



**SPECIFICATION FOR
CATERING SERVICE FOR SCHOOLS**

January 2006

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1.0 Introduction

- 1.1 The Council is committed to providing a high quality, nutritious catering service to schools that meets the local needs of schools and pupils. This Specification sets out the nature of the Services to be provided. Where quality standards are set out, they are the minimum acceptable level to be achieved on a consistent basis.
- 1.2 The provision of the Service must demonstrate a best value approach and be flexible in its delivery and operation to ensure that the needs and ethos of individual schools are supported.
- 1.3 Appendix 3 lists those schools that have opted into a centrally arranged and managed contract by Reading Borough Council.

2.0 Aims and objectives

- 2.1 The Council considers that the need for nutritious school meals to improve the health and well-being of school aged children is essential. The school lunch is the main meal of the day for many children and provides an opportunity both to provide good food for young people and to encourage the development of good eating habits and other social skills. It should allow pupils to become acquainted with a wider range of foods and to practice food choices. The Service should be an integral part of the school day and all children should be able to take a nourishing meal in a pleasant, orderly environment.
- 2.2 All meals should be adequate in quantity and quality so as to be suitable as the main meal of the day and reflect the new National Nutritional Standards (NNS) which are to be introduced by 2008 in primary schools and 2009 in secondary. Menus should be developed that are appetising, and appealing to young people.
- 2.3 The Contractor's arrangements for the Service shall incorporate due diligence in all aspects of purchasing policy, food delivery and storage, preparation and handling of food, health and safety, cleaning, care and operation of equipment and transport of hot meals.

3.0 Days of Service provision

- 3.1 The Contractor shall provide the Service on every day on which a school is open for pupils to attend for teaching. All schools are normally open for teaching for 190 days a year. School term and holiday dates for the academic years 2006/07 and 2007/08 are attached at Appendix 2.
- 3.2 The Contractor shall make itself aware of the number of days on which the Service is required to be provided at each school and these may vary depending

on the choice of INSET days.

- 3.3 Catering requirements for In-Service Training (INSET) days during which time a school will be closed to children shall be determined by the school. The school shall be responsible for informing the Contractor that a training day will take place and, if appropriate, the need for any catering provision. The cost of such provision shall be negotiated and paid for separately by the school. The Contractor shall be aware that INSET days often differ between schools and that production kitchens may therefore need to be open for longer than 190 days a year.

4.0 Nursery schools and classes

- Children in nursery schools and nursery classes attached to infant and primary schools usually have a family service, where children dine in groups of 6 to 8 under the supervision of a nursery assistant or teacher. Nursery children dine:-
 - in their own classrooms; or
 - in a small dining area in the nursery; or
 - in the main dining area of the school, (at a separate table to the rest of the school).
- 4.2 The dining area in the nursery class shall be prepared and cleared by nursery staff unless, in the case of nursery classes attached to infant and primary schools, nursery children dine in the main dining area in which case it shall be the responsibility of the Contractor.
- 4.3 The delivery and collection of containers is the responsibility of the Contractor. Food must be cooked, portioned and served in family services dishes, e.g. 1/4 or 1/3 sized tins, or in individual dishes. Vegetables shall be served separately in small serving dishes e.g. 1/4 or 1/3 sized tins. Salads shall usually be served in small bowls.
- 4.4 Nursery children shall be provided with a two choice main menu consisting of two main protein courses (one meat or fish and one vegetarian), potatoes or rice or pasta, two vegetables, two puddings (hot or cold pudding and mixed fresh fruit pieces) and a minimum of two raw and cooked salads (cooked salads shall be potato, rice, pasta or pulse based).
- 4.5 When nursery staff take a meal a pre-order arrangement shall be made available so that a choice of meal can be offered. The distribution and display of the menu shall be at the discretion of the head teacher of the school.

5.0 Primary and special schools and pupil referral unit

- 5.1 Meals shall be served in primary and special schools in a cafeteria system. The menu shall consist of three main protein courses (two meat or two fish or one

meat and one fish and one vegetarian), potatoes or rice or pasta, two vegetables (one of which maybe a salad), two puddings (hot or cold pudding and mixed fresh fruit pieces). The distribution and display of the menu shall be by the Contractor and a space will be allocated by the school to display these.

- 5.2 Service styles at each school shall meet the requirements of that school. Whilst certain schools may want a conventional plate service others may require the use of airline trays. Where a school has elected to use airline trays for its meals service both choices of main meal and dessert shall be served at the same time. Details on individual school requirements are shown in the Location profiles.

6.0 Kendrick Secondary School

- 6.1 One secondary school, Kendrick, has opted into the central catering contract which is being let on behalf of primary schools, special needs schools and Kendrick as the sole Secondary school. The Contractor shall be required to provide a variety of main meals and snacks in the Cash Cafeteria in line with the Caroline Walker Trust Guidelines and NNS in force. At least two main course “meal of the day” choices, including a vegetarian alternative, that comply with NNS shall be available each day. The “meal of the day” shall include vegetables and pudding and operate on a three weekly menu cycle. The “meal of the day” shall be available at the value of the free meal voucher.
- 6.2 A range of filled baguettes and rolls, jacket potatoes and a selection of salads, including green leaf and vegetable sticks and fruit pieces shall also be served in accordance with the requirements of the school. Milk drinks, low sugar fruit juices and water shall be made available. Fizzy drinks or drinks with a high sugar content shall not be permitted. Cakes, pastries, biscuits, confectionery and crisps shall also not be permitted. Chips shall only be served once a week.
- 6.3 A copy of the present tariff operating in Kendrick School is attached. Contractors are invited to submit their own tariffs for the first year of the Contract.
- 6.4 At Kendrick school the value of the free meal voucher will be advised.(do we know this yet?) Contractors must ensure that pupils are able to obtain the meal of the day with dessert for this value. In addition healthy cold meal deals must be available for this price.

7.0 Menus

National Nutritional Standards (NNS)

- 7.1 The Contractor shall meet the requirements of the National Nutritional Standards for School Lunches and any subsequent Legislation or guidelines. The Contractor shall also refer to and comply with the “Guidance for School Caterers on implementing National Nutritional Standards” and the “Healthy Living Blueprint for Schools” published by the DfES and any other similar

guidance or requirements issued at any period throughout the life of the contract.

