



Cyfarfod / Meeting

**FFORWM CYLLIDEB YSGOLION**  
**SCHOOLS FINANCE FORUM**

Dyddiad ac Amser / Date and Time

**10.00 a.m. DYDD IAU, 26 CHWEFROR 2015**

**10.00 a.m. THURSDAY, 26 FEBRUARY 2015**

Lleoliad / Location

**Ystafell Gyfarfod / Assembly Room**  
**Hen Eglwys Santes Fair / Old St Mary's Church**  
**Heol yr Eglwys / Church Street**  
**TREMADOG**

Pwynt Cyswllt / Contact Point

**GLYNDA O'BRIEN**

**01341 424 301**

Dosbarthwyd: 23.02.15

**AELODAETH / MEMBERSHIP**

**AELODAU CABINET / CABINET MEMBERS**

Y Cyngorydd/Cllr Gareth Thomas (Addysg)

Y Cyngorydd/Cllr Peredur Jenkins (Adnoddau)

**CYFARWYDDWYR CORFFORAETHOL / CORPORATE DIRECTORS**

Mr Iwan Trefor Jones

**PENAETHIAID UWCHRADD / SECONDARY HEAD TEACHERS**

Mr Alun Llwyd – Ysgol Dyffryn Ogwen

Mr Gareth T M Jones - Ysgol Botwnnog

Mr Eifion Jones - Ysgol Brynrefail

Mr Andrew Roberts - Ysgol y Berwyn

**PENAETHIAID CYNRADD / PRIMARY HEAD TEACHERS**

Mrs Iona Jones - Ysgol Edmwnd Prys/Bro Cynfal

Mr Gwyn Howells - Ysgol y Gelli

Mrs Sian Elen Fleming - Ysgol Llanaelhaearn

Mr Rhys Williams - Ysgol Cymerau

Mrs Menna Wynn Pugh - Ysgol Penybryn

Mrs Esme Spencer - Ysgol Baladeulyn

**UNDEBAU ATHRAWON / TEACHERS' UNIONS**

Mr Neil Foden – Ysgol Friars

**LLYWODRAETHWYR / GOVERNORS**

**Arfon**

Mr Walter Williams – Ysgol Dyffryn Ogwen - Arennig, 14 Erw Las, Bethesda, Gwyedd

Mr Godfrey Northam - Ysgol Llanllechid – 4 Llwyn Bedw, Rachub, Llanllechid, Bangor, Gwynedd.

**Meirionnydd**

Mr Eifion Williams - Ysgol y Moelwyn – Tanrallt , Llan Ffestiniog , Blaenau Ffestiniog

Mr Gwynne Pierce - Ysgol Llanbedr – Bryn, Llanbedr, Gwynedd. LL45 2HW

**Dwyfor**

Mr Glyn Owen – Ysgol Uwchradd Botwnnog - Rhos Newydd, Mynytho, Pwllheli, LL53 7RW

Mr T. Elwyn Jones - Ysgol Bro Plenydd - Madryn , 30 Dolwar , Y Ffor

**ESGOBAETH / DIOCESE**

Parchedig/Rev Robert Townsend

**YSGOLION EGLWYS / CHURCH SCHOOLS**

(Disgwyl enwebiad / Awaiting Nomination)

**YSGOLION ARBENNIG / SPECIAL SCHOOLS**

Mrs Donna Roberts - Ysgol Hafod Lon ac Ysgol Pendalar

**Sylwedyddion / Observers :**

Mr Dilwyn Williams, Prif Weithredwr/Chief Executive

Mr Arwyn Lloyd Thomas, Pennaeth Addysg / Head of Education Service

Mr Owen Owens, Uwch Reolwr Ysgolion / Senior Schools' Manager

Mr Hefin Owen, Rheolwr Cyllid y Gyfadran Datblygu/Finance Manager Development Directorate

Mr Cai Larsen, Cadeirydd Ffederasiwn Penaethiaid Cynradd

Mrs Alwen Watkin, Cadeirydd Ffederasiwn Penaethiaid Uwchradd

## A G E N D A

1. **Apologies**

Apologies for absence.

2. **Declaration of Personal Interest**

To receive any declaration of personal interest.

3. **Minutes**

To confirm the minutes of meetings of the Forum held on the following dates:

(a) 3 November 2014 (Copy enclosed – White Paper)

(b) 15 January 2015 (Copy to be circulated at the meeting)

4. **Matters Arising from the Minutes:**

3 November 2014 - Item 3 (a) – Financial Training for Schools **HO**

5. **Schools' Savings**

To receive a verbal report by the Cabinet Member and Head of Education.

6. **Education Improvement Grant for Schools 2015/16** **AT/HO**

7. **Cognition and Learning Service - Consultation**

To consider a report by the Head of Education on the above.

(Copy enclosed – Green Paper)

8. **Schools Network Service – Allocation Formula**

To consider a report by the Finance Manager on the above. **HO**

9. **Inclusion Service Review**

To receive a verbal report by the Head of Education on the above.

10. **Integration Budget**

To receive a verbal report by the Head of Education on the above.

11. **Submission of SLAs 2015-2018**

- **Cleaning**
- **Catering**

(Copy enclosed – Cream Paper)

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**SCHOOLS' BUDGET FORUM**  
**Minutes of a meeting that took place at the**  
**Former St Mary's Church, Tremadog**  
**on 3 November 2014 from 1.30 pm until 3.00 pm**

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**Present:**

**Mr Godfrey Northam - Chairman**

**Cabinet Members:** Councillor Gareth Thomas (Education)  
Councillor Peredur Jenkins (Resources)

**School Heads:** Alun Llwyd (Ysgol Dyffryn Ogwen), Gareth T M Jones (Ysgol Botwnnog), Gwyn Howells (Ysgol y Gelli), Rhys Williams (Ysgol Cymerau), Iona Wyn Jones (Ysgol Bro Cynfal/Edmwnd Prys), Menna Wynne-Pugh (Ysgol Penybryn, Tywyn).

**Teachers' Unions:** Neil Foden (Ysgol Friars)

**The Diocese:** Canon Robert Townsend

**Governors:** Walter Williams (Secondary Sector)  
Gwynne Pierce (Primary Sector)

**Officers:** Dilwyn Williams (Chief Executive)  
Owen Owens (Interim Head of Education)  
Dafydd Edwards (Head of Finance)  
Hefin Owen (Development Finance Manager)  
Huw Ynyr (Senior Manager IT & Business Transformation)  
Mrs Glynda O'Brien (Members' and Scrutiny Support Officer)

**Observer:** Cai Larsen (Chair of Primary Schools Headteachers Federation)

**Apologies:** Eifion Jones (Ysgol Brynrefail), Sianelen Pleming (Ysgol Llanaelhaearn), Esme Spencer (Ysgol Baladeulyn).

**1. CHAIRMAN'S ANNOUNCEMENTS**

(a) A warm welcome was extended to the following to their first meeting of the Schools' Budget Forum:

- Mr Gareth Jones, Ysgol Botwnnog
- Mr Rhys Williams, Ysgol Cymerau
- Mr Cai Larsen, Chair of Primary Schools' Headteachers Federation
- Mr Huw Ynyr, Senior Manager – IT and Business Transformation

(b) Mr Dilwyn Williams was welcomed and congratulated on his new role as Chief Executive of Gwynedd Council and best wishes were extended to him in his post.

**2. MINUTES**

The Chairman signed the minutes of the meeting of the Schools' Budget Forum held on 18 June 2014.

**3. MATTERS ARISING FROM THE MINUTES**

**(a) Item 5 (c) - School Balances - financial training for schools**

The Finance Manager apologised that no progress had been made in relation to the above, however, they were continuing to consider establishing a Website that would enable individuals to gain access to interactive financial material.

**Resolved: To receive a further report at the next Forum meeting.**

**(b) Item 8 (c) – School Balances Plan**

The Interim Head of Education reported that a system had been agreed to deal with balances with six secondary schools over £100,000, and two primary schools with over £50,000. They would work with GwE to find ways of acting as there was more work to be undertaken and look in detail with schools to identify priorities and to ensure that the schools earmark the balances towards those priorities.

**Resolved: To accept and note the above.**

**(c) Item 9 (c) – Financial Resources available to schools 2014-15**

In response to a query, the Finance Manager confirmed that the spreadsheet of the main financial sources for schools had been circulated to schools on 27 June 2014.

**Resolved: To accept and note the above.**

**(ch) Item 12 – Service Level Agreements**

The Interim Head of Education reported on the current situation regarding Service Level Agreements as follows:

**Primary Sector**

- |                           |   |  |
|---------------------------|---|--|
| 1. Grounds maintenance    | - | 5 schools had not entered into an agreement  |
| 2. Archives Service       | - | 3 schools had not entered into an agreement  |
| 3. Cognition and Learning | - | 11 schools had not entered into an agreement |

**Special Schools**

Grounds maintenance - 1 school had not entered into an agreement

**Secondary Sector**

6 schools had not entered into SLA for Grounds Maintenance and 4 schools had not entered into a Library SLA.

**Resolved: To accept and note the above.**

#### 4. SCHOOLS SAVINGS TARGET

(a) The Interim Head of Education presented a report in accordance with the resolution of the Gwynedd Council Cabinet to establish a Working Group to develop schemes to achieve the schools savings target of £4.3m over the next three years.

(b) It was explained that the Council had agreed with the Cabinet's proposal to plan for the need to find additional savings worth £34m over the next three years in response to the financial climate they faced. In order to achieve the original strategy it was anticipated that they should aim to achieve approximately £3.4m savings from the schools' budget (equivalent to approximately 6% over the next three years).

(c) The following constitution was suggested for the Working Group:

- Chair and Vice-chair of the Schools' Budget Forum
- A cross-section of members from the Schools' Budget Forum (heads and governors) and representation from amongst the special schools, large, medium and small secondary and primary schools.
- Corporate Director - Education
- Chair and Vice-chair of the Services Scrutiny Committee as observers.

(ch) The Working Group would be requested to undertake a piece of work and report back to the Cabinet at the end of January 2015, and it would be good practice to consider the impact prior to making any far-reaching resolutions.

(d) A Member asked could they not protest and object to the cuts from Welsh Government as he was very concerned that they would have far-reaching implications on schools and an impact on pupils' attainment levels. This entailed that schools would have to commence a process of redundancies due to overstaffing.

(dd) In response, the Chief Executive explained that it would be necessary for the Working Group's brief to reflect and reduce the impact on educational standards.

(e) The Cabinet's decision to include Heads and Governors on the Working Group was acknowledged and appreciated.

