting all costs of redundancies, caused as a direct result of changes in service provision, where initiated by the school.
- adhering to Transfer Undertaking (Protection of Employment) Regulations (TUPE) if the school decides to opt for alternative catering services and meal providers

7. Quality and Review

- The service will be formally reviewed annually by the Head of Buckfast Abbey Conference Centre Catering including a meeting with the Head Teacher and reports to the Trustees of Buckfast Abbey and the governing body of St Mary's School.
- In addition, recommendations for change will be discussed with the Headteacher before being submitted to the Trustees and Governing Body.

8. Billing and payment method

- Invoices will be submitted termly by the Accounts Department of DAEL.
- Charges will be regarded as accepted unless disputed within 28 days.
- Similarly, where invoices are involved, these should be settled within 28 days of receipt.

9. Resolving disagreements

- Any concerns or complaints about the level or quality of service provided should initially be made to John Hughes, Head of Buckfast Abbey Conference Centre Catering.
- If the school considers they have not received an adequate response, they should then outline their concerns in writing to the General Manager, Buckfast Abbey

10. Training Provided by DAEL

DAEL delivers training in Food Hygiene for Buckfast Abbey Trustees Registered and Dart Abbey Enterprises Ltd staff. School staff can access this training as agreed by the Head of Buckfast Abbey Conference Centre Catering and the Headteacher.

The training is required by all food handlers to deliver a safe food service, and could also be delivered to:

- teachers delivering cookery lessons and staff involved in breakfast clubs, after school activities, cookery workshops and other related activities
- School PTA members involved in food handling,

The charge for this arrangement will be agreed on a course by course basis.

Appendix A



Allergy and Intolerance Information,

Dear Parent / Carer

At Buckfast Abbey we comply with new EU Allergen Regulations that state we have all allergen information available upon request, on all foods that we sell at Buckfast Abbey.

There are fourteen allergens that we have to legally declare if present in our food. We also have the right to declare that whilst we state what is present in our food and we do everything possible to prevent cross contamination of allergens, we do use all allergens in our kitchens, so we cannot 100% guarantee cross contamination has not occurred, especially in self service areas of the business.

We take this legislation and our responsibility very seriously which is why we are asking for the following forms to be completed by our parents, for the food that is produced for the school meal provision for the children at St Mary's Primary School, Buckfast. This is your opportunity to let us know of the allergies and intolerances that your child/children suffer in order for us to best provide you child/children with the provision of a safe school meal.

While these forms and information seem so formal, we are happy to discuss your child / children's requirements, so please ask at the school should you wish to discuss anything further.

The fourteen allergens that apply to this legislation are as follows:-

NUTS, PEANUTS, CELERY, CEREALS CONTAINING GLUTEN, CRUSTACEANS, MOLLUSCS, LUPIN, SULPHUR DIOXIDE, MILK (AND MILK BASED PRODUCTS), EGGS, SOYA, FISH, SESAME AND MUSTARD.

In extreme circumstances, we do hold the right to refuse to provide a school meal to individual children if we feel we cannot meet their specific requirements.

Thank you for your continued support and understanding.

With kind regards,

John Hughes (Conference Centre Catering Manager)

Mark Bradley (Grange Manager in charge of food safety)



ALLERGY/INTOLERANCE

ONLY TO BE COMPLETED FOR CHILDREN WITH AN ALLERGY OR INTOLERANCE

Important Notes & Guidance

Dart Abbey Enterprise Ltd, strives to provide menus for children with allergies and intolerances whenever possible. The referral form is essential to allow us to provide safe food for children with these allergies and intolerances; therefore all sections must be completed in full.

In line with the Data Protection Act 1998, all information we hold is kept within the Buckfast Abbey records in a locked cupboard. This information is used for the sole purpose of providing meals for children with allergies and intolerances and will not be shared with any other organisation. **Please sign the form below to give parental/guardian consent for this information to be stored by us.** Regrettably, if we do not receive this consent we will be unable to deal with your child's requirement. **It is your responsibility to contact us immediately should any of the information you have given to us changes.**

**Please scan and email completed forms to:
admin@st-marysrc.devon.sch.uk**

or hand in to the School Office

*It is essential that the form is **signed and stamped/completed** by a registered medical professional i.e. Doctor; School Nurse; language therapist or dietitian, ensuring that the information on the form is accurate (as advised by health professionals and in liaison with Dietetic Departments around the United Kingdom), to prevent any problems occurring with respect to interpretation and/or health and safety. **We are unable to fund potential charges made by a GP, therefore we will accept a copy of a past letter stating the allergy or completion of the relevant section by another registered medical professional, as detailed above.**



ALLERGY/INTOLERANCE FORM

ONLY TO BE COMPLETED FOR CHILDREN WITH AN ALLERGY OR INTOLERANCE

CHILD'S DETAILS	
Child's Name	
Allergy/Intolerance <i>(if your child also has religious/cultural preferences, please advise)</i>	
Child's Class	
Date of Birth	
PARENT/CARER DETAILS	
Contact Name (Parent / Carer)	
Contact Address	
Postcode	
Contact Phone Numbers	
Email Address	
MEDICAL REFERRAL* (To be completed by a registered medical professional such as GP or Dietician <u>OR</u> a supported by letter from a medical professional – state below if letter enclosed) <u>WITHOUT THIS INFORMATION WE CANNOT PROCESS THIS SPECIAL DIET</u>	
A letter from a medical professional, old or new is acceptable. Please state if enclosed.	
Name of Medical Professional	
Relevant Professional Qualification	
Practice/Surgery/Hospital Address	
Any further clarification/details on the special dietary requirement.	
Medical Professional Signature	Date
Consent To Store Data in line with the Data Protection Act 1998	
I/we consent to the above data being stored in the manner described by Dart Abbey Enterprise Limited so that a suitable school meal may be provided for this child.	
Parent / Carer Signature(s)	Date