Caroline Walker Trust Guidelines (CWT) (Eating Well at Schools 2005)

- 7.2 The contractor shall meet, from the beginning of the contract, the National Nutrient based standards recommended by the School Meals Review Panel or any other similar groups throughout the life of the contract. Should these not be agreed by the time the tenders are returned then they should meet the draft guidelines published under 'Turning the Tables' and post tender negotiation will be carried out should the final version differ from these.

General

- 7.3 The Contractor shall provide the Authorised Officer with standard recipes including recipe preparation, cooking method and nutritional analysis of all menu items. The Contractor shall also advise, and signify by colour coding the menus in their tender submission whether items on the menu are fresh, dry, tinned or frozen products. Locally sourced fresh ingredients, country of origin and food travel miles shall also be indicated.
- 7.4 Menus in primary, nursery and special schools shall be based on a three weekly cycle. The core menu should be changed at least twice per year in September and April.
- 7.5 Once in each menu cycle a public analyst shall carry out an actual nutritional analysis. The cost of this analysis shall be met by the Council if the standards meet fully the Caroline Walker Trust recommendations. If the standards are not met the cost of analysis shall be paid by the Contractor.
- 7.6 An alternative list of main course protein and pudding items shall be available for use as menu cycle replacements when it is considered more appropriate to meet the needs of an individual school. All alternative menu items shall be nutritionally analysed in advance to provide an equivalent nutritional alternative in accordance with NNS.
- 7.7 Once a menu is agreed the Contractor shall only alter it in exceptional circumstances. Valid reasons would be, for example, product quality inadequacy, published food warning or short term inability of a supplier to supply. Any changes in the menu which are necessary because of exceptional circumstances shall be notified to the school and Authorised Officer by 10.00 a.m. on the day concerned. An explanation shall also be given for the change. The Contractor shall ensure that despite product changes the menu continues to meet minimum nutritional standards.
- 7.8A choice of menu shall be maintained throughout the Service. A meal suitable for vegetarians must be available throughout the service. Presentation and service shall enhance the attractiveness of dishes.

7.9 Once the menu cycle has been agreed the Contractor will produce photographs of all meals and agree presentation of dishes.

Menu content and quality of ingredients

7.10 All raw materials and ingredients used in food production shall be of a high quality and in all respects safe, wholesome, suitable and acceptable to pupils.

7.11 With the exception of beef burgers, sausages and fish products no manufactured items will be used on menus. Should Tenderers propose any other items these must be detailed in their tender. Any manufactured items shall comply with the Government's minimum specifications for manufactured foods. Beef burgers will only be allowed once per menu cycle.

7.12 No main course dish shall be repeated more than twice in the three week cycle.

7.13 A traditional Christmas lunch with appropriate vegetarian alternative shall be provided at the same price as the core menu. Individual schools may also request a food service which replaces one of the menu choices on certain other religious / cultural feast days. These shall be provided at the same price as the core menu. If schools request it a Christmas buffet maybe provided in place of the traditional Christmas lunch. Christmas lunch must be available for all children entitled to free meals which will be re-imbursed by the Council/school.

7.14 Appropriate sauces (gravy, mint sauce etc) shall be served with the main courses. This is particularly important when the meal consists of mainly 'dry' items.

7.15 The serving of tomato ketchup shall not be permitted. Salt shall not be used in the cooking process and no added salt will be available in the dining room.

7.16 A minimum of one roast meat dish shall be on each week.

7.17 Main course Halal meat (lamb and poultry) dishes shall be available on the menu for those schools who have requested a Halal service.

7.18 Pre-peeled potatoes may be used provided they are of a high quality and have not been dipped in a holding solution. Dried potato shall not be permitted except in the event of an emergency. It should be noted that potato rumpers will be available in all kitchens.

7.19 Pizza toppings shall be made using fresh ingredients. Brand name sauces will be permitted. The Contractor shall be permitted to use pre-prepared pizza bases.

7.20 All vegetables, fruit and salads shall be of Class 1 standard.

7.21 Fresh fruit pieces shall contain no less than four types of fruit daily.

- 7.22 All home-made flour dishes shall contain at least 25% wholemeal flour.
- 7.23 All eggs shall be of Lion Quality "Class A".
- 7.24 Low fat vegetarian cheese shall be used.
- 7.25 Good quality, low fat, brand name margarine, suitable for all cultures, shall be used for all home made pastry and sponge dishes.
- 7.26 Bread with low fat vegetable spread shall be served daily.
- 7.27 Packet mixes for biscuits shall not be permitted.
- 7.28 No nuts or nut derivatives shall be used.
- 7.29 Drinking water shall be available for all children having a meal including those children who have brought their own packed lunch.
- 7.30 The Contractor shall be encouraged to source produce locally wherever possible.

8.0 Service standards

8.1 The Contractor shall:

- ensure food for selection is displayed in a hygienic manner and conforms to standard temperature requirements;
- keep to a minimum the amount of time between cooking and serving food. Wherever possible, freshly cooked items shall be available throughout the meals service period by means of batch cooking;
- heat the hot cupboards and service containers to such temperature as will ensure a minimum food temperature of 63°C is maintained. Soups, sauces and vegetables shall be stirred occasionally to ensure that there are no hot or cold spots;
- ensure that temperatures of hot food are taken at the beginning and end of service and recorded;
- ensure that a choice of puddings and main course items is maintained throughout the meals service period;
- ensure that there is sufficient clean and appropriate cutlery, crockery and trays available throughout the meals service period and the meal is served at the stated time;
- ensure that staff wash their hands prior to service time.

8.2 The Contractor shall ensure that its Staff are aware of the correct portion sizes.

Portion sizes shall be provided in accordance with the standards set out in the Appendix 2 and shall not be altered without prior approval of the Authorised Officer.

9.0 Special diets

9.1 Schools shall inform the Contractor when a special diet is required and the Contractor shall keep records of the school, total number and types of special diets provided. The Contractor shall make provision as soon as practically possible following a school's instruction and authorisation to provide special dietary needs to an individual pupil. The Contractor shall not have the responsibility for administering medical diets to specific pupils.

9.2 Requests for special diets shall be accompanied by a copy of the diet sheet and/or covering letter from a doctor or dietitian.

