

<b>Service</b>	Approved Premises - Catering	<b>Version</b>	P2.0
<b>Document</b>	Service Specification	<b>Sign-off</b>	NEMC 09-08-2011



National Offender  
Management Service

## Service Specification for

# Approved Premises - Catering

## Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of a Service Level Agreement or Contract, the national minimum outputs in this document are mandatory for all providers.

<b>1. Service Specification Document</b>	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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<b>Version Control Table</b>		
<b>Version No.</b>	<b>Reason for Issue / Changes</b>	<b>Date Issued</b>
P1.0	Preview Publication	09-09-2011
P2.0	Go live publication. No changes made.	30-03-2012

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## Introduction to Approved Premises - Catering specification

1.	<b>Service Name</b>	<b>Approved Premises - Catering</b>
2.	<b>Key Outcome(s) for Service</b>	The dietary needs of Approved Premises' residents are met.
3.	<b>Definition of Service</b>	To provide meals for Approved Premises' residents which are planned, prepared and served in the correct manner, taking into account any applicable contractual requirements, health & safety legislation, food hygiene legislation and Approved Premises security guidelines. In addition, meals must be nutritious, varied and also reflective of residents' societal and cultural choices.
4.	<b>Service Elements In Scope</b>	<ul style="list-style-type: none"> <li>• Food safety, management and security of kitchen areas and equipment</li> <li>• Menu planning</li> <li>• Food preparation</li> <li>• Serving of food</li> <li>• Stakeholder liaison</li> </ul>
5.	<b>Out of Scope Service Elements</b>	<ul style="list-style-type: none"> <li>• Provision of services for staff, such as catering facilities</li> <li>• Supervision of residents at meal times</li> <li>• Self-catering Approved Premises</li> <li>• Provision to residents of training in cooking, food budgeting, etc</li> </ul>
6.	<b>Dependent Service Elements</b>	The specification Approved Premises: Public Protection and Regimes provides at Rows 14, 16, and 17 details regarding Probation Trust responsibilities which directly relate to this service.
7.	<b>Strategic Context</b>	Approved Premises provide residential supervision for high risk offenders which allows for a range of controls and

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		<p>surveillance (for example, curfews, CCTV and drug testing) not available in other community facilities. They also provide a structured environment to support resettlement in the community and act as a base from which residents can take full advantage of community facilities for work, education, training, treatment and recreation</p> <p>There are 100 Approved Premises in England and Wales providing 2,187 bed spaces of which 89 are managed by Probation Trusts and the remainder by the independently managed Approved Premises sector. The size of premises varies significantly from 10 to 41 bed spaces, with most in the mid-20s.</p> <p>Historically, all catering in Approved Premises was organised locally. In 2002, catering in Probation-run Approved Premises became part of the new nationally commissioned facilities management (FM) contracts covering all Probation buildings. In 2008, Probation FM, including Approved Premises catering, was included in new larger FM contracts overseen by the Home Office Property Group covering a range of Government departments and public agencies. This arrangement is due to continue until 2013. The independently managed Approved Premises sector is not part of these national facilities management contracts and is locally responsible for its own catering.</p> <p>A small number of Approved Premises are fully self-catered but approximately 90% are either fully or partially catered. The norm in catered Approved Premises is for the contractor to provide breakfast and dinner, with residents responsible for their own lunch, although some APs provide full-board, either within or outside the FM contract. Residents are required to pay maintenance charges which vary according to the level of catering, although the charges are not intended to cover the cost in full.</p>
8.	<b><i>Flexibility</i></b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b>
9.	<b><i>Reference to Supporting Documents</i></b>	This service specification is <u>not</u> supported by an Operating Model, Direct Service Costs and Assumptions Document or Cost Spreadsheet. Instead, delivery of this service is detailed in contract documentation and protocols as agreed between NOMS and FM Providers.
10.	<b><i>Example Methods of Measurement / Assurance</i></b>	<p>The specification identifies examples of methods for Commissioners to measure/obtain assurance on the delivery of the outputs/output features. Where an output/output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by Assurance Statements and Contract/SLA Management and/or more specific audits of the service.</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering outcomes and outputs of the Service Specification. Contract/SLA Management refers to the Commissioner, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring</p>

