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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 |