9.3 The Contractor shall be responsible for ensuring that appropriate food in the correct quantities is made available on a daily basis. The food provided shall be based on the planned menu for non-medical diets and consist of components of that menu suitably modified where necessary to comply with the special dietary requirements. Special diets shall also be provided in the vegetarian menu category.

9.4 The Contractor shall ensure that appropriate guidance on the suitability of foods in accordance with the diet is available to the kitchen staff.

10.0 Cultural and Religious Diets

10.1 Wherever practical midday meals shall reflect the cultural and religious needs of pupils at each school. The Contractor shall liaise with the head teacher on the range of cultural and religious needs and local menu variations shall reflect this. The Location profiles indicate where a Halal menu or a Halal alternative choice has been requested. The Authorised Officer shall be informed of any school wishing to introduce a Halal alternative dish prior to menu introduction. The Contractor shall not introduce a Halal alternative dish without the prior agreement of the Authorised Officer.

10.2 The Contractor shall ensure that their Staff, in particular those Staff in supervisory positions, have been trained in and have an understanding of religious food requirements.

10.3 The Contractor shall ensure that meat prepared in order to meet cultural and religious needs of pupils shall only be served in schools that have requested such provision unless the prior agreement of the Authorised Officer has been obtained.

11.0 Packed Lunches

11.1 The Contractor may be requested to provide packed lunches for numbers of children on school outings. The packed lunch shall be freshly made on the day required and shall meet National Nutritional Standards.

11.2 A packed lunch for primary schools is defined as:

- 1 round of sandwiches or alternative (a choice suitable for vegetarians and non-vegetarians) with a minimum of 42g of protein filling
 - A medley of raw vegetables (crudities) with a minimum weight of 28g
 - 1 small piece of cake or a homemade biscuit
 - 1 whole piece of fruit
- 4 1 x 85ml (minimum) fruit juice drink or 1x 189ml milk carton

11.3 Provision of a packed lunch shall be regarded as a substitution of the two course midday meal and the Contractor shall be paid the set meal unit price.

11.4 A minimum of 72 hours notice (3 working days) of the requirement for a packed lunch service shall be given to the Contractor by the school.

12.0 Food Additives

12.1 The Contractor shall ensure that food products only contain additives that are essential to the stability and preservation of a product. Agents that unnecessarily enhance the colour and/or flavour of products are not acceptable. The serving of food containing mono sodium glutamate or similar (related) hydrolysed flavouring salts is not permitted.

12.2 Products containing aspartame and saccharine shall not be not permitted.

13.0 GM foods and food labelling

13.1 The Contractor shall ensure that it does not knowingly use food or food products which contain genetically modified ingredients.

13.2 The Contractor shall adhere to current EU and UK food labeling recommendations and regulations and any subsequent changes.

14.0 Reheated food

14.1 The Contractor shall not re-heat meat, fish or any protein item or any other product containing dried milk that has been previously cooked unless it is food specially prepared for regeneration and has been chilled or frozen in

accordance with the Department of Health guidelines on Chilled and Frozen Foods 1989. All hot food that has not been sold during the meals service period and is not a portion controlled pre-wrapped item must be destroyed at the end of the meals service period.

15.0 Initiatives

15.1 The Contractor shall be expected to work in partnership with the Council on existing and future school meal initiatives. Examples of current initiatives are:

- Healthy schools
- Tackling obesity
- Food tastings for parents
- The Government fruit 5 a day schemes
- Breakfast clubs/ extended day
- Market research with parents
- Food tasting panels with pupils

16.0 Pupils providing their own food

16.1 Schools are responsible for making facilities available for children to eat meals and other refreshments brought to school by them and eaten during the midday meals service period.

16.2 The Contractor shall make available cutlery, jugs of fresh water and beakers. Where the packed lunch is eaten in the dining room, the Contractor is responsible for cleaning the tables, chairs and dining area after use. The Location profiles give details of packed lunch arrangements.

17.0 Ordering of and payment for meals

17.1 Schools shall advise the Contractor by 10.00 a.m. each day of the number of meals to be produced for the lunchtime service.

17.2 The late receipt of meal numbers shall not be a reason for the late start of the Service, with the exception of special dietary meals.

17.3 The late receipt of meal numbers may result in alternative meal choices without penalty to the Contractor. Any change of menu shall be immediately reported to the school and the Authorised Officer.

17.4 The Contractor shall use its commercial skills to forecast school daily meal numbers.

17.5 The Contractor will be responsible for the collection and banking of cash at all schools.

- 17.6 The contractor will invoice the school/Council on a monthly basis for the number of free meals supplied the number for which will have been agreed each week. Schools will ensure that the invoice is paid within 4 weeks.
- 17.7 The Contractor shall be advised by the school of any school activities which will affect the number of meals served. This shall be advised during the week prior to the activity.
- 17.7 The Contractor shall ensure that sufficient food is available at each Location to provide the meal stated on the menu and also that an emergency reserve of food sufficient for at least two days supply is available to cater for unexpected additional numbers or in emergencies such as fuel or water supply failures or adverse weather conditions.

18.0 Food Deliveries

- 18.1 Food deliveries shall be made on days and between the hours when the Contractor's Staff are on duty. The Contractor shall be responsible for arranging acceptable delivery times with its suppliers.
- 18.2 The Contractor shall give due regard to the fact that deliveries are to be made to Locations where children are present.

19.0 School Meal Charges

- 19.1 The charge, as September 2005, for a school meal in nursery, primary and special schools are set out below, however these may be reviewed prior to the contract start.

Primary aged pupils	Secondary aged pupils in special schools and pupil referral unit
£1.34	£1.56

- 19.2 The Council usually reviews meal charges in June each year for implementation in September. The contractor will propose their increases in line with the conditions of contract in May each year.
- 19.3 Staff duty meals may be provided for those staff on duty in the dining areas. Individual schools shall be invoiced directly by the Contractor for staff duty meals.
- 19.4 The secondary school tariff shall be reviewed each September in accordance with the Conditions of Contract.

20.0 Consultation

- 20.1 It is important that children and young people are able to voice their feelings, good and bad, about the Service to the Contractor. The Contractor shall carry out consultation with pupils on an annual basis to ascertain their views and needs. Headteachers will be encouraged to be fully supportive of such surveys. All survey material shall be agreed with the Authorised Officer in advance.
- 20.2 The Contractor shall also be expected to be involved in local school councils or school nutrition action groups where these exist.

