



CATERING AND FACILITIES MANAGEMENT



**QUALITY
SERVICES**

*Delivered
with care...*



**Nottinghamshire
County Council**



Catering and Facilities Management

Business Support Services

● Wages ● Invoicing ● Orders ● Maintenance

Facilities Management

400 contracts
220 schools
900 staff

- NCC Offices
- Primary Schools
- Secondary Schools
- Youth Centres
- Bus Stations
- House Clearance
- Landscape Construction Projects

PFI Schools

Ground Maintenance Services

- Tree Clearance
- Site Safety, Snow etc

County Enterprise Foods

- Worksoop Production kitchen
- Rainworth distribution centre
- Private care home contracts
- Private meals on wheels contracts
- Notts City meals on wheels contract

Frozen school meal contracts

Catering

35,000 meals per day
230 schools
900 staff

- NCC Catering
- Sixth Form Colleges
- Secondary Schools

PFI Schools

School Catering

- Maintained schools
- Academy Schools
- Stand alone schools

Introduction

Nottinghamshire County Council firmly believes in high quality services centred around the vision *'A healthy, prosperous and greener future for everyone'*.

We focus on:



Improving the health and wellbeing of our communities.



Placing residents, customers, schools, and children at the heart of everything we do.



Growing our economy and improving living standards.



Shaping our services around the people who use them.



Helping everyone access the best of Nottinghamshire.



Using resources creatively to deliver value for money.



Developing the local economy and job prospects.



Innovative and commercial approaches to service delivery.



Promoting healthy and active lifestyles.



Supporting a flexible and varied workforce able to meet the needs of businesses in the future.



Catering and Facilities Management

Nottinghamshire County Council provides a range of facility management and catering services to schools and other customers across the county.

Our facilities teams specialise in helping to create a clean and tidy environment where children can learn and grow, while our award-winning catering teams lead the way in providing fresh and nutritious meals that are a vital lifeline to many - helping people to live happy, healthy lives.

The catering and facilities management services have been specifically developed to create a package of efficient and responsive services that can be tailored to meet the specific needs of our customers and include:

- School catering.
- Facilities management advisory and support services.
- Building, cleaning and hygiene services.
- Ground maintenance and landscaping services.
- County Enterprise Foods - a door-to-door food delivery service that has been producing and delivering tasty and great value Meals at Home for over 30 years.
- Sophisticated CRM system using latest technology to manage the business.

Our teams are highly trained and motivated and have a wealth of experience and expertise to offer impartial advice, bespoke contracts and tailored packages of support and training.

We pride ourselves on the relationships we build, shaping our services around our customers and striving for excellence in everything we do.



400 building, cleaning, caretaking and hygiene services contracts

400 ground maintenance /landscaping contracts

2000 meals delivered by County Enterprise Foods each day



School Catering

We know school meals are an important part of a child's life. Children who eat a balanced, healthy diet are more likely to maintain their concentration in class and conserve their energy levels throughout the day.

As an award-winning service, we support this ethos by providing popular, healthy and ethical meals using only the best ingredients.

We make the most of seasonal produce, using items when they are at their best, to create comforting, nutritionally balanced and tasty meals. 75% of meals are freshly prepared and we source the finest quality, locally sourced meats and vegetables for all of our meals.

Key service features include:

- Dedicated account managers for each school.
- Experienced and knowledgeable management team.
- Complete school meals package.
- Professional and trained staff.
- Menus for all dietary requirements and faiths.
- Regular annual audits to check and maintain the highest standards.
- Cashless online food ordering system.
- A recognised marketing brand.
- Accredited with 'Silver Food for Life'.
- Bespoke tailor-made contracts available wherever required.
- Schemes available covering maintenance, servicing, repairs, and replacement of school kitchen equipment.



