

Catering Support & Audit Packages

2022-2023



Taking the worry out of catering

Dukefield Foodservice is a specialist organisation providing a complete range of services to assist schools and academies with their catering requirements. These are provided by our team of industry experts.

*providing you with
peace of mind*



Catering Support Packages

Everyone who runs a catering business is required by law to manage food safety effectively, ensuring the food that you serve or sell is safe to eat.

Food safety means managing everything that happens in your catering business: food handling practices, food procurement, appropriate team training, premises and their maintenance. Confidence in how your employees handle food when unsupervised is as important as the safeguards that you implement and the records that you keep which must prove due diligence should a problem arise – it will be too late after the event.

Dukefield Foodservice offers a comprehensive range of support package options, or bespoke consultancy visits. The level of support offered by each package is tiered which will allow you to choose the option that is best suited to your needs:

GOLD - 3 visits over the duration of the annual package (plus follow up review appointments after full catering audit visits).

SILVER - 2 visits over the duration of the annual package (plus follow up review appointments after full catering audit visits).

BRONZE - 1 visit over the duration of the annual package (plus follow up review appointment after a full catering audit visit).

The catering support team role isn't just about audit – we can also guide you and your catering manager through the transition to a fully operational in-house catering service. Supporting and assisting you with completion of your own food safety management system (HACCP), allergen management procedures, COSHH risk assessments and catering specific risk assessments & safe working methods.

In addition to catering legal compliance, we can also help and assist with menu planning and compliance, food costs, financial controls and awareness, team development, service development, customer service training, student feedback sessions, annual promotion and activity planning, as well as anything else associated with managing and developing a successful school catering facility.

We pride ourselves on our friendly and professional service. We can design and deliver support and consultancy packages to the specific needs of your business, ensuring you and your team can comply with the law and adopt best practice to produce food to the highest standard.

We will provide independent advice, on all aspects of catering whether it is supplying equipment or adopting safe working practices for your business. Let us help you take the worry out of catering.



Quality Assurance & Traceability

Risk assessment and management of safe working systems and practices in the workplace in line with current regulations.

Monitoring and review of Food Safety Management procedures (HACCP), implementation and auditing of systems and records.

Health and safety assessments to comply with current legislation and best working practice.

Monitoring and review of COSHH procedures, implementation and auditing of systems and records.

Practical assessment of preparation, cooking and presentation of hot and cold foods to comply with current legislation and best working practice.

Food nutritional standards compliance.

Catering Solutions

Dukefield Foodservice will assist you in a variety of ways including:

- Menu planning and nutritional guidance.
 - i. HANDS Nutritional Software package
 - ii. Full paperless management system
- Practical advice and recommendations alongside technical audits designed to help you improve and strengthen your catering provision.
- Advise, monitor and review best practice allergen compliance and management.
- Continuous improvement: through on-going work based team training.
- Identify areas of improvement and enhance your overall performance, and compliance with food safety laws and health and safety legal requirements.

To find out more, call us on **01204 374062**
or email info@dukefieldfood.com



All our support packages include the following services:

Audits & Action Plans

A full catering audit is a great way to get a complete overview of the catering department's performance. It will give you a benchmark to work from and identify any areas that may require some development to improve or adhere to legal compliance.

Below are some of the areas that are assessed within a full catering audit:

- Dining Experience
- Design Of Premises
- Staff Training
- Staff Facilities and Procedures
- General
- Regulations and Compliance
- Temperature Controls
- Allergen Compliance
- Health and Safety
- Catering Policies

Support & Advice

Our support packages will help to assist you in maintaining or improving your EHO rating. An initial audit will highlight the areas of strength and those in need of development to improve, within your catering service department.

When you select one of our multi-visit packages, as well as receiving full guidance and support, we will work with you to facilitate and implement the changes required to improve your business.



A focused approach to target one or more specific areas within your catering operation.

Tailored bespoke consultancy, can consist of as many visits as you require – and is fully flexible to fit your needs.

Some examples include:

- Financial viability
- Service and menu development
- Staff reviews
- Full support package to assist new staff members integrating into their new post.
- Halal monitoring

* Can be included in your selected audit package.



Benefits for your School

- Assurance for school community.
- Reassurance for related government bodies and stakeholders.
- Catering service will be of the highest standards.
- Evidence of good practice to school governors and academy stakeholder.
- Assistance with obtaining and maintaining legal compliance within the catering department and keep abreast of any changes or developments within the catering industry.



Additional Services

In addition to our support and audit packages we also offer the following services:

Deep Cleaning, Repairing & Replacement of Equipment

- Deep cleaning of equipment, fans, ceilings and canopies with certificate of cleaning.
- Advice on purchasing options for new equipment.
- Competitive quotes on replacement and removal of equipment and supply of services by qualified trades people.
- Planning and design of new kitchens and refurbishments.

Marketing & Promotion of Your Service

- Promote healthy eating options in catering.
- Pupil feedback & parent feedback.
- Food presentation and menu / signage display.
- Free invitation to catering supplier events for menu ideas and new product taster samples.



Measuring Your Performance

- Full premise audit review.
- Stock control and management.
- Menu review and access to nutritionists if required.
- One Day Allergen Compliance Assessment of current practices and procedures.
- Performance review.

Training & Support

- Helpline offering advice from professional and experienced employees on dealing with day-to-day challenges.
- Site based accredited training - Royal Society of Public Health (RSPH).
- Operations manual providing guidance and support to unit managers and bursars or senior management officers.
- Online training portal with access to a full range of catering specific training, including - Allergy Awareness, COSHH, Manual Handling and Food Safety. All e-learning courses are available in multiple languages.
- Bespoke team building and customer service award.
- Full menu planning service available.

Management & Recruitment

- Advice and guidance in recruitment and selection of catering employees.

All additional services are chargeable separately.

Catering Support Service Agreement Form

Establishment:			
Address:			
Post Code:		Purchase Order Number:	
Tel:			
Email:			
Contact Name:			
Position:			

Notification of cancellation must be received within 72 hours of your booked date. Failure to do so will result in you being invoiced accordingly.

Service Agreement

I / We agree that the service level agreement be provided by Dukefield Foodservice Ltd.

Start Date:		For a period of: (please select)	1 YEAR 2 YEARS 3 YEARS
Renewal Date:		Package: (please select)	GOLD SILVER BRONZE

I / We understand that Dukefield Foodservice Ltd will issue an invoice for the agreed support in advance.
(Invoices for contracts longer than 12 months will be issued annually)

Signed on behalf of the company:			
Print Name:			
Position:		Date:	

Dukefield Foodservice is not responsible for any allergen declarations made by a school.
All of our audits are advisory only.



August 2022