21.0 Dining arrangements

Setting up and clearing away furniture

- 21.1 In multi-purpose dining halls, where furniture cannot be permanently set up, the Contractor shall be responsible for setting up and clearing away furniture used at mid-day. The movement of furniture shall take place at a time which does not interfere with school activities, usually immediately before and after the lunchtime meals service. The contractor will be given 10/20 to set up before lunch and 20/30 minutes to clear up afterwards.

Clearing of tables

- 21.2 Children and adults shall be responsible for the clearing of their plates, trays, beakers, and cutlery to a designated place. The Contractor shall be responsible for clearing away from the designated place.
- 21.3 The Contractor shall be responsible for clearing any food debris which falls on to the floor around the service counters and spot mopping any food spillages in the dining area. The school is responsible for cleaning and deep cleaning dining room floors and furniture

Meals service times

- 21.4 Service times vary between schools. The Contractor shall provide the meals service at the times specified in the Location profiles. Service times may be altered by a school at its discretion but reasonable notice shall be given to the Contractor of any proposed change.
- 21.5 The Contractor shall respond to any unforeseen delays in meals service in a flexible and co-operative manner to ensure that all pupils are adequately catered

for.

Sittings

- 21.6 The number of sittings in each school is set out in the Location profiles. Where there is more than one sitting, the school shall decide how the sittings are designated.
- 21.7 The Contractor shall ensure that sufficient Staff are available to serve the pupils and adults in the most efficient manner throughout the service period.

22.0 Special functions and additional services

- 22.1 Schools shall be entitled to request additional catering, if desired, to be provided on special occasions e.g. parents' evenings and governors' meetings etc, which are held in conjunction with school activities. All special functions shall be priced individually and agreed in advance with the school or event sponsor.
- 22.2 Schools may also request additional services such as a breakfast service or tea service. The Contractor shall use its best endeavours to meet these requests informing the school of any additional charges.
- 22.3 The cost of a special function or an additional service shall be met in full by the school.

23.0 Transported meals

- 23.1 It is the Council's policy to provide Kitchens in as many schools as practicable and to provide service and wash up facilities in schools or dining accommodation where Kitchens are impracticable.
- 23.2 A meal which is transported to a Remote Dining Centre shall be of the same type and quality of food service and meal provision as stated in the Specification and offered at schools with a Kitchen. A full choice of meal shall be maintained throughout the Service.
- 23.3 The Contractor shall comply with all Legislation relating to the transport of prepared hot and cold food. All food served shall meet legal temperature requirements.
- 23.4 Meals shall be prepared and transported as near as possible to the time they are required to be served in order to maintain quality. Meals shall arrive no

earlier than 20 minutes before service. The Schools shall only pay for the number of meals ordered and authorised by the Remote Dining Centre.

- 23.5 Staff employed to provide the transport service shall, at all times, demonstrate appropriate attitudes and behaviour towards pupils and adults at the schools. The Contractor shall ensure that the greatest care is taken in loading and unloading meals.
- 23.6 The Contractor shall be responsible for the provision and maintenance of vehicles used for the transportation of meals.
- 23.7 Should the Contractor use their staff's own vehicles to transport the meals they must ensure that the staff carry appropriate insurance.
- 23.8 Details of existing transport arrangements are set out below. The Council shall nominate which Kitchens are used for the production of meals to Remote Dining Centres. The current arrangements are:-

	PRODUCTION KITCHEN	REMOTE DINING CENTRE	TIME OF SERVICE
1	The Hill	Caversham Primary	12.00
2	St Mary's & All Saints	All Saints	12.00
3	Manor	Holybrook	12.45
4	Whitley Park	Phoenix	12.30
5	Caversham Park	St Martins	12.00
6	Upcroft	Park Lane Juniors	12.15

- 23.9 The Council shall provide sufficient insulated containers (Stellex boxes) suitable for the transportation of meals and to maintain required temperatures and food quality. The Contractor shall be responsible for the repair and replacement of damaged and broken containers although the containers (and any replacements) shall remain the property of the Council.
- 23.10 The containers shall be wiped with an anti-bacterial spray before packing. Great care shall be taken when preparing and packing food into service tins to minimise the possibility of spillage during transit.
- 23.11 The Contractor shall ensure that a sufficient reserve of food is kept at each Remote Dining Centre in the event of a shortage of food e.g. due to accidental loss or rise in numbers, so that a meal is available at lunchtime for every child and adult as required. In addition, the Contractor shall ensure that sufficient

food to provide a complete meal for all pupils is held at Remote Dining Centres as an emergency measure. All stocks of emergency food shall be replaced and dated on a termly basis.

24.0 Food storage

24.1 All items of food shall be used before the best before date or recommended shelf life. At no time shall the food content from a blown, badly dented, seam damaged, holed or rusty tin be served.

25.0 Policy and procedure in the event of an alleged or suspected food poisoning incident or an alleged food contamination incident

25.1 In the event of an alleged or suspected food poisoning incident the Contractor shall ensure that a report is presented to the Authorised Officer containing the following information:

- Detailed composition of the meal
- Food sample availability
- Remainder of same batch of foodstuffs (or the packaging)
- Number of alleged/suspected victims
- Date and time of meal eaten
- Date ingredients delivered and name of supplier (including addresses and depot telephone numbers)
- Methods of storage
- Time and method of preparation and cooking
- Storage after cooking
- Who ate the meal
- Precise symptoms of illness, the time of the first sign of illness, whether the victims have consulted their G.P. and, if so, whether faecal samples have been submitted for examination

25.2 The Contractor shall co-operate fully with the Authorised Officer or Environmental Health Officer of the Council in the event of an investigation into an alleged or suspected food poisoning incident or where it is alleged that food has been contaminated prior to serving i.e. foreign bodies or particles found in the food.

26.0 Premises

General

26.1 During the Contract Period the Contractor shall be permitted to use the Kitchen premises in connection with the provision of the Services free of charge.

26.2 The Contractor shall ensure that its Staff complies with the smoking policy of

each Location.