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		<p>of Contract/SLA compliance against the service as a whole. Audit may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by MOJ Internal Audit and Assurance, of a key process contributing to the delivery of an outcome in a Service Specification.</p> <p>Security Audit, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).</p>
11.	<b><i>References for Detailed Mandatory Instructions</i></b>	<p>The Food Safety Act 1990 (as amended) provides the framework for all food legislation in Great Britain.</p> <p>The General Food Regulations 2004 (as amended) provide for the enforcement of certain provisions of Regulation (EC) 178/2002 (including imposing penalties) and amends the Food Safety Act 1990 to bring it in line with Regulation (EC) 852/2002.</p> <p>Also contract documentation.</p>
12.	<b><i>References for Non-Mandatory Guidance</i></b>	Not applicable.
13.	<b><i>Review</i></b>	Review cycle to be determined.

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## Specification: Catering in Approved Premises

### National Minimum

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance for Commissioners</b>	<b>References for Detailed Mandatory Instructions</b>
1.	Food safety, management and security	All equipment used in the provision of food for residents is maintained in safe, working order.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
2.	Food safety, management and security	All food premises are clean, pest-free and maintained in a good condition.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
3.	Food safety, management and security	Providers take account of current and emerging best practice in catering technology and service provision.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
4.	Food safety, management and security	Appropriate measures are taken to secure kitchens, store rooms and dangerous equipment within kitchens.	All residents	Mental & physical health pathway	Contract management	Contract Documentation

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5.	Food safety, management and security	Providers supply all new and replacement portable catering equipment, cutlery and crockery, and maintain any fixed catering equipment that is provided by NOMS.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
6.	Food safety, management and security	Providers comply with Government guidance on sustainability and energy efficiency.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
7.	Menu planning	Residents are provided with the number of meals per day specified in contract documentation.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
8.	Menu planning	The menu reflects the diverse dietary needs of the AP's resident group. A multi-option menu is provided to meet these needs, including at least one substantial hot meal choice per day.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
9.	Menu planning	Meals are nutritious and healthy and prepared using predominantly fresh, not frozen, ingredients.	All residents	Mental & physical health pathway	Contract management	Contract Documentation

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10.	Menu planning	The menu cycle is at least four weeks for all diets. Planning for the provision of specialist diets is flexible enough to allow for rapid changes in the resident group.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
11.	Menu planning	The menu provides nutritional information that enables residents to make informed decisions about their choices.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
12.	Food Preparation	All meals cooked at APs are prepared by an appropriately qualified chef.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
13.	Food Preparation	Providers make contingency arrangements so that staff absences (for illness, holiday or other reasons) are covered for every meal time without exception.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
14.	Food Preparation	All food is prepared, and waste disposed of, following current food safety legislation and in line with dietary, religious and cultural requirements.	All residents	Mental & physical health pathway	Contract management	Contract Documentation



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15.	Serving of food	Meal times are specified in consultation with AP management so that staff and residents are fully aware when meals will be served.	All residents	Mental & physical health pathway	Contract management	Contract Documentation
16.	Serving of food	Residents who give 24 hours notice they are unable to be present during meal times (for approved reasons) are given a choice of either sandwiches to take or a full meal on return (hot where possible).	All residents	Mental & physical health pathway	Contract management	Contract Documentation
17.	Serving of food	Residents inducted into the AP after the serving of the last meal, or arriving late (after advising the AP in advance) receive a full meal (hot where possible).	All residents	Mental & physical health pathway	Contract management	Contract Documentation
18.	Serving of food	Provision (materials and equipment) for making hot drinks is available for residents at any time of the day.	All residents	Mental & physical health pathway	Contract management	Contract Documentation

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19.	Stakeholder Liaison	Residents and other stakeholders (such as AP management) are consulted about, and can make comments on, the catering provision (see also the specification Approved Premises: Public Protection and Regimes Rows 14, 16, and 17).	All residents	Mental & physical health pathway	Contract management	Contract Documentation