**Resolved: (a) To nominate the following members to the Working Group:**

**Godfrey Northam (Chair of the Schools' Budget Forum)**

**Cllr. Gareth Thomas (Vice-chair of the Schools Budget Forum)**

**Neil Foden (Large Secondary School)**

**Eifion Jones (Medium Secondary School)**

**Alun Llwyd (Small Secondary School)**

**Dewi Lake / Tudur Williams (Meirionnydd / Dwyfor area)**

**Canon Robert Townsend (Diocese)**

**(b) To request that the Chair of the Federation of Primary Headteachers circulate the members to nominate representatives from the**

**primary sector to represent schools based on large, medium and small schools.**

**(c) Specify the following dates for Forum meetings with the venue to be confirmed:**

**a.m. 18 November 2014**  
**p.m. 1 December 2014**  
**a.m. 18 December 2014**

## **5. WELSH GOVERNMENT'S SCHOOL GRANTS**

(a) A report was presented by the Interim Head of Education outlining the financial implications of the Welsh Government's latest announcements.

(b) The Finance Manager reported that a reduction of £136,056 was anticipated in school grants for 2014-15. Concern was expressed regarding the Government's decision to agree 11 education grants /schools under the name 'Education Improvement Grant for Schools'. The Minister referred specifically to "We have to continue to satisfy the outcomes and expectations of individual grants, for example maintaining the ratios for the Foundation Phase' and as the Foundation Phase Grant is £97.9m of the £156.7m total in 2014/15 it may be interpreted that the other grants that will be hit, corresponding to over 25%, with detrimental implications on several plans by Schools and the Education Department.

(c) It was noted that a representation of Welsh Government Civil Servants would be meeting the Finance Manager at 9.30 a.m. on Friday, 7 November 2014 and any member of the Forum was welcome to attend. In response, Mr Neil Foden volunteered to attend on behalf of the secondary sector.

(ch) There was discontent amongst Members that the Government had withdrawn funding that was linked to individuals and had been spent already. A Member suggested strongly that they should protest and send a letter on behalf of the Forum to convey their discontent.

**Resolved: To request that the Interim Head of Education conveys via a letter to the Welsh Government the Forum discontent to a retrospective reduction in school grants for 2014/15.**

## **6. STRENGTHENING THE IT CONNECTIVITY PROVISION**

(a) The report of the Senior IT Manager and Business Transformation was presented regarding strengthening IT connectivity for schools.

(b) It was reported that the Welsh Government had invested approximately £2.5m to strengthen the infrastructure to prepare for wireless connections in schools that would speed up connectivity to a minimum of 10mbps for primary schools and 100mbps for secondary schools and for primary schools with more than 300 pupils. From April 2015 onwards, there would be an additional cost of £270,000 per annum to maintain this service to:

- Increase the speed of connection to schools from the previous standard to a standard of 10/100mbps

- Strengthen the infrastructure to support the growth following increasing the speed
- Cost of licences for the wireless service including a content filter system for the web to safeguard users from inappropriate contents
- Additional staffing costs to support the provision

and would be a cost that would fall on the schools.

(c) Following a discussion on the various options, it was suggested that the costs would be implemented according to a model based on the following three elements and to model different weightings to these:

1. How far is the school from the exchange
2. Element of flat rate
3. Number of pupils

**Resolved: (a) To accept and note the contents of the report.**

**(b) Approve the additional cost of £270,000 in accordance with the model placing emphasis on the three elements outlined in (c) above.**

## **7. SECONDARY SCHOOLS INCLUSION STRATEGY**

A report was presented by the Interim Education Head outlining the response to a consultation with schools regarding establishing a protocol to operate an Inclusion Strategy to prevent exclusions in schools.

The responses were reported as follows:

- 10 schools supported the proposal
- 2 schools objected to the proposal and proposed a different basis
- 1 school had responded late – without observations
- 1 school had not responded

Reference was made to the comments of the two schools who objected the proposal:

1. Concern that the promise that every school would receive at least the equivalent cost of a teacher's salary would be broken.
2. The model did not guarantee sufficient finance to continue to employ a teacher.
3. Concern that when the decision would be made on the grounds of allocation that the redundancy due to overstaffing process within the timetable will be difficult.
4. Which members of staff would implement the plan
5. Defer the devolvement of the inclusion strategy until April 2016.

It was suggested, based on the fact that the majority of schools agreed with implementing the strategy, that it should be implemented from September 2015 and it was up to schools to establish their own workforce.

**Resolved: (a) To accept and note the contents of the report.**



**(b) To approve the allocation of the inclusion strategy finance to secondary schools, including the transfer of staff employment from the authority to schools, to be implemented from September 2015.**

**8. GWYNEDD SCHOOL BALANCES IN THE CONTEXT OF WALES**

Submitted, for information the Welsh Government's announcement on school balances on 31 March 2014 with an opportunity to compare the balances of Gwynedd schools with other Welsh authorities.

In the recent announcement it was seen that Gwynedd continued to be one of the highest and was cause for concern as **some schools** did not make the best use of finance available for pupils currently within the education system. Attention was drawn to the fact that a percentage of Gwynedd schools against the devolved budget was 4.4% compared with the Welsh average of 2.8%.

This concern was supported by several Forum members due to the fact that the money was not being spent on the pupils. There was a tendency for schools to commit balances for the following year towards emergency matters and not for a specific element and therefore the money increased year on year.

**Resolved: To accept and note the contents of the report.**

**CHAIRMAN**

<b>MEETING</b>	SCHOOLS FINANCE FORUM
<b>DATE</b>	26 February 2015
<b>TITLE</b>	Cognition and Learning Service
<b>PURPOSE</b>	Report on the consultation process
<b>RECOMMENDATION</b>	Approve the reversal of delegation
<b>AUTHOR</b>	Arwyn Thomas, Head of Education
<b>CABINET MEMBER FOR EDUCATION</b>	Councillor Gareth Thomas

### **Background**

The Council is conducting a Strategic Review of Additional Learning Needs (ALN), as well as preparing for legislative changes in the near future. In order to plan and prepare for this during 2015/16, the Education Department is submitting to this meeting of the Schools' Budget Forum our intention as an Authority not to devolve 'Cognition and Learning Service' finance to our schools from April 2015.

### **Rationale**

During 2015/16, it is intended to review the Service while continuing to support schools, but without the bureaucracy attached to the current SLA.

The current arrangement:

- The Cognition and Learning Team was established following the restructuring of the service to support schools in the cognition and learning field.
- The budget has been devolved to primary schools and the Authority offers the provision to every school through the Service Level Agreement (SLA).
- In the last two years, a number of schools have opted not to purchase this service through the SLA and provide the service themselves – for a number of reasons.

The case for change:

- The new ALN strategy together with new legislative requirements places specific responsibilities on the local authority to monitor and review the service and provision in greater detail.
- The ALN review was an opportunity to review the entire provision in order to ensure the outcome "That children with ALN receive a service of quality from multi-agency and integrated teams across Gwynedd, who share information, plan collaboratively, and provide parents with clear advice and information".
- To fulfil this, it is necessary to:

- Simplify the method of presenting the service
- Ensure consistency, quality and provision across the county
- Collaborate better with the various agencies
- Realise the potential of special schools

## **Consultation**

A consultation was held on this proposal, with an invitation for schools to submit comments on the intention by the end of the day, Wednesday, 11 February 2015.

One relevant comment was received:

*Thank you for the opportunity to contribute to the consultation on the Gwynedd Cognition and Learning Service provision. As the Head Teacher of one of the schools that chose not to commit to the Cognition and Learning SLA in April 2014, I am very concerned at the proposal to take this choice away from us as schools.*

*Without elaborating too much, the basis for the school Governing Body's original decision not to sign can be summarised into two considerations:*

*(1) No service was received for a period during the 2013/14 financial year, and none at all from 1/4/14. With the school's draft budget arriving at the beginning of June 2014 and not having received any 'Cognition and Learning' provision from 1/4/14 (regardless of the reasons for this), it would have been irresponsible of the Governing Body to sign the SLA.*

*(2) The Quality of Provision – During the brief time that we received the service, I felt that the school could provide a higher quality of the same service internally. Following a discussion with the Governing Body, this principle was agreed and especially when (1) was taken into consideration.*

*To respond specifically to the case for change in your letter -*

- The new ALN strategy together with new legislative requirements places specific responsibilities on the local authority to monitor and review the service and provision in greater detail.

*This is not a case for change. Every Head Teacher accepts that the LEA needs to monitor in detail – this has already taken place in relation to the Cognition and Learning Service. The informal comments provided by the officer who visited us here were extremely positive. There was an acknowledgement (again informal) that the school provided the service to a good standard, but more than this, was able to use its knowledge of children and families and its close working relationship with other members of staff to extend the provision further and to ensure better value for money.*

- The ALN review was an opportunity to review the entire provision in order to ensure the outcome “That children with ALN receive a service of quality from multi-agency and integrated teams across Gwynedd, who share information, plan collaboratively, and provide parents with clear advice and information”.

*Again, it is difficult for me to accept that this is a case for change. Instead, here is a perfect opportunity to upskill schools' frontline staff.*

- To fulfil this, it is necessary to:
  - Simplify the method of presenting the service

*Surely the simplest service possible would be to delegate the responsibility to schools and for the LEA Officer to monitor the quality.*

- Ensure consistency, quality and provision across the county
- Collaborate better with the various agencies
- Realise the potential of special schools

*Again, I feel that there is nothing here that could not be better provided by upskilling members of our schools' internal staff. The culture of school-to-school working has started to take root, and in accordance with this new culture, it would be very straightforward to include aspects of 'Cognition and Learning'.*

*In addition, I feel that the main case for change has not been included, namely the financial savings that face the LEA and Council. With schools having planned their internal Cognition and Learning provision carefully including staff contracts and investment in training and resources, retracting the service to the centre would be an additional financial cut. Here at the school, it will lead to cutting back part of a teacher's job. It would be more frustrating still to have to accept that the job cut and central provision would lead to a service of a reduced quality. This, of course, is not in any way the fault of any Cognition and Learning teacher – it would be totally impossible for any individual travelling from one school to the next from day to day to ensure as good an acquaintance with children and families and to develop as effective a working relationship with members of our workforce. This is one of the main principles of the Assembly's current direction – i.e. the principle that allocating an increasing percentage of the education settlement to schools is the most productive and expected approach – without a doubt, the implications of withdrawing this money from the funds of schools similar to ours would go against the nature of these principles, and the side-effect of having a reduced quality of provision would be a perfect reflection of the basis for the principle.*

*Thank you once again for the opportunity to contribute to the consultation. I look forward to receiving your comments.*

## **Conclusions/resolution**

On the basis of the fact that one comment (opposing the plan) was received, the Education Department is not of the opinion that there is a need to deviate from the original intention. As a consequence, the Education Department will continue with the intention not to devolve 'Cognition and Learning Service' finance to our schools from April 2015.

# Pennaeth Addysg (dros dro) Head of Education (interim)

Owen Owens

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12 December 2014

**To Gwynedd primary school headteachers and chairpersons of governing bodies**

Dear Headteacher and Chair of Governors

## **Re: Cognition and Learning Service**

You will be aware that the Council will be holding a Strategy Review of Additional Learning Needs (ALN), and preparing for legislative change in the near future. In order to plan and prepare for this during 2015/16, the LEA intends, in January 2015, to notify the Schools Budget Forum that 'Cognition and Learning Service' delegated funding to our schools will be discontinued as from April 2015.

