



HM Courts &  
Tribunals Service

# Refreshment provision in HMCTS courts and tribunals

November 2018



# Introduction

The screenshot shows the cover page of a guidance document. At the top left is the HM Courts & Tribunals Service logo. The title is 'Providing refreshments for HM Courts & Tribunals Service users'. Below the title, the 'Purpose' is stated as supporting Operational and Delivery Managers in arranging refreshment provision. The 'Produced by' section lists the Customer Directorate, Operations and Commercial and Contracts Management Directorate. A grid of 11 colored boxes lists the document's sections: Foreword, 1. Minimum service offering, 2. Refreshment options, 3. Roles and Responsibilities, 4. On-site catering, 5. Incentives and Innovation, 6. Vending machines, 7. Updating Court and Tribunal Finder, 8. FAQs, 9. Annex A – Vending machine suppliers, 10. Annex B – Example advertisement, and 11. Annex C - Juror voucher scheme. At the bottom, a note mentions links and embedded supporting documents, and the date October 2018 is provided.

HM Courts & Tribunals Service

## Providing refreshments for HM Courts & Tribunals Service users

**Purpose:** To support HMCTS Operational and Delivery Managers in arranging refreshment provision for court and tribunal users

**Produced by:** Jointly produced by HMCTS Customer Directorate, Operations and Commercial and Contracts Management Directorate

Foreword	1. Minimum service offering	2. Refreshment options	3. Roles and Responsibilities
4. On-site catering	5. Incentives and Innovation	6. Vending machines	7. Updating Court and Tribunal Finder
8. FAQs	9. Annex A – Vending machine suppliers	10. Annex B – Example advertisement	11. Annex C - Juror voucher scheme

Please note that there are links and embedded supporting documents throughout this guidance. These are in **bold and underlined**.

October 2018

HMCTS courts and tribunals currently vary a lot in the refreshments they provide. Some have a selection of hot and cold food, others offer drinks, and some offer very little.

We want to raise the bar on refreshment provision, and have launched new guidance to help our operational managers consider the best approach possible for their buildings and the people using them. We've included key points here.

# The least you should expect...

For the very first time, we've agreed a "minimum service offering" for refreshment provision, and will apply this to even our smallest buildings in the future.

We are not achieving this standard in a number of our buildings currently. But we want to. We'll be exploring improvements we can make in the coming months.

(It goes without saying that all visitors should have ready access to cold drinking water.)

As a very minimum, a broad selection of good quality hot and cold drinks should be available to all visitors to a court or tribunal building, especially where there is potential for their stay to be prolonged.

# Making the right choices ...

When choosing the right refreshment provision for a court or tribunal building, we've asked our managers to consider the number of hearing rooms, footfall and usage; the building's location, layout and facilities; and what the different visitors need – including professional users.

There are a range of refreshment options for us to consider:

- Cafeteria – with a choice of sandwiches, hot / cold snacks, ranging up to hot meals prepared on the premises
- Sandwich bar – sandwiches, cold snacks, drinks served from a counter on the premises
- Delivery services – sandwiches, snacks etc brought on site by a local enterprise
- Coffee pods – small areas set aside for hot drinks and other snacks
- Food, snack or drink vending – sandwiches, chocolate bars, crisps, hot and cold drinks.

# Our preferred option...

Where we are unable to secure a commercial service to provide an on-site refreshment service, other approaches can work well - such as a third party or voluntary organisation providing refreshments on-site under an arrangement.

Where we're not able to attract a commercial organisation, or a third party or voluntary organisation, we will make sure vending machines are available. These may also complement other services.

Our preference is for fixed, face to face, on-site refreshment services to be provided by a commercial organisation under contract. As we aren't able to subsidise, contracts need to be financially viable for the supplier. This option won't be possible at all our sites, particularly where there are cafes and food outlets nearby.

# Incentives and innovation ...

There are some great examples across the estate. One small court uses local sandwich shop menus to provide a delivery service to jurors; and in other courts, local catering firms bring baskets of sandwiches round at busy times. At one court, we've encouraged a charity supporting children coming out of the care system to set up a snack bar which provides great food, and helps to train young people in kitchen and service skills.

By encouraging and supporting a wider range of approaches, we'll be raising the bar on refreshment provision in our buildings.

We want our managers to be bold. We've made case studies of best practice available, to learn from and apply. This includes being open to suggestions from suppliers to increase demand – such as discount schemes for staff on-site, or professional users, or promotional deals (“meal deals”, loyalty cards etc), or voucher schemes for jurors in Crown Courts.

# Vending machines are getting better...



Before considering a “vending only” option, we have encouraged our managers to explore other on-site options first – including small-scale innovative routes with local businesses or charities. Where vending is the best option, we will be looking for suppliers that provide modern, effective vending machines stocking a good range of quality items. Vending will be sourced at a local level, or via a public sector framework agreement from early 2019.

# Preparing to visit a court or tribunal building...

Sandwiches, hot and cold drinks and a selection of snacks are available from the cafeteria on site, open daily 9.30am-4pm



A coffee pod is available serving hot and cold drinks and other snacks, open daily until midday

A cold drink vending machine is available on the 1st floor and snack and hot drinks vending machines on the 2nd and 3rd floors

We want visitors to know what facilities are available before they attend a court or tribunal building, including in relation to refreshment provision. We'll be making sure up-to-date details are provided on Court and Tribunal Finder:

<https://courtribunalfinder.service.gov.uk/search/>



# Want to find out more?

For further information, please email us at  
[changesomethingthatmatters@hmcts.gsi.gov.uk](mailto:changesomethingthatmatters@hmcts.gsi.gov.uk)