

Schools Catering Group Contract

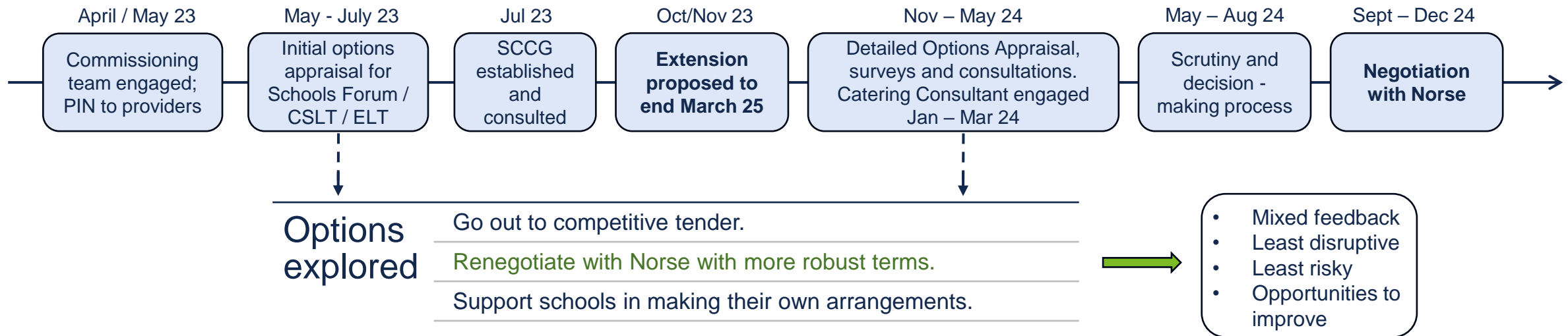
Workshop with schools

12th December 2024



Re-cap

Aim: to ensure that suitable catering provision is available for all maintained schools irrespective of size and available facilities



You said, we did...



Feedback	Suggested Improvements	Actions
Mixed picture: approx. 50% satisfied / very satisfied, 50% somewhat dissatisfied / dissatisfied with overall offer.	Consistent offer with marked performance improvements.	<ul style="list-style-type: none"> a) New Service Specification and Performance Management Framework for contract management. b) New contract with NCC.
Perceived lack of clarity and scrutiny around price and quality in some cases	NCC contract management / quality assurance.	Two costed options available
Some operational concerns, e.g. allergen menu, portions, food quality, energy recharge costs.	Clear process to monitor, raise and address issues per school and across the contract.	<ul style="list-style-type: none"> a) Norse have already acted on some specific concerns. b) Service Spec has addressed some of these issues and provided a means to address in future. c) Consultative group refresh. d) NCC point of contact.
Experiences of both good and unsatisfactory communication	Improve Norse's communication procedures. NCC contract management / quality assurance.	<ul style="list-style-type: none"> a) Consultative group refresh. b) NCC point of contact. c) New Help Desk provision from Norse – initial POC.
Desire for certainty for budgeting and planning.	Fixed costs, or clear expectations / limits around potential price increases.	Negotiated two-year commitment with clear agreed formula for uplift (if needed).

New Service Specification & Contract



Menu Structure	Standard of Service	Food Quality Standards	Health, Safety & Hygiene	Environment	Security	Premises & Equipment	Management & Staffing	Finance	Monitoring
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Changes

- More detailed – greater transparency and clarity.
- Aligns with the existing Service Level Agreement to avoid significant changes on current arrangements.
- Closely aligned to a Performance Management Framework which sets out what Norse will be required to report on.
- Greater sharing of management information, including costs so we can hold them to account.

The minimum menu range shall consist of:

1. A choice of two hot main meal protein items, one of which shall be suitable for vegetarians; served with either potato, pasta or rice.
2. A filled jacket potato with two fillings.
3. Healthy sides (e.g. vegetables, salad).
4. Packed lunch consisting of either a sandwich, with choice of two fillings, or pasta, served with salad sticks and fruit.
5. Bread provided daily.
6. Sweet pudding.
7. Fruit.