The intention is to conduct a Service review during 2015/16 whilst continuing to provide school support, but having eliminated the bureaucracy associated with the current SLA.

The current arrangements:

- The Cognition and Learning Team was established following Service re-structuring of the schools support Service in the cognition and learning field.
- The budget has been delegated to the primary schools and every school is offered the provision by the LEA through a Service Level Agreement (SLA)
- Over the last 2 years, a number of schools have opted not to buy this Service through the SLA and provide the Service themselves – due to several reasons.

The case for change

- A new ALN strategy together with new legislation places specific responsibilities on the authority for more detailed monitoring and review of the service and provision.
- The ALN review has provided an opportunity to review the entire provision so as to ensure the outcome "That ALN pupils receive a quality service from multi-agency and integrated teams throughout Gwynedd, who share information, jointly plan, and provide parents with explicit advice and information"
- So as to achieve this, there is a need to:
  - Simplify the service presentation method
  - Ensure consistency, quality and provision throughout the county
  - Better collaboration with the various agencies
  - Realise the potential of the special schools

If you wish to present comments on the LEA's intention, please submit your comments and send them to me by **the end of the day, Wednesday 11 February 2015** – for the attention of Annie Sanson [anniesanson@gwynedd.gov.uk](mailto:anniesanson@gwynedd.gov.uk)

I will report on this issue to the Schools Budget Forum and the Council Cabinet and seek their support.

Yours sincerely

*Owen Owens*

**Owen Owens  
Interim Head of Education**

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<b>MEETIN</b>	SCHOOL BUDGET FORM
<b>DATE</b>	26 February 2015
<b>TITLE</b>	Schools Network Service – Allocation Formula
<b>PURPOSE</b>	Report on the consultation process
<b>RECOMMENDATION</b>	Agree on the Allocation Formula
<b>AUTHOR</b>	Arwyn Thomas, Head of Education
<b>CABINET MEMBER FOR EDUCATION</b>	Y Cyngorydd Gareth Thomas

### Background

Further presentation to the Senior Manager of Information Technology and the Transformation of the Forum November 3, 2014, presented the letter and the attached spreadsheet to schools showing cost estimate for 2015/16 and the Network service formula was being offered -

actual cost of hiring 'circuits'	£275mil
Infrastructure based on the number of pupils	£186mil
Support wireless service based on the number of pupils	£116mil
Total cost	<b>£577mil</b>
Pro-rata allocation of the total cost (53.66% of the cost)	<b>£307mil</b>

Simply the allocation is proportional to the cost per school.

The consultation was sent to 97 primary schools, 14 secondary schools and two special schools, a total of 113 schools.

3 responses to the consultation -

1 school affirmed support for the approach / allocation formula

1 school felt that sharing some of the costs on the basis of numbers is fair, but that an element of unfairness appears with some schools with above average "circuits" costs, possibly based on location. Concern that this precedent will lead to charging more for services in the more rural areas of the county, rather than divide the total cost between all schools. Proposal that the "circuits" element is split equally between schools rather than on the basis of actual

cost per site.

The third school did not have a comment on the basis of the formula, but rather on the shortcomings of the service. The comments have been referred to the Senior Manager of Information Technology and Transformation for him to respond directly to the school.

**Recommendation**

To adopted the basis of allocation which has been proposed.

# Pennaeth Addysg Head of Education

Arwyn Thomas

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28 January 2015

**To headteachers and chairpersons of Gwynedd school governing bodies**

Dear Headteacher and Chair of Governors

## ***Re: Schools Network Service Consultation***

The Welsh Government has invested approximately £2.5m on strengthening the infrastructure that provides Wi-fi connections in schools, accelerating the linkage to a minimum of 10mbps for secondary schools and primary schools whose pupil numbers exceed 300. There are permanent revenue implications to supporting the provision. The provision's total annual cost is £577 mil. £307 mil and the remainder of £270 mil is provided through a Welsh Government grant up to March 2015. From April 2015 the grant will no longer be available and schools will shoulder the additional and permanent cost of £270mil -

	Costs 2015/16	Available funding	Additional Cost to Schools
'Circuits'	£275mil	£133mil	£142mil
Infrastructure	£186mil	£174mil	£12mil
Wi-fi Service Support	£116mil	-	£116mil
<b>Total</b>	<b>£577mil</b>	<b>£307mil</b>	<b>£270mil</b>

Further information on the scheme is available via the link below to the report of the Information Technology and Transformation Senior Manager that was presented to the Schools Budget Forum on 3 November 2014 (see item 6) –

<https://www.gwynedd.gov.uk/cy/Cyngor/Cynghorwyr-a-phwyllgorau/Pwyllgorau,-cofnodion-ac-agendau/Pwyllgorau,-cofnodion-ac-agendau.aspx?pwyllgor=/2014-15/Fforwm> **Cyllideb Ysgolion Schools Finance Forum/2014-11-03**

The Information Technology Service intends to charge schools £577mil in 2015/16. The schools will receive an allocation to the value of £307mil to contribute towards the cost, that leaves a balance of £270mil that schools will need to find within their budgets for 2015/16. This cost has been introduced as part of 3 year projections that schools received during November 2014.

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So as to allocate the available funding of £307mil, a distribution formula is required. ***The LEA's intention, and on which consultation is being held, is to distribute on the basis of -***

True cost of hiring 'circuits'	£275mil
Infrastructure based on pupil numbers	£186mil
Support a wi-fi Service based on pupil numbers	£116mil
Total cost 2015/16	<b>£577mil</b>
<b>Pro-rata allocation to the total cost (53.66% of the cost)</b>	<b>£307mil</b>

A table is appended that indicates total costs (£577mil) per school, value of the allocation (£307mil) for every school and the additional cost (£270mil) that will be borne by every individual school budget.

If you wish to comment **on the allocation basis** (not on the unavoidable additional cost to schools, or the service itself) it would be appreciated if you did so and send the correspondence to me by **the end of the day, Wednesday, 18 February 2015** – for the attention of Annie Sanson [anniesanson@gwynedd.gov.uk](mailto:anniesanson@gwynedd.gov.uk)

I will report on the consultation to the Schools Budget Forum and to the Council Cabinet, requesting your support for implementation in 2015/16.

Yours sincerely

*Arwyn Thomas*

**Arwyn Thomas**  
**Head of Education**

<b>MEETING</b>	SCHOOLS FINANCE FORUM
<b>DATE</b>	26 February 2015
<b>TITLE</b>	Schools' Service Level Agreements
<b>PURPOSE</b>	Raise awareness of the content of the agreements
<b>RECOMMENDATION</b>	Accept the agreements to be offered to schools
<b>AUTHOR</b>	Arwyn Thomas, Head of Education
<b>CABINET MEMBER FOR EDUCATION</b>	Councillor Gareth Thomas

Service Level Agreements (SLA) are being offered to schools –

#### **School Catering**

The service will form a partnership with the Schools in order to provide a good quality and nutritious food for all pupils, staff and visitors in line with their individual requirements.

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

#### **School Building Cleaning and Caretaking**

The service will form a partnership with the Schools in order to provide a clean, safe and hygienic environment for all pupils, staff and visitors in line with their individual requirements.

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

**Addysg**

**Education**

**Service Level Agreement  
Building Cleaning and Caretaking  
Service**

**Primary and Special Schools**

**April 2015 – March 2018**

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- 1.4 Confidentiality
- 1.5 Solving Disputes
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### **3.0 Cost of the Agreement**

## 1.0 INTRODUCTION

### 1.1 The Agreement

This is a Service Level Agreement (SLA) between School Catering and Cleaning Service and Primary and Special Schools to provide a comprehensive School Cleaning and Caretaking Service.

### 1.2 The Service

#### Building Cleaning and Caretaking

The main objective is to deliver a high quality, value for money service, which is responsive to our customers' need. Being part of Gwynedd Council, we acknowledge our duty to the local community in providing it with a quality service that gives good value to the people of Gwynedd.

To provide a high standard of service by means of management control and guidance, cost effective procedures and processes and by providing good quality, relevant training to all employees.

To deliver all services bilingually and to treat our customers with courtesy and respect.

With the employment of local staff, and by applying consistent quality standards, we aim to provide a safe environment for all pupils, staff and visitors to the school

### 1.3 Methods of Provision

The service will form a partnership with the Schools in order to provide a clean, safe and hygienic environment for all pupils, staff and visitors in line with their individual requirements.

We have a Quality Policy and defined cleaning procedures incorporated in a Cleaning Manual that is issued to each site.

To achieve full compliance with the required quality standards and to seek continual improvement in the School Catering and Cleaning Service, the School Catering and Cleaning Management Teams will monitor the standards regularly and will report back to school staff and Head Teachers.

The Service will employ sufficient persons to ensure that the service is provided at all times in all respects to the required specification.

All staff have been trained and are qualified to the BICS standards (British Institute of Cleaning Science) and the Safeguarding Level 1 training.

All products and equipment have been tested and fall in line with the Environment safety guidelines. Induction training includes Safe Use of Machinery.

One strong feature of our procedures is our colour coded cleaning system which has been in place for a number of years, and has been designed to eliminate cross-contamination. Hygiene is a top priority - in the training of our employees, our cleaning methods and in the choice of cleaning chemicals.

The service will respond immediately to any non compliance or complaints received.

The School Catering and Cleaning Service will comply with the Health and Safety at Work Act 1974, together with all regulations, approved codes of practice and other supplementary legislation, report any injuries, diseases or dangerous occurrences under the RIDDOR regulations 2013

#### **1.4 Confidentiality**

The School Catering and Cleaning Service will ensure that all staff abide with the confidentiality of any data, that information is stored securely and that there are no doubts concerning the confidentiality of the information.

The School Catering and Cleaning Service will conform in full with data protection legislation.

#### **1.5 Solving Disputes**

Any complaint or comments about the Service should be referred immediately to the Cleaner in Charge and the School Catering and Cleaning Manager. The School Catering and Cleaning Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. In the event of agreement not being reached, the dispute should be referred to the Senior Ancillary Services Officer.

#### **1.6 The Duration of the Agreement**

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

#### **1.7 Terminating the Agreement**

Three months written notice will be provided by either party before terminating the agreement.

## 2.0 Core Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

### 2.1 Building Cleaning

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.1.1.	<b>Cleaning of the Site</b>	To the agreed frequency as detailed in the frequency chart	Daily.	To ensure that the site is left clean and hygienic at the end of the working day  To follow cleaning methods as described in the Cleaning Manual	To allow access after the children have left  To provide hot water and electricity  To provide safe and adequate storage facilities
2.1.2	<b>Updating Site Details</b>	To ensure that the records are updated to reflect changes to site	Occasionally only.	Site measurements Site Plans Changes to work patterns Record changes of room use	Inform the service of any changes to the buildings, room use or room closures.