2,111,964
school meals
served between
April and July
2023



County Enterprise Foods

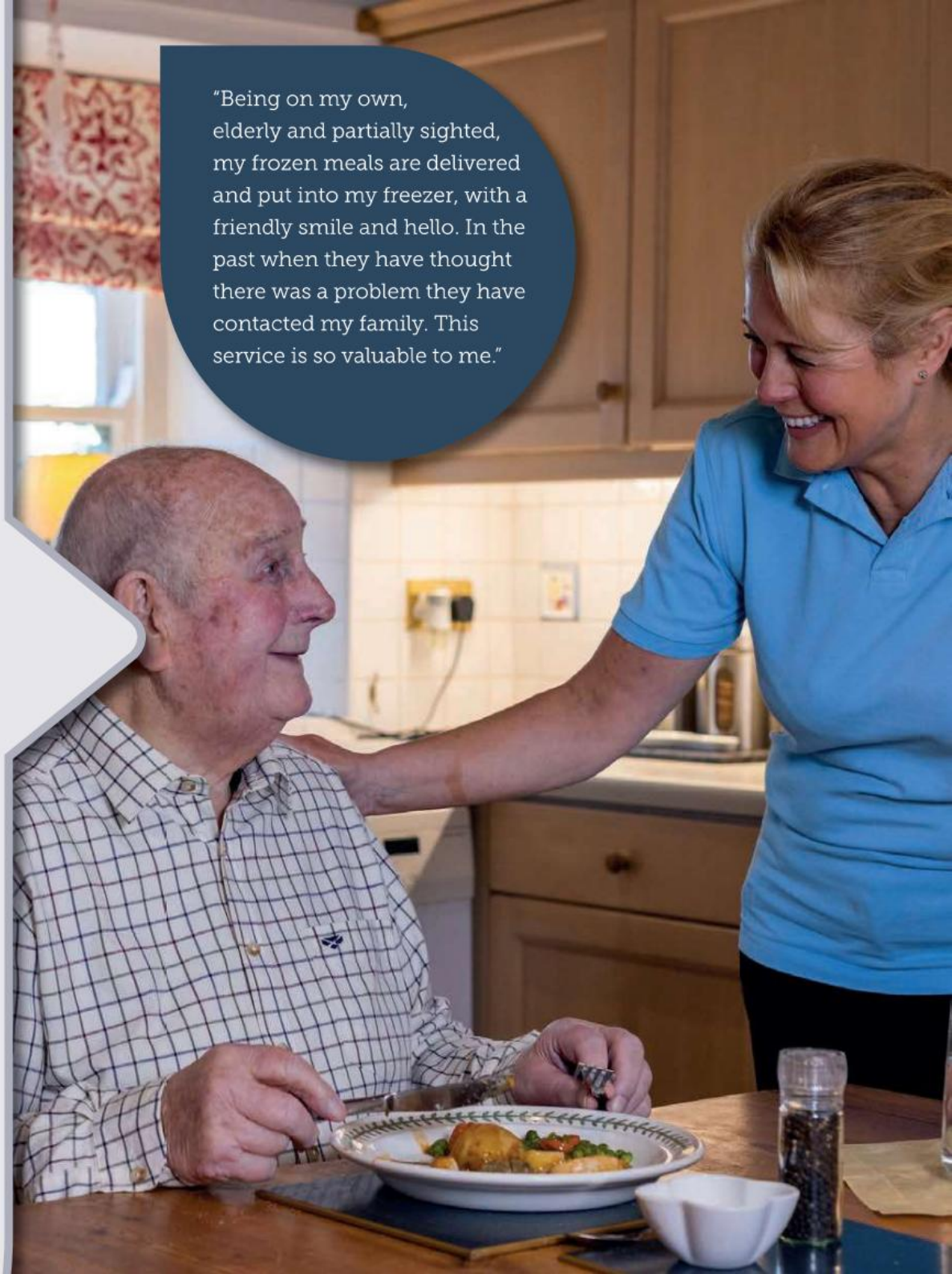
County Enterprise Foods is an award-winning service that has been producing and delivering tasty and excellent value meals at home for over 30 years.