Energy and Water

- 26.3 The Contractor shall have due regard to energy conservation and exercise energy management control in the course of its operations.
- 26.4 The Contractor shall ensure that the free use of water is treated responsibly e.g. that taps are not left on allowing water to run to waste or that leaking taps are reported immediately for repair.
- 26.5 The Contractor shall include in the Response Document what measures it intends to introduce to limit its use of kitchen gas, electricity, water and all services at each school.
- 26.6 In the event of any disruption to the supplies of utilities it may be necessary for the Contractor to use disposable crockery and cutlery equipment. This shall only be acceptable in emergencies and agreed with the Authorised Officer prior to use. The cost of supplying the disposable equipment shall be met by the Council.
- 26.7 The Contractor shall use the energy and water provided by the Authority (on the basis of a metered supply or other arrangement) economically and agree with the Authority maximum volumes and units of acceptable usage. Invest in energy and water saving devices and equipment where this is economic to do so over the life of the contract and institute and maintain procedures to monitor and control the usage of energy and water.
- 26.8 The Contractor shall agree a delivery schedule with the Authority and implement procedures for switching off the engines of delivery vehicles when stationary on the Authority's premises for longer than two minutes.

Telephones

- 26.9 Few kitchens are fitted with telephones and in the main the Contractor will be able use the school's facility. Any cost of calls may be recharged to the Contractor by the school.

Security

- 26.10 The Head Teacher shall have overall responsibility for the security of the school. The Contractor shall be responsible for securing the Kitchen at each school and all equipment in the Kitchen and Remote Dining Centre at the end of the normal working day. The Contractor shall ensure, in particular, that Kitchens are properly locked, windows tightly secured and all lighting switched off.
- 26.11 The Contractor shall hold access keys when required to do so in respect of the

Locations. The Contractor shall provide to the school and Authorised Officer a list of names of those members of the Contractor's Staff who are designated key holders. The school shall be informed of any changes in key holding personnel. The cost of lost and replacement keys shall be met by the Contractor.

- 26.12 The Council or the Head Teacher shall not accept responsibility for any valuables or money belonging to the Contractor or its Staff which have been brought onto or left on school premises.

Refuse disposal

- 26.13 The Contractor shall deposit all kitchen refuse in the appropriate storage receptacle prior to collection by the school's refuse contractor. Heavy duty plastic sacks required for the removal of all waste from the school shall be provided by the Contractor. The cost of refuse collection shall be met by the school.
- 26.14 The Contractor shall ensure that waste is disposed of safely and not in such a way that it may cause a health and safety risk to third parties using the area. It shall be the Contractor's responsibility to keep food prepared and stored within the premises, free from vermin.
- 26.15 Waste cooking oil or excess oil from cooked foods shall not be discharged into the drainage system. Disposal shall be in accordance with Legislation.

Cleaning

- 26.16 The Contractor shall maintain the Kitchen and Dining Centre at each Location in a clean and hygienic condition excluding deep and high level (i.e. wall areas, ventilation canopies and ceiling surfaces) cleaning. The Contractor shall be responsible for full and thorough cleaning of all Kitchen equipment, dining furniture, crockery and cutlery, glassware, floors, surfaces and utensils. The Contractor shall submit a sample planned cleaning schedule outlining the frequencies and methods to be used as part of the Response Document.
- 26.17 Cleaning materials shall be stored and used with due regard to the Control of Substances Hazardous to Health (COSHH) Regulations. Cleaning materials shall be bought in concentrated form for dilution on site where this is the safest and most environmentally preferable option. The Contractor shall give due regard to the environmental impact of the cleaning materials used e.g. avoiding products containing ozone depleting substances and products containing HFCs and other gaseous and non gaseous substances with a high global warming potential and wherever possible using substances with biodegradable ingredients in preference to chemical cleaners and chlorine based bleach.
- 26.18 The Contractor shall replace hazardous substances with more benign substances and where they are necessary ensure that they are labelled, stored, used and disposed of in accordance with legislation and best practice.

The Contractor should use biodegradable ingredients (water or plant based products) in preference to chemical cleaners and bleach. If bleaches must be used they must not be chlorine based. In no case should NPE (nonylphenol ethoxylate) be used, alcohol ethoxylates are a suitable alternative.

- 26.19 The Contractor shall minimise the use of products that contain high VOC levels / potentially harmful solvents where they can be eliminated or replaced by low VOC content, low-solvent, or solvent-free products such as water or vegetable based paints, varnishes and glues that are fit for the purpose. All used solvents and their containers shall be disposed of in a way that is least harmful to the environment and the contractor shall comply with any instructions from the Authority in this respect.
- 26.20 The Contractor shall avoid products containing or manufactured using ozone depleting substances such as hydrochlorofluorocarbons (HCFCs), halons, carbon tetrachloride, 111 trichloroethane and bromochloromethane. Reclaim such substances when servicing or disposing of equipment.

Pest Control

- 26.21 The Contractor shall notify promptly the school and the Authorised Officer of any infestation in all areas where the Service is performed. The Contractor shall record in writing all such notifications made to the school and co-operate fully with the pest control personnel during treatment.

Lettings

- 26.22 It is at the discretion of the head teacher to authorise the use and occupation of educational premises outside standard hours of instruction. In the first instance the option to provide catering services, when the kitchen premises are let, shall be offered to the Contractor.
- 26.23 In situations where the school wishes to use the catering facilities or the use of catering facilities is granted to an outside agency or person the school shall ensure that the premises are left in a clean and tidy condition, if not the contractor shall recharge the school for the cleaning, at the agreed schedule of rates. In addition the school shall ensure that the user of the kitchen is aware of their responsibilities under the Food Safety Act and health and Safety regulations.

27.0 Equipment

- 27.1 The Contractor shall refer to the Conditions of Contract regarding the use and responsibilities for equipment.
- 27.2 The Council has a separate contract for the corrective and planned preventative maintenance of heavy equipment. All heavy equipment faults shall be reported

immediately to the Authorised Officer. The Contractor shall inform the Authorised Officer if the Council's maintenance contractor does not visit within the defined timescale.

- 27.3 In the event of breakdown of any equipment, the Contractor shall, subject to the prior approval of the Authorised Officer, take all reasonable steps to provide the Service (submitting alternative menus if necessary). Any claim for additional costs incurred by the Contractor in taking such steps shall be submitted in writing within 48 hours for consideration by the Authorised Officer.

28.0 Contractor's office

- 28.1 The Contractor shall note that Council premises are available for use by their Contract Supervisors (maximum 4).