### 2.2 Security and Key Holder Duties

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.2.1	<b>Opening the school</b>	Ensure that the site is safe for staff and pupils	Daily agreement with the Head Teacher	To take responsibility for the keys to the school  To disable the alarm system  To unlock all gates giving access to the school  To switch on lights and check heating  To check that there is no vandalism or signs of misuse on the school property  To ensure that the school is opened ready for the arrival of users	Provide keys  Provide any information on alarm systems  Provide contact details in case of emergency
2.2.2	<b>Securing the School at the end of the day</b>	Ensure that the site is securely closed at the end of the working day	Daily	To enable the alarm system  To lock all gates giving access to the school  To switch off lights and check heating is off  To close and secure the site at the end of the day	Provide keys  Provide any information on alarm systems  Provide contact details in case of emergency

## 2.2 Security and Key Holder Duties - continued

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.2.3	<b>Fire or Burglar Alarm Call Out Duties</b>	Respond to emergencies	As required	<p>To respond to an alarm call out</p> <p>To inform the Head Teacher of any incident</p> <p>To co-operate with the Emergency Services</p>	<p>To respond to the request of the Cleaner-in-Charge</p> <p>Provide information on fire / intruder alarms</p>

## 2.3 Waste Disposal

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning service	Responsibilities of the School
2.3.1	<b>Provide Wheelie Bins</b>	Provision of adequate disposal of general waste	Weekly	To provide general waste wheelie bins in accordance with the requirements of the schools	Provide waste paper bins in the classrooms
2.3.2	<b>Emptying of Waste Paper Bins</b>	Emptying of bins	Daily	Collect rubbish into black bin bags	Provide waste paper bins
2.3.3	<b>Re-cycling</b>			Empty re-cycling blue boxes into the re-cycling bin provided	

## 2.4 Training of Staff

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.4.1	<b>Ensure that all staff are trained to the BICS (British Institute of cleaning Science)</b>	Ensure that the training is fulfilled	All staff to receive the required training within 5 days of commencement	<p>To ensure that all staff are fully in compliance with all the training requirements.</p> <p>Training to include colour coded systems, safe use of machinery, COSHH and Risk Assessments, Health and Safety Policy.</p> <p>Full induction package for all.</p>	To allow appropriate on site training to take place
2.4.2	<b>Ensure all staff receive Level 1 Safeguarding training</b>	Ensure that the Level 1 training is fulfilled	Every 3 years	To ensure that all staff are fully in compliance with the training requirements	To allow appropriate on site training to take place



## 2.5 Cleaning Procedures and Hygiene

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.5.1	<b>Clean and Hygienic Environment for all Pupils, staff and visitors to the Schools</b>	<p>Ensure that the school is clean and hygienic for all users</p> <p>Follow site cleaning specification for the daily cleaning.</p>	Daily	<p>To take responsibility of all the cleaning of the school.</p> <p>Ensure adequate trained staff to be on site.</p> <p>To issue clear instructions to site staff on correct requirements</p> <p>To ensure that the school is cleaned to the daily specification and in accordance with the cleaning methods as defined in the Building Cleaning Manual</p> <p>Colour coded systems in place to eliminate cross contamination especially in the toilet facilities.</p> <p>Provide a Building cleaning Site File.</p> <p>Provide health and safety Policy</p> <p>To select the appropriate equipment and machinery according to the site requirements</p> <p>To co-operate with school staff for any minor changes e.g. parents evenings, school plays, exams</p> <p>Order and dispense hand washing liquid soap, toilet paper and paper towels as required</p> <p>Monitoring of toilet areas with any concerns that could affect the health of the children raised at once</p>	<p>To provide hot water and electricity. Advice of any additional requirements.</p> <p>To give site staff information on any changes to routine e.g. parents evening</p>

## 2.6 School Holiday Cleaning

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.6.1	<b>Out of term holiday cleaning</b>	Specified annual tasks to be undertaken during school holiday	Summer, Winter and Easter school holiday	To ensure that the site will be cleaned in accordance with the tasks identified as being undertaken annually and three times per annum within the site specification and Cleaning Manual.	To liaise with the School Catering and Cleaning Manager of any impending building work during the school holidays

<b>2.7 Health and Safety</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the School Catering and Cleaning Service</b>	<b>Responsibilities of the School</b>
2.7.1	<b>Health and Safety Policy/Guidelines</b>	Written policy and/or guidelines that include a Safety Statement and responsibilities  Issued, with training, to site	Amended as necessary	To be conversant with current H&S legislation  To conform with such legislation  To comply with all Gwynedd Health and Safety Policies	To conform with all Health and Safety Legislation  To comply with all Gwynedd Health and Safety Policies
2.7.2	<b>Risk Assessments</b>	Generic, Individual and Site Specific risk assessments  Issued, with training, to site	Generic assessments reviewed annually. Individual or Site Specific as required	To undertake, conform with and review all risk assessments concerning the service provided.  To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors	To liaise with the Area Manager on all Health and Safety issues
2.7.3	<b>COSHH Assessments</b>	Generic, Individual and Site Specific COSHH assessments  Issued, with training, to site	Generic assessments reviewed annually. Site Specific as required	To undertake, conform with and review all COSHH assessments concerning the service provided.  To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors	To liaise with the Area Manager on all Health and Safety issues
2.7.4	<b>Health and Safety Training</b>	To ensure that staff have all relevant training in order to carry out their tasks in a safe manner	Induction training  On site training from School Catering and Cleaning Managers  Corporate Training as required	To ensure that all members of staff have relevant training  To record all training	To allow appropriate on site training to take place
2.7.5	<b>Testing Fire Equipment</b>	To ensure that all staff receive instructions on testing Fire Equipment	Weekly	To ensure that all members of staff have relevant training for testing fire equipment	Provide any information on alarm systems
2.7.6	<b>Emergency Evacuation</b>	To ensure that all staff receive instructions on Emergency Evacuation	Evacuation procedure reviewed annually. Practise – as required	To ensure that all members of staff have relevant information.  All staff to take part in any evacuation drills	Include staff in any evacuation drills

<b>2.8 Contract Monitoring</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the School Catering and Cleaning Service</b>	<b>Responsibilities of the School</b>
2.8.1	<b>Visit sites to maintain standards</b>	Compliance with contract specification	Annual review with Headteacher	Inspect and record.  Provide feedback on any	Agree to meetings

Regular Area Management Teams

issues

Provide evidence that appropriate Management Systems are in place and are being followed.

## 2.9 Support for Head Teachers and Governors

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.9.1	<b>Professional advice on flooring, cleaning etc</b>	Respond to customer's needs	As required	<p>Ensure site is clean and safe</p> <p>Respond to intruder alarms</p> <p>Report damage, vandalism or graffiti.</p> <p>Seek improvements to the service on a continual basis</p>	<p>Agree to meetings</p> <p>Raise any concerns</p>
2.9.2	<b>Additional work</b>	As agreed	As required	<p>Extra work can be undertaken by site / central staff:</p> <ul style="list-style-type: none"> <li>• Testing taps, showers and water sprinklers</li> <li>• Following building work</li> <li>• Essential work in relation to Biomass boilers</li> <li>• Emergencies e.g. floods</li> <li>• Evening opening of site.</li> </ul>	Make request

## 2.10 Employment issues

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.10.1	<b>Employment issues</b>	Gwynedd Council Policies	As required	<p>Safe Recruitment( including DBS )</p> <p>Payment of Wages</p> <p>Terminations</p> <p>Absence control</p> <p>Disciplinary</p> <p>Grievance</p> <p>Health and welfare</p> <p>Substance misuse</p> <p>Return to work</p>	Welcome to attend any interview.
2.10.2	<b>DBS checks</b>	Enhanced checks for all employees	Before commencing work	To inform the Headteacher of any convictions, or suitability of the post	To keep the service informed of any incident that gives cause for concern

## 2.11 Financial Services

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.11.1	Control of budgets	As required by Gwynedd auditors	Annual	<p>Raising invoices</p> <p>Discuss any adjustments with schools</p>	Contact Senior Ancillary Services Officer

## 2.12 Bi-lingual Service

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the School Catering and Cleaning Service</b>	<b>Responsibilities of the School</b>
2.12.1	Fully bi-lingual in accordance with Gwynedd Policy	As required by Gwynedd Policy	Daily	To provide correct documentation in Welsh or bi-lingual as required	

## 3.0 Cost of Contract

- 3.0.1 The contract price will be equivalent to the schools budget allocation.

**Addysg**

**Education**

**Service Level Agreement  
Building Cleaning and Caretaking  
Service**

**Secondary School**

**April 2015 – March 2018**

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- 2.8 Support for Head Teachers and Governors
- 2.9 Employment Issues
- 2.10 Financial Services
- 2.11 Bi-lingual Service

### **3.0 Cost of the Agreement**

## **1.0 INTRODUCTION**

### **1.1 The Agreement**

This is a Service Level Agreement (SLA) between School Catering and Cleaning Service and Secondary Schools to provide a comprehensive School Cleaning Service.

### **1.2 The Service**

#### **Building Cleaning**

The main objective is to deliver a high quality, value for money service, which is responsive to our customers' need. Being part of Gwynedd Council, we acknowledge our duty to the local community in providing it with a quality service that gives good value to the people of Gwynedd.

To provide a high standard of service by means of management control and guidance, cost effective procedures and processes and by providing good quality, relevant training to all employees.

To deliver all services bilingually and to treat our customers with courtesy and respect.

With the employment of local staff, and by applying consistent quality standards, we aim to provide a safe environment for all pupils, staff and visitors to the school

### **1.3 Methods of Provision**

The service will form a partnership with the Schools in order to provide a clean, safe and hygienic environment for all pupils, staff and visitors in line with their individual requirements.

We have a Quality Policy and defined cleaning procedures incorporated in a Cleaning Manual that is issued to each site.

To achieve full compliance with the required quality standards and to seek continual improvement in the School Catering and Cleaning Service, the School Catering and Cleaning Management Team will monitor the standards regularly and will report back to school staff and Head Teachers.

The Service will employ sufficient persons to ensure that the service is provided at all times in all respects to the required specification.

All staff have been trained and are qualified to the BICS standards (British Institute of Cleaning Science) and the Safeguarding Level 1 training,

All products and equipment have been tested and fall in line with the Environment safety guidelines. Induction training includes Safe Use of Machinery.

One strong feature of our procedures is our colour coded cleaning system which has been in place for a number of years, and has been designed to eliminate cross-contamination. Hygiene is a top priority - in the training of our employees, our cleaning methods and in the choice of cleaning chemicals.

The service will respond immediately to any non compliance or complaints received.

The School Catering and Cleaning Service will comply with the Health and Safety at Work Act 1974, together with all regulations, approved codes of practice and other supplementary legislation, report any injuries, diseases or dangerous occurrences under the RIDDOR regulations 2013.