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Contract Management Option 1

Resource	Time allocated	Activity	Cost per year
Commissioning and Service Development Manager role	1 day per week	Monthly performance management meetings with Norse, Consultative Group reporting and support against Service Specification.	£13,400
Financial administration		Processing payments via downloads	£20,000
Total			£33,400

100 schools = £334 per year per school
(dependent on number of schools in the contract).

Schools will be liable for these costs over the two-year contract period, even if exiting early.

Contract Management Option 2 (indicative)

Resource	Time allocated	Activity	Cost per year
Commissioning and Service Development Manager role	1 day per week	As per Option 1, plus line management of Monitoring Officers	£13,400
Commissioning Officer	0.5 days per week	Support with collating and analysing performance management data.	£4,416
Monitoring Officers x 2	25hrs per week each, term time + 1 week	2-3 visits per school in a 12-month period to carry out quality assurance checks and compile reports.	£55,194
Training & Compliance	TBC	Ensure Monitoring Officers and supporting staff have appropriate expertise.	£3,000
Financial administration		Processing payments via downloads	£20,000
Total			£96,010

100 schools = £960 per year per school
(dependent on number of schools in the contract).

Schools will be liable for these costs over the entire two-year contract period, even if exiting early. NCC is exploring whether an externally commissioned service would be more cost effective.

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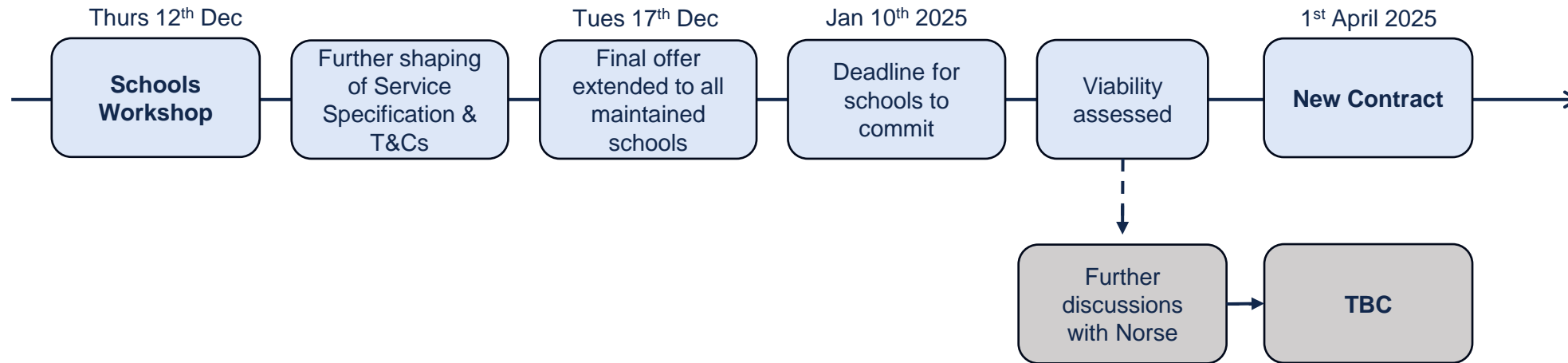
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Next steps



Historic pricing

Financial year	Fixed annual sum	Paid meals	UIFSM	FSM
2024-25	£10,249	£2.58	£2.53*	£2.58
2023-24	£9,950	£2.30	£2.41 Apr to Jul 23, £2.53 from Sept 23.	£2.53

Norse's approach to pricing consists of keeping the meal price in line with income from parents and the government funding, then charging a fixed annual sum to cover the shortfall.

However, schools are at liberty to set their own charge for paid meals.