From our distribution and production units in Rainworth and Worksop, we provide a tailored service and have over 70 delicious meals to choose from. As well as our frozen meals which customers can order in advance, customers can also order a hot meal from anywhere in Nottinghamshire and receive it the very next day. As a value-added service, our fully trained delivery drivers regularly check on our customers' health and wellbeing to ensure our customers are safe and well.

Key service features include:

- Delivery driver's free safe and well checks. Trained drivers check on our customer's wellbeing and report any concerns immediately.
- Hospital hamper delivery.
- Frozen foods delivery.
- Hot meals delivery.
- Our own fleet of vans with ovens/food warmers/freezers built in.
- Catering provided for larger groups/lunch clubs/day centres/care homes, etc.
- Meals on Wheels service.
- Customers include local authorities and business in South Yorkshire, Leicestershire, and Nottingham City.
- Only supplier of Hot/Frozen meals across Nottinghamshire.
- Operate seven days a week.

"Being on my own, elderly and partially sighted, my frozen meals are delivered and put into my freezer, with a friendly smile and hello. In the past when they have thought there was a problem they have contacted my family. This service is so valuable to me."





Facilities Management Advisory and Support Services

We provide a range of advisory and support services for schools employing their own caretaking and site management staff.

This includes a sickness absence cover scheme for a school's caretaker or cleaner-in-charge, independent audits and checks for schools, staff training, advice on specialist areas of facilities management and a range of specialist cleaning services.

Our comprehensive caretaker/cleaner-in-charge sickness cover scheme gives schools peace of mind knowing that their site will function regardless of challenges or problems while our impartial advice provides reassurance on health and safety issues, risk assessments, training standards, use of chemicals and emergency procedures and solutions.

Key service features include:

- Advisory and support services for schools.
- Independent audits, checks, training, facilities management, and specialist cleaning services.
- Training and development for staff.
- Recruitment advice.
- Independent facilities audit/service improvement.
- Health and safety.
- Advice on managing contracts.
- Facilities management services including pest control, cleaning, waste disposal and hygiene services.
- Sickness absence cover.





Building Cleaning and Hygiene Services

Our cleaning and hygiene services team is committed to excellence and passionately believes in the importance of maintaining clean and safe operating environments. Each customer is unique with different needs and requirements.

Despite the differences, all buildings demand the same high level of professional care. Whether customers choose a complete service providing caretakers, cleaners, audits and advice, or just individual elements such as specialist cleaning, our team of experts utilise the right blend of skills and knowledge to offer customers a tailored solution to meet their needs.

Key service features include:

- High level of professional care.
- Service tailor-made to suit individual customer's requirements.
- COSHH and risk-assessed cleaning materials, equipment, and supplies.
- Waste collection and recycling, sanitary disposal, general as well as other specialist cleaning solutions including pest control.
- Fully trained staff, regular audits, and satisfaction surveys to maintain highest standards.
- Best cleaning procedures and practices.
- ISO 45001 Health & Safety Accreditation.
- In house training available for staff.

"It is extremely reassuring to know that you are only a phone call away and able to solve even the most complex problem. You have been extremely proactive even going above and beyond the call of duty to provide cover in the event of sickness and absence."

Site Manager,
Wainwright Primary Academy.