#### **1.4 Confidentiality**

The School Catering and Cleaning Service will ensure that all staff abide with the confidentiality of any data, that information is stored securely and that there are no doubts concerning the confidentiality of the information.

The School Catering and Cleaning Service will conform in full with data protection legislation.

#### **1.5 Solving Disputes**

Any complaint or comments about the Service should be referred immediately to the Cleaner in Charge and School Catering and Cleaning Manager. The School Catering and Cleaning Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. In the event of agreement not being reached, the dispute should be referred to the Senior Ancillary Services Officer.

#### **1.6 The Duration of the Agreement**

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

#### **1.7 Terminating the Agreement**

Three months written notice will be provided by either party before terminating the agreement.



## 2.0 Core Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

### 2.1 Building Cleaning

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.1.1.	<b>Cleaning of the Site</b>	To the agreed frequency as detailed in the frequency chart	Daily.	To ensure that the site is left clean and hygienic at the end of the working day  To follow cleaning methods as described in the Cleaning Manual	To allow access after the children have left  To provide hot water and electricity  To provide safe and adequate storage facilities
2.1.2	<b>Updating Site Details</b>	To ensure that the records are updated to reflect changes to site	Occasionally only.	Site measurements Site Plans Changes to work patterns Record changes of room use	Inform the service of any changes to the buildings, room use or room closures.

### 2.2 Waste Disposal

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.2.1	<b>Provide Wheelie Bins</b>	Provision of adequate disposal of general waste	Weekly	To provide general waste wheelie bins in accordance with the requirements of the schools	Provide waste paper bins in the classrooms
2.2.2	<b>Emptying of Waste Paper Bins</b>	Emptying of bins	Daily	Collect rubbish into black bin bags	Provide waste paper bins

### 2.3 Training of Staff

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.3.1	<b>Ensure that all staff are trained to the BICS (British Institute of cleaning Science)</b>	Ensure that the training is fulfilled	All staff to receive the required training within 5 days of commencement.	To ensure that all staff are fully in compliance with all the training requirements.  Training to include colour coded systems, safe use of machinery, COSHH and Risk Assessments, Health and Safety Policy.  Full induction package for all.	To allow appropriate on-site training to take place
2.3.2	<b>Ensure all staff receive Level 1 Safeguarding training</b>	Ensure that the Level 1 training is fulfilled	Every 3 years	To ensure that all staff are fully in compliance with the training requirements	To allow appropriate on-site training to take place

## 2.4 Cleaning Procedures and Hygiene

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School	of
2.4.1	<b>Clean and Hygienic Environment for all Pupils, staff and visitors to the Schools</b>	<p>Ensure that the school is clean and hygienic for all users</p> <p>Follow site cleaning specification for the daily cleaning.</p>	Daily	<p>To take responsibility of all the cleaning of the school.</p> <p>Ensure adequate trained staff to be on site.</p> <p>To issue clear instructions to site staff on correct requirements</p> <p>To ensure that the school is cleaned to the daily specification and in accordance with the cleaning methods as defined in the Building Cleaning Manual</p> <p>Colour coded systems in place to eliminate cross contamination especially in the toilet facilities.</p> <p>Provide a Building Cleaning Site File.</p> <p>Provide health and safety Policy</p> <p>To select the appropriate equipment and machinery according to the site requirements</p> <p>To co-operate with school staff for any minor changes e.g. parents evenings, school plays, exams</p> <p>Monitoring of toilet areas with any concerns that could affect the health of the children raised at once</p>	<p>To provide hot water and electricity. Liaise any additional requirements.</p> <p>To provide soap, toilet paper and a means of drying hands</p> <p>To give site staff information on any changes to routine e.g. parents evening</p>	

## 2.5 School Holiday Cleaning

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School	of
2.5.1	<b>Out of term holiday cleaning</b>	Specified annual tasks to be undertaken during school holiday	Summer, Winter and Easter school holiday	To ensure that the site will be cleaned in accordance with the tasks identified as being undertaken annually and three times per annum within the site specification and Cleaning Manual.	To liaise with the School Catering and Cleaning Manager of any impending building work during the school holidays	

<b>2.6 Health and Safety</b>						
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the School Catering and Cleaning Service</b>	<b>Responsibilities of the School</b>	<b>of</b>
2.6.1	<b>Health and Safety Policy/Guidelines</b>	Written policy and/or guidelines that include a Safety Statement and responsibilities  Issued, with training, to site	Amended as necessary	To be conversant with current H&S legislation  To conform with such legislation  To comply with all Gwynedd Health and Safety Policies	To conform with all Health and Safety Legislation  To comply with all Gwynedd Health and Safety Policies	
2.6.2	<b>Risk Assessments</b>	Generic, Individual and Site Specific risk assessments  Issued, with training, to site	Generic assessments reviewed annually. Individual or Site Specific as required	To undertake, conform with and review all risk assessments concerning the service provided.  To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors	To liaise with the School Catering and Cleaning Manager on all Health and Safety issues	
2.6.3	<b>COSHH Assessments</b>	Generic, Individual and Site Specific COSHH assessments  Issued, with training, to site	Generic assessments reviewed annually. Site Specific as required	To undertake, conform with and review all COSHH assessments concerning the service provided.  To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors	To liaise with the School Catering and Cleaning Manager on all Health and Safety issues	
2.6.4	<b>Health and Safety Training</b>	To ensure that staff have all relevant training in order to carry out their tasks in a safe manner	Induction training  On site training from School Catering and Cleaning Managers  Corporate Training as required	To ensure that all members of staff have relevant training  To record all training	To allow appropriate on site training to take place	
2.6.5	<b>Emergency Evacuation</b>	To ensure that all staff receive instructions on Emergency Evacuation	Evacuation procedure reviewed annually. Practise – as required	To ensure that all members of staff have relevant information.  All staff to take part in any evacuation drills	Include staff in any evacuation drills	

## 2.7 Contract Monitoring

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School	of
2.7.1	Visit sites to maintain standards	Compliance with contract specification	Annual review with Headteacher  Regular Management Teams	Inspect and record.  Provide feedback on any issues  Provide evidence that appropriate Management Systems are in place and are being followed.	Agree to meetings	

## 2.8 Support for Head Teachers and Governors

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School	of
2.8.1	Professional advice on flooring, cleaning etc	Respond to customer's needs	As required	Ensure site is clean and safe  Report damage, vandalism or graffiti.  Seek improvements to the service on a continual basis	Agree to meetings  Raise any concerns	
2.8.2	Additional work	As agreed	As required	Extra work can be undertaken by site / central staff: <ul style="list-style-type: none"> <li>Following building work</li> <li>Emergencies e.g. floods</li> <li>Extra cleaning of site.</li> </ul>	Make request	

## 2.9 Employment Issues

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School	of
2.9.1	Employment issues	Gwynedd Council Policies	As required	Safe Recruitment( including DBS ) Payment of Wages Terminations Absence control Disciplinary Grievance Health and welfare Substance misuse Return to work	Welcome to attend any interview.	
2.9.2	<b>DBS checks</b>	Enhanced checks for all employees	Before commencing work	To inform the Head Teacher of any convictions, or suitability of the post	To keep the service informed of any incident that gives cause for concern	

## 2.10 Financial Services

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School	of
2.10.1	Control of budgets	As required by Gwynedd auditors	Annual	Raising invoices  Discuss any adjustments with schools	Contact Senior Ancillary Services Officer	

## 2.11 Bi-lingual Service

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the School Catering and Cleaning Service</b>	<b>Responsibilities of the School</b>	<b>of</b>
2.11.1	Fully bi-lingual in accordance with Gwynedd Policy	As required by Gwynedd Policy	Daily	To provide correct documentation in Welsh or bi-lingual as required		

## 3.0 Cost of the Agreement

- 3.0.1 The contract price will be equivalent to the schools budget allocation.

# **Service Level Agreement Catering Service**

## **Primary and Special Schools**

### **April 2015 – March 2018**



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### **3.0 Cost of the Agreement**

## **1.0 INTRODUCTION**

### **1.1 The Agreement**

This is a Service Level Agreement (SLA) between School Catering and Cleaning Service, Education Department and Primary and Special Schools to provide a comprehensive Catering Service.

### **1.2 The Service**

#### **Catering**

The main objective is to deliver a high quality, value for money service, which is responsive to our customers' need. Being part of Gwynedd Council, we acknowledge our duty to the local community in providing it with a quality service that gives good value to the people of Gwynedd.

To provide a high standard of service by means of management control and guidance, cost effective procedures and processes and by providing good quality, relevant training to all employees.

To deliver all services bilingually and to treat our customers with courtesy and respect.

With the employment of a professional management team and a skilled workforce, and by applying consistent quality standards, we aim to provide a good quality, nutritious selection of meals for pupils and staff

### **1.3 Methods of Provision**

The service will form a partnership with the Schools in order to provide a good quality and nutritious food for all pupils, staff and visitors in line with their individual requirements.

We have two quality documents, a Quality Policy File and a Kitchen Manual, that that are issued to each site. These manuals contain defined procedures and policies.

To achieve full compliance with the required quality standards and to seek continual improvement in the Catering Service, the School Catering and Cleaning Service Management Team will monitor the standards regularly and will report back to school staff and Head Teachers.

The Service will employ sufficient persons to ensure that the service is provided at all times in all respects to the required specification.

All staff has been trained and is qualified to the Basic Food Hygiene/ Food Safety Level 2 and the Cook in Charge will have received training on Nutritional Values. All staff have received the Safeguarding Level 1 training.



We have a Food Procurement strategy to ensure that our contract with food suppliers meets our high standards in traceability and that they conform with the Food Hygiene and Safety Regulations

All products and equipment have been tested and fall in line with the Environment safety guidelines. Induction training includes Safe Use of Machinery.

One strong feature of our procedures is our Menus. These are planned in advance using dishes with standard recipes that can be nutritionally analysed to provide both a “Food Analysis” and a “Nutritional Analysis” as required by the Healthy Eating in Schools ( Wales ) Measure 2009 and the Healthy Eating in Schools ( Nutritional Standards and Requirements ) ( Wales) Regulations 2013.

The service will respond immediately to any non compliance or complaints received.

The Catering Service will comply with the Food Safety Act 1990 (Amendment) Regulations 2001, The Food Hygiene (Wales ) Regulations 2006 and the Food Hygiene Scores Regulations ( Wales) 2013.

The Catering Service will comply with the Health and Safety at Work Act 1974, together with all regulations, approved codes of practice and other supplementary legislation, report any injuries, diseases or dangerous occurrences under the RIDDOR regulations 2013.

#### **1.4 Confidentiality**

The Catering Service will ensure that all staff abide with the confidentiality of any data, that information is stored securely and that there are no doubts concerning the confidentiality of the information.

The Catering Service will conform in full with data protection legislation.

