

# Solihull Catering Service

Supporting

School Name

Nursery, Infants & Junior School

## NOURISHING OUR CHILDREN



# Our Aim Today Is To :

## Provide:

- **An Overview of Our Service**
- **Response to your questions**

# Our Team

|   |  |                                       |                               |
|---|--|---------------------------------------|-------------------------------|
| <b>Head of Service</b>  | <b>Catherine Halford</b>   |                                       |                               |
| <b>Commercial Manager</b>                                       | Yesrib Azam  |                                       |                               |
| <b>Business Operations Manager</b>                              | Currently Vacant x 2 FTE   | 6 FTE Area Managers                   | 3.2 FTE Area Support Managers |
| <b>Quality &amp; Monitoring Manager</b>                         | Nicola Meade   | 1 FTE Training and Monitoring Officer | 2FTE Chef trainers            |
| <b>Business Support Team Manager</b>                            | Jacqui Webb  | 3.8 FTE Occupied<br>1 FTE Vacant      |                               |
| <b>On Site Unit Catering Manager (UCM) &amp; Catering Teams</b> | 102 Unit Catering Managers<br><br>A total of 458 people in our kitchens<br><br>Equivalent to 212 FTE | 22 Deputy Catering Managers           | 358 Catering Assistants       |

# We are Proud of our Food Service and Quality

Our FFLP Silver accreditation means that, the only caterer that has all it's KS! And 2 Schools with this award:

- 75% of our menus are freshly prepared on site using raw ingredients;
- all meat and meat products satisfy UK welfare standards;
- our menus have above 8% organic products.

In terms of supporting local suppliers, we use:

- Wenlock water from Shropshire
- Muller yoghurt from Shropshire
- Fruit and Vegetables from Birmingham Wholesale Market

This list is continuing to grow as we work with our suppliers to source more local produce. In addition, we:

- use Fair Trade Certified coffee, drinking chocolate and LEAF products wherever possible;
- have a Good Egg Award for only using free range eggs;
- use UK chicken which is Red Tractor authenticated and produced without the use of antibiotics;
- serve and use milk that is free from artificial growth hormones;
- have MSC (Marine Stewardship Council) accreditation for only using fish from sustainable sources.

# Service Overview

## All Contracts:

Infant – 9

Junior – 9

Primary – 64

Special – 8

Secondary – 9

Non-School - 5

# Contract Options

- **Hand-back Contract** - *Annual invoice for grant value plus paid income. Risk is transferred to Solihull Catering Service*
- **Cost Plus Management Fee** - *Actual Cost of Service, billed on a monthly basis. Risk is retained by the school.*
- **Future Models** - *We are exploring “Fixed Price” and “Management Consultancy” options.*

# The Challenges

- Increasing food costs (inflation, Brexit, poor crops or availability of food, increases in transport costs...)
- Increasing wage bill (Living Wage implications, NI and pension costs)
- Increased pressures on school budgets, want to pass costs on e.g. transaction charges, just giving one year contracts ....
- Potential loss of UIFSM
- Our competitors
- Staff cover – delivering to a tight timescale, daily with small kitchen teams

# School Contracts – Risk retained by Catering

|  |         |         |       |
|--|---------|---------|-------|
| Solihull Catering Service Handback SLA Schools |         |         |       |
|  | Surplus | deficit | Total |
| 16/17 Financial year Handback Schools          | 36      | 23      | 59    |
| 17/18 Financial year Forecast Handback Schools | 41      | 16      | 57    |

|  |         |         |       |
|--|---------|---------|-------|
| Solihull Catering Service Handback SLA Schools |         |         |       |
| 16/17 Financial Year                           | Surplus | Deficit | Total |
| Infant Only                                    | 12      |         | 12    |
| Junior   | 0       | 10      | 10    |
| Primary  | 24      | 10      | 34    |
| Special  |         | 3       | 3     |

|  |               |            |               |            |
|--|---------------|------------|---------------|------------|
| Solihull Catering Service Handback SLA Schools |               |            |               |            |
| 16/17  | North Surplus | North Loss | South Surplus | South loss |
|  | 11            | 8          | 25            | 15         |



# Mitigating the Risk

*Overall we're applying an effective business planning approach:*

- **Medium Term Financial Strategy** – gives us a view of funding gaps before we get there
- **Effective in-year financial management** – Procurement Board, Staffing Board, additional finance support from the Council, staff training, imbedding good financial management ethos
- **Commercial Approach** – different contract types developed and options to buy part services being developed
- **Contract Management** – Getting the best from suppliers, contract rationalisation
- **Stock Condition Survey** (does require more work) but funds earmarked for equipment replacement, excellent support from suppliers
- **Bank Staff pool developed** – reduced reliance on agency and ensures that they are our own staff with our ways of working
- **Funded Training Programme** – Q&M Team development and delivery of staff training programme, Kitchen skills delivered by Chef Trainers, training programme supported by SMART Training, 'Growing Our Own' project being developed
- **Service Developments** – Cooking Clubs, Training, Junior offer, promotions plan improved for schools, Secondary School Review being implemented, business expansion

# A lot has been done, but....

- Uncertainty as income is not secure as only one year contracts are being awarded
- UIFSM if grant removed– assessed net impact is £0.500m
- Equipment annual spend is in the region of £0.150m
- Till Contract – investment required – value TBC
- Menu development – no changes/impact as Silver Accreditation is still the standard that schools want
- Any surpluses are being invested in the service in the current or future years – the above are being managed using this approach at the moment

# We need you

- **To work with us in partnership:** support promotions, developments e.g. Junior Offer, help us to raise awareness of good eating
- **3 to 5 year contracts would be great** – providing some financial stability to us and schools the opportunity to gain from service improvements
- **Be Aware** – that we offer different contract options/models
- **Be Your Meal Provider of Choice** – not for profit organisation which has pupils and the community at the heart
- **Central Support** – e.g. UIFSM, Transaction Fee Charges (never been built into selling price)

# And Finally...

**Thank you for your time**

**We hope you found the  
presentation useful**

**Any questions?**

