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Appendix 4 - Management Information

The Authority requires the Service Provider to supply the following information and all other relevant reports.

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| 1 | Information from the online payments system |
| 1.1 | Levels of pupil meal debt by school |
| 1.2 | Contract payment breakdown by school. Headings as below.  |
| Overall Transactions  | Online Transactions  | Pay Point Transactions   |
| 1.3 | Demonstrate with the appropriate graph or chart etc. monthly overall trends on free and paid meal take up per school.  |
| 2 | On a weekly accumulative basis, for example 5 days trading or by actual days when less. |
| 2.1 | Actual weekly take up of meals compared to weekly numbers on roll per school |
| 2.2 | Actual weekly take up of free school meals compared to actual weekly entitlement of free meals per school |
| 3 | Operations (real time) |
| 3.1 | Menu, recipe file, portion sizes, allergen information  |
| 3.2 | Catering audits |
| 3.3 | Number of completed Cypad audits  |
| 3.4 | EHO inspections  |
| 3.5 | Other audits |
| 3.6 | Area and senior management visits to schools |
| 4 | Kitchen |
| 4.1 | Any relevant kitchen or heavy equipment issues  |
| 5 | Marketing  |
| 5.1 | Marketing promotional events Dates Average meals served daily per school (free and paid) Increase due to activity |
| 5.2 | Measured result and success |
| 6 | Human Resources  |
| 6.1 | Vacancies and recruitment numbers and details |
| 6.2 | Training plan, numbers, grades and performance against plan  |
| 6.3 | Health and safety issues  |
| 6.4 | Accident summary  |
| 6.5 | Other relevant Information including staff disciplinary matters  |
| 6.6 | Outstanding DBS checks  |
| 7 | Communications  |
| 7.1 | Copies of all instructions to kitchens and catering personnel  |
| 7.2 | Copies of all communications with schools |
| 8 | Schools |
| 8.1 | Schools leaving and joining the contract  |
| 9 | Weekly Progress Report  |
| 9.1 | Number of Cypad audits completed |
| 9.2 | Number of Head Teacher/Governor meetings  |
| 9.3 | Health and safety issues/accidents |
| 9.4 | Marketing/promotional and special days  |
| 9.5 | Any other issues  |

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| 10 | Year End Debt Clearance Report (usually August)  |
| 10.1 | Pupil debt by school  |
| 11 | Purchasing  |
| 11.1 | Annual discount audit certificate  |
| 11.2 | Sustainability plan |