29.0 Emergency feeding and business continuity

Premises emergency /kitchen closure

- 29.1 It is the policy of the Council to close Kitchens and Remote Dining Centres which could cause injury or hazard to customers or staff or when equipment or services are unusable. Kitchens may also be closed in site emergencies or when school circumstances affect the kitchen premises e.g. if the school is used as a Polling Station. Wherever possible the Council shall inform the Contractor within 24 hours of any closures. The kitchen shall remain closed for the minimum period of time. Whenever practicable an alternative service shall be provided.

Emergencies

- 29.2 During emergencies many schools will be used for emergency feeding. The Contractor shall be required to participate in any emergency procedures in accordance with the Council's Emergency Plan or other plan that Reading Borough Council is detailed within. Copies of the Emergency Plan are available from the Council's Emergency Planning Officer. The following six sites have been nominated to hold (and have access to) emergency stocks capable of providing 2000 meals each:
- 29.3 The Contractor shall be required to supply and maintain names and telephone numbers of key supervisory Staff, key food suppliers and the key holder for each of the six sites identified in 29.2 to enable 365/366 day, 24 hour access.
- 29.4 During an Emergency, the Contractor shall be required to provide hot meals and beverages. This will require the Contractor to make arrangements to provide 24 hour cover on request.
- 29.5 During an Emergency, at the request of Reading Borough Council, the Contractor shall be required to provide feeding to other organisations involved in

the emergency. This may include, but is not limited to the Police Service, Fire Service, Ambulance Service, Women's Royal Voluntary Service, South East Berkshire Volunteers, British Red Cross and other Local Authority staff.

- 29.6 It shall be the responsibility of the Contractor to make its Staff fully aware of the commitment under Section 29 of this contract. Any additional costs incurred by the Contractor and approved by the Authorised Officer in respect of emergency feeding shall be reimbursed.

30.0 Business continuity plans

- 30.1 Under the Civil Contingencies Act 2004 the Council is also obliged to ensure that its services and therefore its Contractors, who are delivering services on its behalf, have in place robust Business Continuity Management arrangements. The Contractor shall ensure that plans and procedures are in place to enable the continued operation of the Service during any form of emergency.

31.0 Health and safety, food safety and hygiene

Health and safety: General

- 31.1 The Contractor shall at all times provide the Service in a continuously efficient, effective and safe manner and one that is not, nor is likely to be, injurious to the health and safety of any person or persons, or detrimental to the environment or the substance of any property at or comprising all or part of any Location and one which in all respects is to the entire satisfaction of the Council and the individual Location.
- 31.2 The Contractor shall without prejudice to the performance of the Services and to the satisfaction of the Council and the Location adopt safe methods of work in accordance with the Health and Safety at Work etc Act 1974 and other relevant Acts, Regulations, Codes of Practice and Guidance Notes for the safe provision of the Service.
- 31.3 The Contractor shall observe and abide by all Legislation relating to the provision of the Services.
- 31.4 The Contractor shall review its Health and Safety policy and safe working practices as often as may be necessary in the light of changing Legislation, new Codes of Practice or Guidance Notes and shall notify the Council of any revisions.

First aid

- 31.5 The Contractor shall comply with the Health and Safety (First Aid) Regulations 1981. The Contractor shall provide a fully stocked first aid box at each Location and replenish stocks as and when necessary.

Health and Safety Officer

- 31.6 The Contractor shall permit the Council's Health and Safety Officer, or any other appropriate person, to enter upon any Location at any time during working hours for the purposes of carrying out health and safety inspections. During the inspections the Health and Safety Officer, or his authorised representative, shall inform the Contractor verbally and subsequently in writing of any method of operation or other matter which, in the opinion of the Safety Officer, falls below the requirements of the Council's Health and Safety Policy and Codes of Practice or any other statutory requirement. The matter shall be reported to the Authorised Officer and should remedial action be required, to the Health and Safety Inspectorate and / or the Council's Environmental Health Officer.

Incident reporting

- 31.7 The Contractor shall have in place a reporting system and policy for injuries, diseases and dangerous occurrences to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). The Contractor shall immediately report to the Authorised Officer any serious accidents, incidents or near misses that take place in those parts of any of the Locations where the Service is performed. The Contractor shall also report without delay any other occurrences, situations or circumstances it observes within the Locations which the Contractor reasonably considers likely to be a health and safety risk. (See also Section 39 on the reporting of Racist Incidents).

Fire Precautions

- 31.8 With respect to fire procedures, the Contractor shall ensure that:
- all Staff are given appropriate training in fire procedures and the use of fire equipment in the kitchen and that they participate in site fire drills in co-ordination with the rest of the school;
 - each Kitchen has the correct fire extinguishing equipment, i.e. a fire blanket and one to three dry powder or carbon dioxide extinguishers, according to the size and layout of the Kitchen. This equipment shall be supplied and replenished by the school;
 - the Authorised Officer is informed if the fire extinguishers within the Kitchen have not been checked annually;
 - fire fighting equipment is not unnecessarily interfered with or misused by its Staff;
 - a copy of a Fire Action Notice is displayed;
 - any problems in connection with fire precaution e.g. difficulty in opening fire door are reported immediately to the school and the Council's Health and Safety Officer.
- 31.9 The Contractor shall ensure that waste fats and oils are not allowed to build up in any part of the Kitchen, especially around any equipment that is likely to prove a risk in terms of starting a fire, i.e. fryers and cooking stoves. All Staff using

pieces of equipment that could prove to be a fire hazard shall be trained and informed of the correct usage of the equipment in relation to it being a fire hazard. All entrances, exits, stairways, passageways and fire exits shall be kept free from obstructions at all times.

Signage

31.10 The Contractor shall ensure that the relevant Health and Safety and Hygiene signs are correctly displayed and that Staff comply with these signs.

Food safety

31.11 The Contractor shall establish and implement risk based food safety management procedures based on Hazard Analysis and Critical Control Points (HACCP) procedures. The Contractor shall ensure that food is presented and served at the appropriate temperatures for safety and eating quality. Temperatures shall be monitored at appropriate times. The Contractor shall provide and maintain accurate electronic probe thermometers for this purpose. All probes shall be calibrated on an annual basis and records kept in writing for inspection.