#### **1.5 Solving Disputes**

Any complaint or comments about the Service should be referred immediately to the Cook in Charge and School Catering and Cleaning Manager. The School Catering and Cleaning Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. In the event of agreement not being reached, the dispute should be referred to the Senior Ancillary Services Officer.

#### **1.6 The Duration of the Agreement**

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

#### **1.7 Terminating the Agreement**

Three months written notice will be provided by either party before terminating the agreement.

## 2.0 Core Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

### 2.1 Catering Service – Overview

2.1.1.	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
	<p><b>Wholesome, nutritious and tasty food for pupils and teachers</b></p>	<p>Ensure that the catering services provides the required quality and quantity of food at the specified time</p> <p>Follow site Hazard Analysis and Critical Control Points System (HACCP) daily catering.</p> <p>Ensure the food served meets with the Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013</p> <p>The Quality Policy – Catering Service</p>	<p>Daily</p>	<p>To take responsibility of all the school meal service of the school.</p> <p>Ensure adequate trained staff to be on site.</p> <p>To issue clear instructions to site staff on correct requirements</p> <p>To ensure that the school meal is in accordance with the Kitchen Manual and Recipe File</p> <p>Colour coded systems in place to eliminate cross contamination especially in the toilet facilities.</p> <p>To provide a Kitchen Manual and Recipe File.</p> <p>To provide a Health and Safety Policy</p> <p>To co-operate with school staff for any minor changes e.g. parents evenings, school plays, trips</p>	<p>To provide water, gas and electricity. Liaise any additional requirements.</p> <p>To give site staff information on any changes to routine e.g. parents evening and school trips</p>

## 2.2 Assured Safe Catering

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.2.1.	<b>Ordering</b>	Purchase of supplies through approved suppliers  Supplier's Contract Specification  The Kitchen Manual	As required	Ensure adequate stock levels  Keep records of all orders	Inform the Cook in Charge of any special occasions that may require additional items
2.2.2	<b>Receipt of Food</b>	The Kitchen Manual	As required	Check delivery for temperature, 'Use by Date', quality and quantity  Report any deficiencies to supplier	
2.2.3	<b>Storage of Food</b>	The Kitchen Manual	Daily	Ensure that all food is stored according to manufacturer's instructions  Ensure that all food retains labels for traceability  Label food in accordance with instructions in order to maintain traceability	
2.2.4	<b>Preparation</b>	The Kitchen Manual	Daily	Ensure that equipment required is available and in working order  Plan the work procedures for the day's menu  Ensure that food is defrosted in advance	
2.2.5	<b>Cooking</b>	The Kitchen Manual  The Recipe File	Daily	Start the cooking process at the appropriate time with regard to service time(s)  Take into account specific food hazards - poultry, red kidney beans etc  Adhere to the dietary requirements of pupils with allergies  Probe hot and cold high risk food and maintain records	

## 2.2 Assured Safe Catering .....continued

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.2.6	<b>Cooling</b>	The Kitchen Manual	As required	Ensure that food is cooled to the correct temperature within the specified time  Ensure that cooled food is at the correct temperature prior to chilling or freezing	
2.2.7	<b>Hot-Holding</b>	The Kitchen Manual	Daily	Ensure that temperatures are maintained to the correct level.  Probe hot and cold high risk food and maintain records	
2.2.8	<b>Reheating</b>	The Kitchen Manual	As required	Ensure that reheated food reaches the correct temperature  Probe the food and maintain records	
2.2.9	<b>Chilled Storage</b>	The Kitchen Manual	Daily	Storage of food according to manufactures instructions  Labelling of all prepared food with to comply with storage times  Ensuring that stored food is positioned in accordance with instructions	
2.2.10	<b>Service of Food</b>	The Kitchen Manual	Daily	Use of correct utensils to comply with hygiene and quantity requirements  Ensuring all pupils received a wholesome, nutritionally balanced meal  Ensuring that employees can answer questions regarding the ingredients and other relevant enquiries concerning Food Allergies and Intolerances	

<b>2.3 Nutrition</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.3.1.	<b>Meeting Nutrition requirements</b>	The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Attend the North Wales Appetite for Life Catering Network group.	
2.3.2	<b>Menus</b>	The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Plan menus in advance using dishes with standard recipes that can be nutritionally analysed to provide both a "Food Analysis" and a "Nutritional Analysis" as requested by The Healthy Eating in Schools ( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements ) ( Wales )Regulations 2013.  Plan special diets for individual pupils when required in accordance with the supporting medical advice.	
2.3.3	<b>Fresh Produce</b>	The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Provide and promote a menu and recipe development programme to show the menu is compliant with the food based standards e.g. fresh fruit and vegetables, oily fish and fresh meat etc used in the school kitchen.	

## 2.4 Training of Staff

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.4.1.	<b>Ensure that all staff is trained to Level 2 Food Safety Award and Quality System.</b>	Ensure that the training is fulfilled	All staff to receive the induction training within 5 days of commencement	To ensure that all staff are fully in compliance with all the training requirements.  Training to include kitchen hygiene, colour coded systems, safe use of machinery, COSHH and Risk Assessments, Health and Safety Policy.  Full induction package for all.	To allow appropriate on site training to take place
2.4.2	<b>Ensure all staff receive Level 1 Safeguarding training</b>	Ensure that the Level 1 training is fulfilled	Every 3 years	To ensure that all staff are fully in compliance with the training requirements	To allow appropriate on site training to take place.

## 2.5 Kitchen Hygiene

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.5.1.	<b>Good kitchen hygiene and prevention of cross-contamination</b>	<ul style="list-style-type: none"> <li>Food Safety Act 1990 (Amendment) Regulations 2004</li> <li>The Food Hygiene (Wales) Regulations 2006</li> <li>The Food Hygiene Scores Regulations (Wales)2013</li> </ul>	Daily	To take responsibility for kitchen hygiene and food safety in the school kitchen  Ensure adequate trained staff to be on site.  To comply with all recommendations noted in a report following an inspection by an Environmental Health Officer	To comply with all recommendations noted in a report following an inspection by an Environmental Health Officer
2.5.2	<b>Work procedures</b>	The Kitchen Manual	Daily	To issue clear instructions to site staff on correct procedures  To comply with the colour coded method in order to eliminate cross-contamination	To comply with the colour coded method in order to eliminate cross-contamination
2.5.3	<b>Fitness to work</b>	Food Handlers: Fitness to Work - Regulatory	As required	To ensure compliance with the guidelines with regard to reporting, recording illnesses and staff returning to work following illnesses.	To keep the service informed of any illnesses circulating in pupils and staff

## 2.6 Cleaning Procedures

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.6.1.	<b>Cleaning of kitchen, dining area and kitchen toilets</b>	The Kitchen Manual	Daily, Weekly, Monthly and Holiday Cleaning	<p>To ensure that all staff receive training in cleaning procedures</p> <p>To provide adequate and sufficient cleaning equipment and chemicals</p> <p>To comply with the colour coded method in order to eliminate cross-contamination</p> <p>To pay attention to COSHH assessments and manufacture's instructions in the use and storage of chemicals</p>	To notify the Cook in Charge of any changes to the building that could affect the Catering Service

## 2.7 Equipment and Materials

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.7.1.	<b>Provision of kitchen machinery, equipment and materials</b>	The Kitchen Manual	Daily	<p>To check and clean all machinery and equipment</p> <p>To arrange to repair and maintain the kitchen equipment and to report any faults immediately</p> <p>To replace heavy equipment and dining furniture when required</p> <p>To maintain a stock of light equipment according to the needs of the kitchen</p>	
2.7.2	<b>Use of Machinery</b>	The Kitchen Manual	Daily	<p>To follow all Health and Safety instructions when using and cleaning the equipment</p> <p>To implement restrictions on use of prohibited machinery to suitably trained members of staff</p>	
2.7.3	<b>Temperature Readings</b>	The Kitchen Manual	Twice daily	Take temperature readings of all fridges and freezers and maintain records	

## 2.7 Equipment and Materials ..... continued

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.7.4	<b>Calibration and equipment checks</b>	The Kitchen Manual	Daily	To arrange for calibration of master weights and temperature probes  To install and maintain a method of checking site scales and probes	
2.7.5	<b>Stocktaking</b>	The Kitchen Manual	Every 3 years	To record all light equipment	

## 2.8 Health and Safety

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.8.1	<b>Health and Safety at Work</b>	<ul style="list-style-type: none"> <li>• Health and Safety at Work Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• Electricity at Work Regulations 1989</li> <li>• Control of Substances Hazardous to Health (COSHH) Regulations 2002</li> <li>• Manual Handling Operations Regulations 1992</li> </ul> Work at Height Regulations 2005	Daily	To comply with all relevant Health and Safety legislation	To conform with all relevant Health and Safety Legislation



<b>2.8 Health and Safety ..... continued</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.8.1		<ul style="list-style-type: none"> <li>Gas Safety (Installation and Use) Regulations 1998</li> </ul>			
2.8.2.	<b>Health and Safety Policy/ Guidelines</b>	<p>Written policy and/or guidelines that include a Safety Statement and responsibilities</p> <p>Issued, with training, to site</p>	Amended as necessary	<p>To be conversant with current H&amp;S legislation</p> <p>To conform with such legislation</p> <p>To comply with all Gwynedd Health and Safety Policies</p>	<p>To conform with all Health and Safety Legislation</p> <p>To comply with all Gwynedd Health and Safety Policies</p>
2.8.3	<b>Risk Assessments</b>	<p>Generic, Individual and Site Specific risk assessments</p> <p>Issued, with training, to site</p>	<p>Generic assessments reviewed annually. Individual or Site Specific as required</p>	<p>To undertake, conform with and review all risk assessments concerning the service provided.</p> <p>To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors</p>	To liaise with the School Catering and Cleaning Manager on all Health and Safety issues
2.8.4	<b>COSHH Assessments</b>	<p>Generic, Individual and Site Specific COSHH assessments issued, with training, to site</p>	<p>Generic assessments reviewed annually. Site Specific as required</p>	<p>To undertake, conform with and review all COSHH assessments concerning the service provided.</p> <p>To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors</p>	To liaise with the School Catering and Cleaning Manager on all Health and Safety issues
2.8.5	<b>Health and Safety Training</b>	To ensure that staff have all relevant training in order to carry out their tasks in a safe manner	<p>Induction training</p> <p>On site training from the School Catering and Cleaning Manager</p> <p>Corporate Training as required</p>	<p>To ensure that all members of staff have relevant training</p> <p>To record all training</p>	To allow appropriate on site training to take place

## 2.8 Health and Safety ..... continued

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.8.6	<b>Business Continuity</b>	Business Continuity Plans – The Catering Service	As required	<p>To write a Business Continuity Plan for the Catering Service in order to provide the service through an emergency.</p> <p>To review and update the plan in order to respond to changing circumstances</p> <p>To ensure that the Cook in Charge is conversant with the plan</p> <p>To take part in any testing of the plan</p>	To inform the School Catering and Cleaning Manager of any special requirements in the event of an emergency