Norse's offer

We are Norse Group

LA Maintained Schools catering Contract

Nick Maddox – Chief Operating Officer

Mark Gallant – Business Development

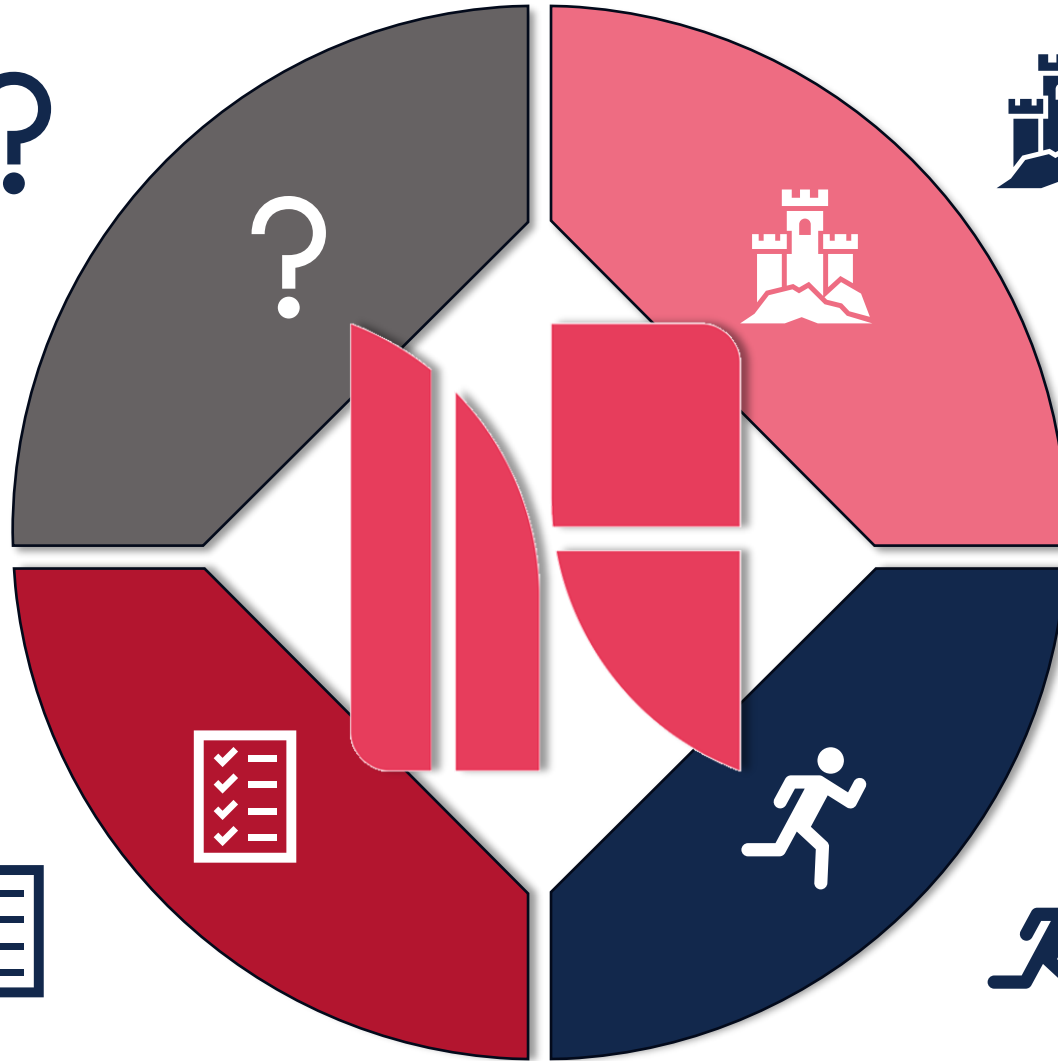


Improving People's Lives



norsegroup.co.uk

Why Norse



History

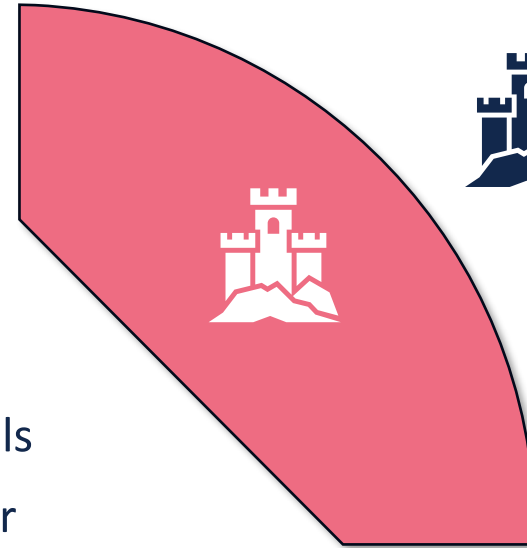
Partnership



Challenges



History



- LA Maintained Schools
- Sole catering provider
- Inclusive
- Shrinking
- Future

- NIC
- NLW
- UIFSM and PP allowance
- Cost-of-living
- Supply chain
- Academisation



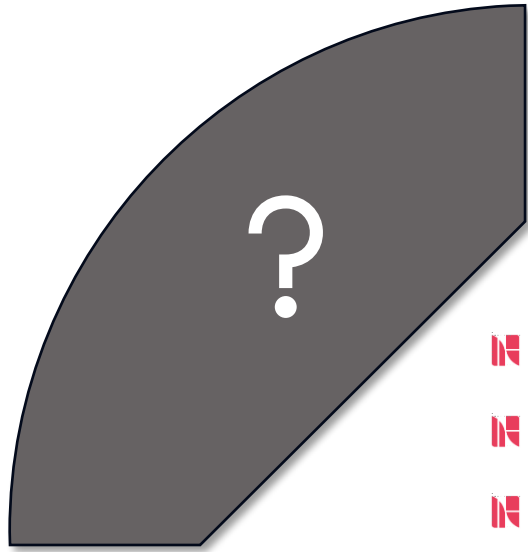
Challenges

- Managed by NCC on your behalf
- Robust KPI framework
- Open book tracking



Partnership





Why Norse ?

- The only LATCo caterer in Norfolk
- Community focused
- A trusted partner
- School Food Standards meals - guaranteed
- Enhanced menu availability
- 24 – 7 helpdesk
- Emergency call-out*
- Further services at reduced cost

Costs from Norse –

based upon current numbers

Catering only*	£10,800
Maintenance package	£2,900
Access to help desk	Free
Other services	POA
Emergency call-out	POA

UIFSM	£2.58
Pupil Premium	£2.58
Cash Meals	£2.70

Summary