31.12 The Contractor shall:

- comply with all legislation and regulations including the Food Safety Act 1990, Food Premises (Registration) Regulations 1991, Food Safety (General Food Hygiene) Regulations 1995 and Food Safety (Temperature Control) Regulations 1995;
- use due diligence in the procurement, storage, preparation and usage of all food materials;
- have in place appropriate operational policies, procedures and practices to ensure food safety standards are maintained at all times;
- maintain systems for ensuring food is handled, stored, prepared and cooked appropriately and provide daily evidence of food temperature control at the key points of delivery;
- ensure that fridges and freezers are checked for correct operation a minimum of twice a day during the working week and temperatures recorded. Any problems with fridge or freezer temperatures shall be reported immediately to the Authorised Officer.

Hygiene - General

31.13 The Contractor shall comply with all Food Hygiene legislation and submit a copy of their Food Hygiene policy.

Hygiene – Food handlers

31.14 The Contractor shall ensure that all persons employed by them, within and around areas designated for the preparation and service of food, are in good health and have a high standard of oral hygiene and general personal hygiene.

Staff engaged in the handling of food, who become aware that he/she is suffering from, a carrier of, or in contact with other people suffering from a Notifiable Illness shall inform the Contractor immediately. A Notifiable Illness is as defined by a Working Group of Food Industry Medical Officers, or any other similar groups throughout the life of the contract assisted by the Department of Health Public Health Laboratory Service and Employment Medical Advisory Service of the Health and Safety Executive. The Contractor upon receiving any such notice shall inform the Council's Environmental Health Service and the Authorised Officer. It shall be the responsibility of the Contractor to take any further actions as may be necessary to meet and fulfil any legal requirements imposed as a result of such notification. The Contractor shall also keep the Council's Authorised Officer informed of any such further action.

32.0 Environmental Health

- 32.1 The Contractor shall permit access without notice at any reasonable time to Environmental Health Officers authorised by the Council for the purposes of enforcing the Food Safety Act 1990 and any subsequent food safety Legislation. All records pertinent to the hygiene management of the operation shall be made available to the Environmental Health Officer upon request.
- 32.2 The Contractor shall deliver to the Authorised Officer within two working days any Environmental Health Report relevant to the Service, Staff, schools and equipment or other activities in relation to this Contract, together with observations and a statement of the steps taken or proposed to be taken in order to comply with any requirements specified in such a report.
- 32.3 The Contractor shall notify the Authorised Officer immediately following service of any legal notices including Improvement, Prohibition or Emergency Prohibition Notices.
- 32.4 The Authorised Officer shall deliver to the Contractor similarly any such report received.

33.0 Uniforms

- 33.1 The Contractor shall ensure that all Staff employed by the Contractor are properly and presentably dressed in appropriate work wear (see also Section 35).
- 33.2 The uniform shall be such that Staff can be identified as providers of the Service.
- 33.3 All Staff employed by the Contractor, either permanent or temporary shall wear the approved uniform at all times while involved in the provision of the Service, including production of meals and serving to Customers.

34.0 Laundry and protective clothing

34.1 The Contractor shall be responsible for any laundry services required, and for the daily washing of all clothes needed in the provision of the Service.

34.2 The Contractor shall ensure that:

- food handlers are supplied with protective clothing and that it is clean when worn;
- work wear clothing is not worn by Staff outside the place of work;
- all Staff wear protective headgear with long hair tied back;
- those not normally employed in the direct delivery of the Services, wear protective clothing whilst in the Kitchen area;
- footwear worn by all Staff in carrying out the Services protects their feet completely and is safe and comfortable with sensible heels and non-slip soles. Footwear shall be of a leather or plastic material, i.e. impervious to liquid;
- protective clothing, including hats are worn by Staff at all times whilst carrying out the work for which the items are provided;
- in certain sites, detailed on the profiles, body warmers shall be supplied to all kitchen staff by the Contractor.

35.0 Environmental Strategy

35.1 The Contractor shall comply with the Council's Environment Policy. The Contractor shall include in the Tender Response Document an outline of the mechanisms and systems for ensuring that processes in place are sustainable and designed to reduce any environmental impact. The Contractor shall within the first Contract Year produce an environmental audit of the Service and put forward options on how environmental performance could be improved.

36.0 Marketing and publicity

36.1 The Contractor shall make the best use of its resources to market the Services effectively. The Contractor shall inform the Council of its intended marketing arrangements by means of the marketing strategy included in the Tender Response document and thereafter in the Annual Operational Plan.

36.2 Any marketing strategy, displays, information or promotional material shall require the prior approval of the Authorised Officer and the school and shall be appropriate to the needs of the Location. The Contractor shall be responsible for any costs arising from the marketing strategy.

36.3 All services provided by the Contractor on behalf of the Council shall be delivered using the Council's corporate identity. At the outset of the contract the

Council shall approve templates for any marketing materials required for the operation of the contract to ensure its identity is represented appropriately. All materials shall use the Reading logo as the primary logo. The Contractor's logo shall only be used in exceptional circumstances and with the express permission of the Council's communications team. The inclusion of the following words on publicity material in an appropriate place (to be agreed by the Council) may be considered: 'School Meals service provided by xxxx'.

- 36.4 The Contractor shall bear the cost of producing the annual menu leaflet for parents.
- 36.5 The Contractor shall provide each Location with a copy of the menu cycle for display purposes.
- 36.6 The Contractor shall promote healthier choices to pupils e.g. through encouraging the uptake of fruit and vegetables, presenting healthier choices imaginatively etc. The Contractor shall be required to display prominently and attractively in secondary school Locations a full list of items, with the "meal of the day" and other special dishes updated daily. All prices shall be clearly shown.
- 36.7 The Contractor will carry out at least one special day per term and will also cooperate with the school on altering the menu to meet curriculum activities, provided the school gives at least three weeks notice.
- 36.8 As part of the marketing plan for the service the contractor shall ensure that opportunities are available for parents to eat meals with pupils; that packed meals are available for those entitled to a free meal and look towards developing a pre-order system for meals on a daily/weekly basis. How these objectives are to be met should be included in the tenderer's response.

37.0 Sponsorship

- 37.1 There are no limitations as to the extent or value of sponsorship arrangements sought by the Contractor save that all sponsorship arrangements and advertising of the same shall meet with standards of public decency and good taste and shall not seek to promote food and drinks that do not fit into a Location's whole-school food policy. The Council reserves the right to approve any sponsorship arrangement.