## 2.9 Waste Disposal

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.9.1.	<b>Disposal of waste food</b>	The Kitchen Manual	Daily	<p>Ensure correct use of any waste disposal units</p> <p>Ensure that bin lids are secured safely</p> <p>Mark all waste food that is kept for collection with 'Not for Consumption' labels</p>	

## 2.10 School Holiday Cleaning

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.10.1.	<b>Out of term holiday cleaning</b>	Specified annual tasks to be undertaken during school holiday	Summer, Winter and Easter school holiday	To ensure that the site will be cleaned in accordance with the tasks identified as being undertaken annually and three times per annum within the site specification and The Kitchen Manual.	To liaise with the School Catering and Cleaning Manager of any impending building work during the school holidays

## 2.11 Marketing

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.11.1	<b>Theme Days</b>	The Kitchen Manual	As required	<p>Plan and supply a special menu</p> <p>Decorate the serving area</p> <p>Provide the school with menu choices</p>	Liaise with the Cook

2.11.2	<b>Promoting School Meals</b>	The Kitchen Manual	As required	Suggest a tasting session for parents in order to promote school meals  Provide additional resources and samples for an agreed time.	Liaise with the Cook
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## 2.12 Troubleshooting

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.12.1.	<b>Change of menu</b>	The Kitchen Manual	As required	Respond to supply shortages, local emergencies staffing problems with suitable alternatives  Agree with Head teacher a deviation from the menu for a specified period	
2.12.2	<b>Complaints</b>	The Kitchen Manual	As required	Collect and respond to complaints from pupils and staff  Resolve complaints with reference to senior management if necessary.  Collect data on complaints and analyse in order to consider preventative action	Report any comments or complaint from pupils or staff promptly to the Cook in Charge

## 2.13 Contract Monitoring

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.13.1.	<b>Visit sites to maintain standards</b>	Compliance with contract specification	Annual review with Head teacher  Regular Management Team meetings	Inspect and record.  Provide feedback on any issues  Provide evidence that work procedures are being followed on site and that appropriate Management Systems are in place and are being followed	Agree to meetings with the School Catering and Cleaning Manager to complete the contract quality questionnaire.

## 2.14 Support for Head Teachers and Governors

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.14.1.	<b>Professional advice on catering, nutrition and food hygiene etc</b>	Respond to customer's needs	As required	Ensure food is wholesome, nutritious and tasty  Respond to concerns of parents and children with regard to allergies and special diets	Agree to meetings  Raise any concerns

Report damage

Seek improvements to the service on a continual basis

2.14.2	<b>Additional work</b>	As agreed	As required	Extra work following: <ul style="list-style-type: none"> <li>• Building work</li> <li>• Emergencies – e.g. Floods</li> <li>• Evening opening of school</li> </ul>
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## 2.15 Employment Issues

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.15.1	<b>Employment issues</b>	Gwynedd Council Policies	As required	Safe Recruitment ( including DBS ) Payment of Wages Terminations Absence control Disciplinary Grievance Health and welfare Substance mis-use Return to work	Welcome to attend any interview.
2.15.2.	<b>DBS checks</b>	Enhanced checks for all employees	Before commencing work	To inform the Head Teacher of any convictions or suitability of the post	To keep the service informed of any incident that gives cause for concern

## 2.16 Financial Services

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	
2.16.1.	<b>Control of budgets</b>	As required by Gwynedd auditors	Annual	Raising invoices  Discuss any adjustments with schools	Contact Senior Ancillary Services Officer
	<b>School meals income and arrears</b>	As required by the Councils Financial Regulations	Yearly  As required  As required	Charges for meals to pupils and adults – annual review  Prepare guidelines and training to schoolmeals clerk on the financial regulations  Advices schools on the recommendations when dealing with arrears Arrange to collect outstanding arrears – Councils Debtors System	Inform parents of any increase in price  Ensure the schools clerk follow the guidelines, complete relevant income returns and pay in the income at least once a week Arrears dealt with in accordance with the guidelines and transfer arrears to the Education Department for collection

## 2.17 Bi-lingual Service

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.17.1.	<b>Fully bi-lingual in accordance with Gwynedd Policy</b>	As required by Gwynedd Policy	Daily	To provide correct documentation in Welsh or bi-lingually as required	Fully bi-lingual in accordance with Gwynedd Policy

## 3.0 Cost of the Agreement

- 3.0.1. **The contract price will be equivalent to the school budget allocation**

# **Service Level Agreement Catering Service**

## **Secondary Schools**

### **April 2015 – March 2018**



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### **3.0 Cost of the Agreement**

## **1.0 INTRODUCTION**

### **1.1 The Agreement**

This is a Service Level Agreement (SLA) between School Catering and Cleaning Service, Education Department and Secondary Schools to provide a comprehensive Catering Service.

### **1.2 The Service**

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The main objective is to deliver a high quality, value for money service, which is responsive to our customers' need. Being part of Gwynedd Council, we acknowledge our duty to the local community in providing it with a quality service that gives good value to the people of Gwynedd.

To provide a high standard of service by means of management control and guidance, cost effective procedures and processes and by providing good quality, relevant training to all employees.

To deliver all services bilingually and to treat our customers with courtesy and respect.

With the employment of a professional management team and a skilled workforce, and by applying consistent quality standards, we aim to provide a good quality, nutritious selection of meals for pupils and staff

### **1.3 Methods of Provision**

The service will form a partnership with the Schools in order to provide a good quality and nutritious food for all pupils, staff and visitors in line with their individual requirements.

We have two quality documents, a Quality Policy File and a Kitchen Manual, that that are issued to each site. These manuals contain defined procedures and policies.

To achieve full compliance with the required quality standards and to seek continual improvement in the Catering Service, the School Catering and Cleaning Service Management Team will monitor the standards regularly and will report back to school staff and Head Teachers.

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Secondary Schools



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All products and equipment have been tested and fall in line with the Environment safety guidelines. Induction training includes Safe Use of Machinery.

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Three months written notice will be provided by either party before terminating the agreement.

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### 2.1 Catering Service – Overview

2.1.1.	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
	<p><b>Wholesome, nutritious and tasty food for pupils and teachers</b></p>	<p>Ensure that the catering services provides the required quality and quantity of food at the specified time</p> <p>Follow site Hazard Analysis and Critical Control Points System (HACCP) daily catering.</p> <p>Ensure the food served meets with the Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013</p> <p>The Quality Policy – Catering Service</p>	<p>Daily</p>	<p>To take responsibility of all the school meal service of the school.</p> <p>Ensure adequate trained staff to be on site.</p> <p>To issue clear instructions to site staff on correct requirements</p> <p>To ensure that the school meal is in accordance with the Kitchen Manual and Recipe File</p> <p>Colour coded systems in place to eliminate cross contamination especially in the toilet facilities.</p> <p>To provide a Kitchen Manual and Recipe File.</p> <p>To provide a Health and Safety Policy</p> <p>To co-operate with school staff for any minor changes e.g. parents evenings, school plays, trips</p>	<p>Repair and maintain the fabric of the kitchen. Provide water, gas and electricity. Arrange any additional requirements.</p> <p>To give site staff information on any changes to routine e.g. parents evening and school trips</p>

## 2.2 Assured Safe Catering

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.2.1.	<b>Ordering</b>	Purchase of supplies through approved suppliers  Supplier's Contract Specification  The Kitchen Manual	As required	Ensure adequate stock levels  Keep records of all orders	Inform the Cook in Charge of any special occasions that may require additional items
2.2.2	<b>Receipt of Food</b>	The Kitchen Manual	As required	Check delivery for temperature, 'Use by Date', quality and quantity  Report any deficiencies to supplier	
2.2.3	<b>Storage of Food</b>	The Kitchen Manual	Daily	Ensure that all food is stored according to manufacturer's instructions  Ensure that all food retains labels for traceability  Label food in accordance with instructions in order to maintain traceability	
2.2.4	<b>Preparation</b>	The Kitchen Manual	Daily	Ensure that equipment required is available and in working order  Plan the work procedures for the day's menu  Ensure that food is defrosted in advance	
2.2.5	<b>Cooking</b>	The Kitchen Manual  The Recipe File	Daily	Start the cooking process at the appropriate time with regard to service time(s)  Take into account specific food hazards - poultry, red kidney beans etc  Adhere to the dietary requirements of pupils with allergies  Probe hot and cold high risk food and maintain records	

## 2.2 Assured Safe Catering .....continued

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.2.6	<b>Cooling</b>	The Kitchen Manual	As required	Ensure that food is cooled to the correct temperature within the specified time  Ensure that cooled food is at the correct temperature prior to chilling or freezing	
2.2.7	<b>Hot-Holding</b>	The Kitchen Manual	Daily	Ensure that temperatures are maintained to the correct level.  Probe hot and cold high risk food and maintain records	
2.2.8	<b>Reheating</b>	The Kitchen Manual	As required	Ensure that reheated food reaches the correct temperature  Probe the food and maintain records	
2.2.9	<b>Chilled Storage</b>	The Kitchen Manual	Daily	Storage of food according to manufactures instructions  Labelling of all prepared food with to comply with storage times  Ensuring that stored food is positioned in accordance with instructions	
2.2.10	<b>Service of Food</b>	The Kitchen Manual	Daily	Use of correct utensils to comply with hygiene and quantity requirements  Ensuring all pupils received a wholesome, nutritionally balanced meal  Ensuring that employees can answer questions regarding the ingredients and other relevant enquiries concerning Food Allergies and Intolerances	

<b>2.3 Nutrition</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.3.1.	<b>Meeting Nutrition requirements</b>	The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Attend the North Wales Appetite for Life Catering Network group.	Give guidance to ensure that improving health is important. Ensure that all aspects of the school community contributes to develop policies and ethos in accordance with The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013
2.3.2	<b>Menus</b>	The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Plan menus in advance using dishes with standard recipes that can be nutritionally analysed to provide both a "Food Analysis" and a "Nutritional Analysis" as requested by The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013 Plan special diets for individual pupils when required in accordance with the supporting medical advice.	
2.3.3	<b>Fresh Produce</b>	The Healthy Eating in Schools( Wales) Measure 2009 and The Healthy Eating in Schools ( Nutritional Standards and Requirements) (Wales) Regulations 2013	Daily	Provide and promote a menu and recipe development programme to show the menu is compliant with the food based standards e.g. fresh fruit and vegetables, oily fish and fresh meat etc used in the school kitchen.	