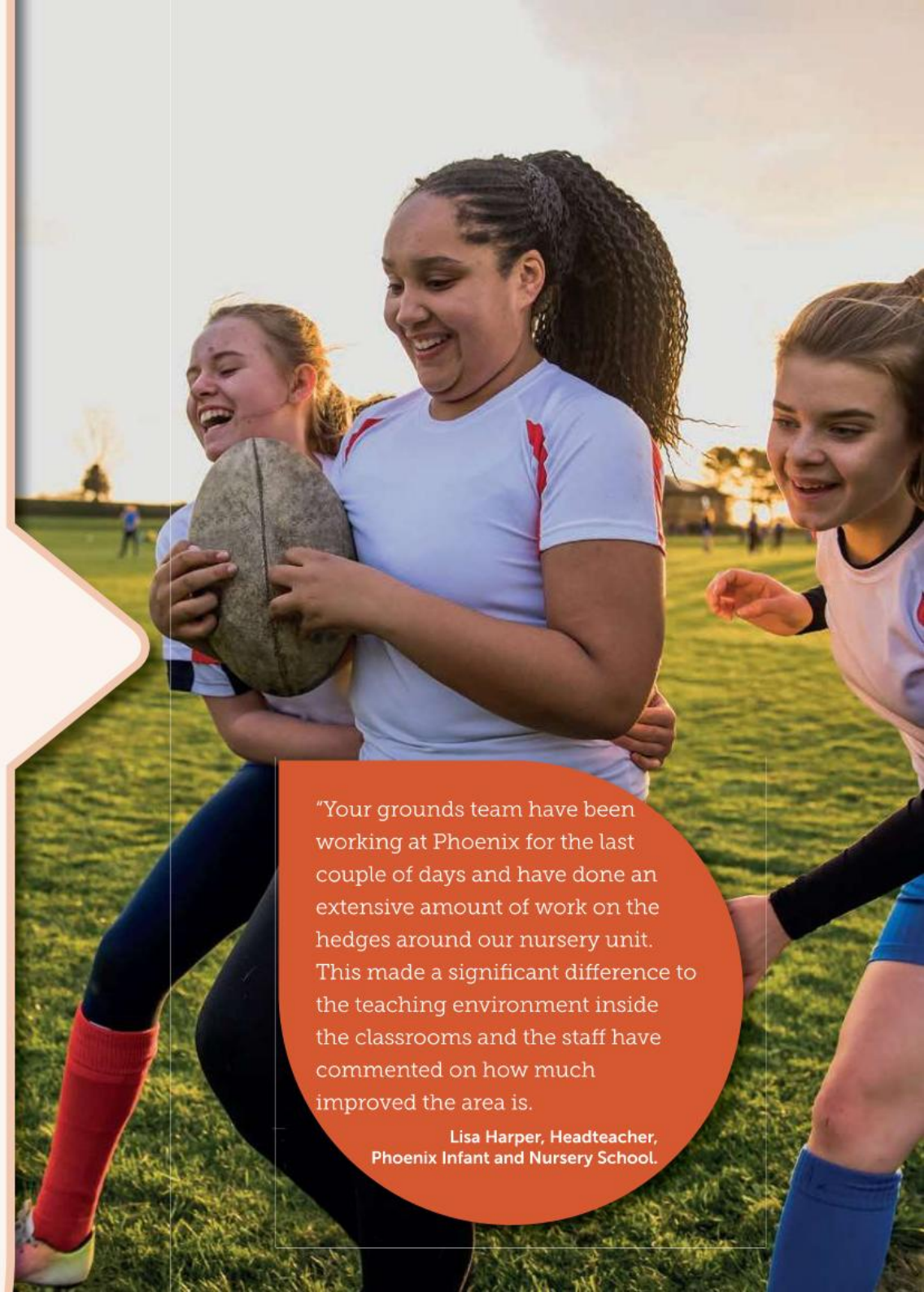
Ground Maintenance/ Landscaping Services

Our fully trained ground maintenance/landscaping services team provide professional sports grounds and facilities, landscape and horticultural services that are tailored to meet customers' needs.

Utilising their skills, experience and knowledge, they ensure that school sites look attractive, comply with relevant legislation and are fit-for-purpose throughout the year.

Key service features include:

- Advice, guidance, design, and quotes for development of school grounds as well as creating environmental areas, play and sports areas.
- Advice on health and safety compliance/security measures.
- Dedicated staff and support from management team to ensure highest service standards.
- Regular site inspections.



"Your grounds team have been working at Phoenix for the last couple of days and have done an extensive amount of work on the hedges around our nursery unit. This made a significant difference to the teaching environment inside the classrooms and the staff have commented on how much improved the area is.

Lisa Harper, Headteacher,
Phoenix Infant and Nursery School.