38.0 Customer Care

- 38.1 The Contractor shall ensure that all pupils and staff are served promptly, effectively and courteously at all times. The Contractor shall make every effort to meet customers' needs and to take account of personal and special circumstances. The Contractor shall provide customer care training to ensure that their Staff understands the importance of talking with pupils and encouraging them to eat well and to make healthy choices.

- 38.2 The Contractor shall deal with any comments or complaints received (whether received orally or in writing, and whether from parents, headteachers or others) in a prompt, reasonable, courteous and efficient manner. The Contractor shall provide a monthly return to the Authorised Officer of all complaints received. Any serious complaints shall be reported immediately. Unresolved complaints received or referred to the Council may be investigated by the Authorised Officer.
- 38.3 The Contractor shall submit their complaints procedure as part of the Tender Response document.

39.0 Racial Incidents

- 39.1 The Council has a racist incident reporting policy and procedure which the Contractor shall use for all racially motivated incidents:
- Where an employee of the Contractor has received racial abuse (verbal, physical or non-verbal) from a Service user or vice versa or;
 - Where an employee of the Contractor receives racial abuse from an individual directly employed by the Council or vice versa.
- 39.2 All racially motivated incidents shall also be recorded at monitoring meetings.

40 Cash Collection Cash Cafeterias

- 40.1 The Contractor shall be responsible at schools (Kendrick) where meals are served at a Cash Cafeteria for the collection of cash in respect of all items served plus VAT (where appropriate) A record of daily takings shall be maintained and submitted to the Council on a monthly basis in accordance with the Conditions of Contract.
- 40.2 These must be separated into breakfasts, mid-morning breaks, lunchtimes and special functions. A record for free meals must be maintained. The Contractor shall provide a float for each Cash Cafeteria and shall be responsible for its security. Only consumed free meals shall be paid for by the Council having been reconciled with the free meal vouchers

APPENDIX 1 - MINIMUM PORTION SIZES

The main protein element in home cooked composite dishes e.g. home-made pies, lasagne, spaghetti bolognese, stews etc., shall not be less than 42g (average 56g) for nursery and primary aged pupils and not less than 56g (average 70g) for secondary aged pupils.

For non-composite items, e.g. sausages, fish fingers, etc. the quantity / weight / size shall be specified in the recipe or menu.

The following table gives minimum portion sizes which are in line with National Nutritional Standards. Uncooked weights unless otherwise stated. The % protein content in manufactured items shall be as specified by the Food Standard Agency.

	Nursery / Primary Aged Pupils g	Secondary Aged Pupils G
RED MEAT & POULTRY (IN ROAST DINNERS) & VEGETARIAN EQUIVALENTS	56	70
BURGERS – 80% protein	56	70
SAUSAGES / SAUSAGE PRODUCTS 70% net protein (poultry and vegetarian sausages)	84 (Two)	112 (Three)
RED MEAT, POULTRY & FISH IN COMPOSITE DISHES (* weight of poultry/fish can be reduced by up to 14g if adding in an alternative protein item e.g. pulses)	56*	70 *
FISH FINGERS	75 (Three)	100 (Four)
WHITE FISH PORTIONS	70	84
OILY FISH PORTIONS	56	70
CHEESE	42	56
PULSES (Cooked weight)	84	112
POTATOES (Cooked Weight) Mashed, boiled, croquettes, jacket Chips, roast, wedges Jacket	98 84 170 (Half)	126 112 340 (One)
PASTA, RICE, COUSCOUS, GRAIN (Cooked Weight)	98	126
BREADS Sliced medium Rolls Baguette	70 70 70	84 84 84
PIZZA	98	126
VEGETABLES Peas, green beans, sweetcorn, carrots, mixed vegetables, cauliflower, broccoli, swede, turnip Cabbage, spinach, spring greens and other leafy vegetables	70 56	84 70

BAKED BEANS	56	70
TINNED TOMATOES	70	84
SALAD VEGETABLE ITEMS	56	70
COLESLAW	56	70
FRUIT		
Apple, pear, banana, nectarine, peach	70 (one fruit)	84 (one fruit)
Soft fruit e.g. plums, strawberries	56	70
Stewed fruit e.g. apple, rhubarb, gooseberry	70	84
Fresh fruit salad (80% minimum weight from fruit)	84	98
Dried fruit	42	56
DESSERTS		
Sponge cake (½ standard sugar content)	56	70
Fruit pie, tart , crumble (25% wholemeal flour & ½ standard sugar content) [Fruit Filling]	56	70
Custard / Sweet sauce (½ standard sugar content)	200 ml	200 ml
Milk pudding (½ standard sugar content)	112	140
Yoghurt (low fat)	125 (one pot)	125 (one pot)
Jelly (sugar free)	84	98

APPENDIX 2 - TERM AND HOLIDAY DATES 2006-07

Term 1 2006:	Monday 4 September 2006 – Training Day Tuesday 5 September 2006 – Friday 20 October
Total days:	35
Holiday:	Monday 23 October 2006 – Friday 27 October 2006
Term 2 2006:	Monday 30 October 2006 – Friday 15 December 2006
Total days:	35
Holiday:	Monday 18 December 2006 – Monday 1 January 2007
Term 3 2007:	Tuesday 2 January 2007 to Friday 9 February 2007
Holiday:	Monday 12 February 2007 – Friday 16 February 2007
Total days:	29
Term 4 2007:	Monday 19 February 2007 to Friday 30 March 2007
Total days:	30
Holiday:	Monday 2 April 2007 – Friday 13 April 2007
Term 5 2007:	Monday 16 April 2007 to Friday 25 May 2007
Total days:	29
Holiday:	Monday 28 May 2007 – Friday 1 June 2007
Term 6 2007:	Monday 4 June 2007 to Tuesday 24 July 2007
Total days:	37
Summer Holiday:	Wednesday 25 July 2007 – Friday 31 August 2007
Total in school year:	195

The total number of days in which schools will be open is 195, including 5 days for staff training, when staff are required to attend school, but not pupils. September 4 is proposed as a common staff-training day. A further 4 days are available for schools to set their own training days.

The 2007/8 Academic Year starts with a staff training day on Monday 3 September 2007