## 2.4 Training of Staff

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.4.1.	<b>Ensure that all staff is trained to Level 2 Food Safety Award and Quality System.</b>	Ensure that the training is fulfilled	All staff to receive the induction training within 5 days of commencement	To ensure that all staff are fully in compliance with all the training requirements.  Training to include kitchen hygiene, colour coded systems, safe use of machinery, COSHH and Risk Assessments, Health and Safety Policy.  Full induction package for all.	To allow appropriate on site training to take place
2.4.2.	<b>Ensure all staff receive Level1 Safeguarding training</b>	Ensure that the Level 1 training is fulfilled	Every 3 years	To ensure that all staff are fully in compliance with the training requirements	To allow appropriate on site training to take place

## 2.5 Kitchen Hygiene

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.5.1.	<b>Good kitchen hygiene and prevention of cross-contamination</b>	<ul style="list-style-type: none"> <li>Food Safety Act 1990 ( Amendment) Regulations 2004</li> <li>The Food Hygiene (Wales) Regulations 2006</li> <li>The Food Hygiene Scores Regulations ( Wales)2013</li> </ul>	Daily	To take responsibility for kitchen hygiene and food safety in the school kitchen  Ensure adequate trained staff to be on site.  To comply with all recommendations noted in a report following an inspection by an Environmental Health Officer	To comply with all recommendations noted in a report following an inspection by an Environmental Health Officer
2.5.2	<b>Work procedures</b>	The Kitchen Manual	Daily	To issue clear instructions to site staff on correct procedures  To comply with the colour coded method in order to eliminate cross-contamination	To comply with the colour coded method in order to eliminate cross-contamination
2.5.3	<b>Fitness to work</b>	Food Handlers: Fitness to Work - Regulatory	As required	To ensure compliance with the guidelines with regard to reporting, recording illnesses and staff returning to work following illnesses.	To keep the service informed of any illnesses circulating in pupils and staff

## 2.6 Cleaning Procedures

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.6.1.	<b>Cleaning of kitchen, dining area and kitchen toilets</b>	The Kitchen Manual	Daily, Weekly, Monthly and Holiday Cleaning	<p>To ensure that all staff receive training in cleaning procedures</p> <p>To provide adequate and sufficient cleaning equipment and chemicals</p> <p>To comply with the colour coded method in order to eliminate cross-contamination</p> <p>To pay attention to COSHH assessments and manufacture's instructions in the use and storage of chemicals</p>	To notify the Cook in Charge of any changes to the building that could affect the Catering Service

## 2.7 Equipment and Materials

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.7.1.	<b>Provision of kitchen machinery, equipment and materials</b>	The Kitchen Manual	Daily	<p>To check and clean all machinery and equipment</p> <p>To arrange for repair and maintain the kitchen equipment and to report any faults immediately</p>	<p>Cost of replacing heavy equipment, light equipment and dining furniture when required</p> <p>Cost of repair and maintenance of the kitchen equipment</p>
2.7.2	<b>Use of Machinery</b>	The Kitchen Manual  The Catering H&S Policy	Daily	<p>To follow all Health and Safety instructions when using and cleaning the equipment</p> <p>To implement restrictions on use of prohibited machinery to suitably trained members of staff</p>	
2.7.3	<b>Temperature Readings</b>	The Kitchen Manual	Twice daily	Take temperature readings of all fridges and freezers and maintain records	

## 2.7 Equipment and Materials ..... continued

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.7.4	<b>Calibration and equipment checks</b>	The Kitchen Manual	Daily	To arrange for calibration of master weights and temperature probes  To install and maintain a method of checking site scales and probes	
2.7.5	<b>Stocktaking</b>	The Kitchen Manual	Every 3 years	To record all light equipment	

## 2.8 Health and Safety

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.8.1	<b>Health and Safety at Work</b>	<ul style="list-style-type: none"> <li>• Health and Safety at Work Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• Electricity at Work Regulations 1989</li> <li>• Control of Substances Hazardous to Health (COSHH) Regulations 2002</li> <li>• Manual Handling Operations Regulations 1992</li> </ul> Work at Height	Daily	To comply with all relevant Health and Safety legislation	To conform with all relevant Health and Safety Legislation



Regulations 2005

<b>2.8 Health and Safety ..... continued</b>					
<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>		<b>Responsibilities of the School</b>
2.8.1	<ul style="list-style-type: none"> <li>Gas Safety (Installation and Use) Regulations 1998</li> </ul>				
2.8.2.	<p><b>Health and Safety Policy/ Guidelines</b></p> <p>Written policy and/or guidelines that include a Safety Statement and responsibilities</p> <p>Issued, with training, to site</p>	Amended as necessary	<p>To be conversant with current H&amp;S legislation</p> <p>To conform with such legislation</p> <p>To comply with all Gwynedd Health and Safety Policies</p>		<p>To conform with all Health and Safety Legislation</p> <p>To comply with all Gwynedd Health and Safety Policies</p>
2.8.3	<p><b>Risk Assessments</b></p> <p>Generic, Individual and Site Specific risk assessments</p> <p>Issued, with training, to site</p>	Generic assessments reviewed annually. Individual or Site Specific as required	<p>To undertake, conform with and review all risk assessments concerning the service provided.</p> <p>To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors</p>		To liaise with the School Catering and Cleaning Manager on all Health and Safety issues
2.8.4	<p><b>COSHH Assessments</b></p> <p>Generic, Individual and Site Specific COSHH assessments issued, with training, to site</p>	Generic assessments reviewed annually. Site Specific as required	<p>To undertake, conform with and review all COSHH assessments concerning the service provided.</p> <p>To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors</p>		To liaise with the School Catering and Cleaning Manager on all Health and Safety issues
2.8.5	<p><b>Health and Safety Training</b></p> <p>To ensure that staff have all relevant training in order to carry out their tasks in a safe manner</p>	<p>Induction training</p> <p>On site training from School Catering and Cleaning Manager</p>	<p>To ensure that all members of staff have relevant training</p> <p>To record all training</p>		To allow appropriate on site training to take place

Corporate  
Training as  
required

## 2.8 Health and Safety ..... continued

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.8.6	<b>Business Continuity</b>	Business Continuity Plans – The Catering Service	As required	<p>To write a Business Continuity Plan for the Catering Service in order to provide the service through an emergency.</p> <p>To review and update the plan in order to respond to changing circumstances</p> <p>To ensure that the Cook in Charge is conversant with the plan</p> <p>To take part in any testing of the plan</p>	To inform the School Catering and Cleaning Contract Manager of any special requirements in the event of an emergency

## 2.9 Waste Disposal

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.9.1.	<b>Disposal of waste food</b>	The Kitchen Manual	Daily	<p>Ensure correct use of any waste disposal units</p> <p>Ensure that bin lids are secured safely</p> <p>Mark all waste food that is kept for collection with 'Not for Consumption' labels</p>	

## 2.10 School Holiday Cleaning

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.10.1.	<b>Out of term holiday cleaning</b>	Specified annual tasks to be undertaken during school holiday	Summer, Winter and Easter school holiday	To ensure that the site will be cleaned in accordance with the tasks identified as being undertaken annually and three times per annum within the site specification and The Kitchen Manual.	To liaise with the School Catering and Cleaning Manager of any impending building work during the school holidays

<b>2.11 Marketing</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.11.1	<b>Theme Days</b>	The Kitchen Manual	As required	Plan and supply a special menu  Decorate the serving area  Provide the school with menu choices	Liaise with the Cook
2.11.2	<b>Promoting School Meals</b>	The Kitchen Manual	As required	Suggest a tasting session for parents in order to promote school meals  Provide additional resources and samples for an agreed time.	Liaise with the Cook
<b>2.12 Troubleshooting</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.12.1.	<b>Change of menu</b>	The Kitchen Manual	As required	Respond to supply shortages, local emergencies staffing problems with suitable alternatives  Agree with Head teacher a deviation from the menu for a specified period	
2.12.2	<b>Complaints</b>	The Kitchen Manual	As required	Collect and respond to complaints from pupils and staff  Resolve complaints with reference to senior management if necessary.  Collect data on complaints and analyse in order to consider preventative action	Report any comments or complaint from pupils or staff promptly to the Cook in Charge
<b>2.13 Contract Monitoring</b>					
	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.13.1.	<b>Visit sites to maintain standards</b>	Compliance with contract specification	Annual review with Head teacher  Regular School Catering and	Inspect and record.  Provide feedback on any issues  Provide evidence that work procedures are being followed on site and that appropriate Management Systems are in	Agree to meetings with the School Catering and Cleaning Manager to complete the contract quality questionnaire and to review catering service contract performance against the policy and service expectations set by the school.

Cleaning  
Management  
Team meetings

place and are being followed.

## 2.14 Support for Head Teachers and Governors

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.14.1.	<b>Professional advice on catering, nutrition and food hygiene etc</b>	Respond to customer's needs	As required	<p>Ensure food is wholesome, nutritious and tasty</p> <p>Respond to concerns of parents and children with regard to allergies and special diets</p> <p>Report damage</p> <p>Seek improvements to the service on a continual basis</p>	<p>Agree to meetings</p> <p>Raise any concerns</p>
2.14.2	<b>Additional work</b>	As agreed	As required	<p>Extra work following:</p> <ul style="list-style-type: none"> <li>• Building work</li> <li>• Emergencies – e.g. Floods</li> <li>• Evening opening of school</li> </ul>	

## 2.15 Employment Issues

	Service	Standards	Timetable	Responsibilities of the Catering Service	Responsibilities of the School
2.15.1.	<b>Employment issues</b>	Gwynedd Council Policies	As required	<p>Safe Recruitment ( including DBS)</p> <p>Payment of Wages</p> <p>Terminations</p> <p>Absence control</p> <p>Disciplinary</p> <p>Grievance</p> <p>Health and welfare</p> <p>Substance mis-use</p> <p>Return to work</p>	Welcome to attend any interview.
2.15.2	<b>DBS checks</b>	Enhanced checks for all employees	Before commencing work	To inform the Head teacher of any convictions, or suitability of the post	To keep the service informed of any incident that gives cause for concern

## 2.16 Financial Services

	Service	Standards	Timetable	Responsibilities of the Catering Service	
2.16.1.	<b>Control of School meals budget</b>	As required by the Councils Financial Regulations	<p>Monthly</p> <p>Annual</p>	<p>Manage the budget of the service and report on the costs to the school every month</p> <p>Discuss any adjustments to the budget with Cook in</p>	<p>Finance all costs of the catering service and the management fee of the School Catering and Cleaning Service, Education Department. Calculate the income</p> <p>Annual review and decide on any increase in price of pupil and</p>

Charge

adult meals. Inform parents of any increase in price

As required

Arrange to invoice for any additional catering

As required

Prepare guidelines and training for Till Operators

## 2.17 Bi-lingual Service

	<b>Service</b>	<b>Standards</b>	<b>Timetable</b>	<b>Responsibilities of the Catering Service</b>	<b>Responsibilities of the School</b>
2.17.1.	<b>Fully bi-lingual in accordance with Gwynedd Policy</b>	As required by Gwynedd Policy	Daily	To provide correct documentation in Welsh or bi-lingually as required	Fully bi-lingual in accordance with Gwynedd Policy

## 3.0 Cost of the agreement

3.0.1. **The contract price will be equivalent to the school budget allocation**