- **New Service Specification & Contract:** greater clarity and transparency, with a more consistent offer across all schools.

- **Contract Management & Administration options:** NCC to continue financial administration, and commissioning team to provide support and scrutiny (approx. £334 or £960 p.a.).

- **A two-year commitment:** guaranteed cost for first year (£10,800 balancing fee + £2.70 paid meals based on current numbers), with a clear formula for uplift for year 2 (if required).

- **Final offer** will be sent on 17th December
- **Buy in required** by 10th January.

Your voice

Results collected from live polls during the session

What benefits do you see in the new offer?



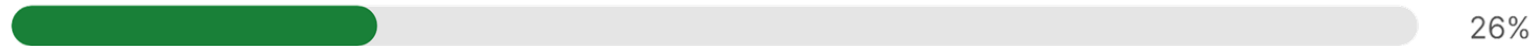
What is your view on the new price?

Multiple Choice Poll 19 votes  19 participants

Acceptable - 10 votes



Somewhat acceptable - 5 votes



Somewhat unacceptable - 3 votes



Unacceptable - 1 vote



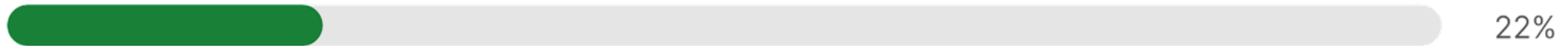
Which contract management option would provide the best balance of robust scrutiny and cost effectiveness?

Multiple Choice Poll  18 votes  18 participants

Contract Management - Option 1 - 14 votes



Contract Management - Option 2 - 4 votes



End