



CONTRACT
CATERING
SERVICES

healthy, honest, good food

GOOD
honest
FOOD

The well-being of
the local community
is at the heart of
everything we do

A WARM *welcome*

“

National Food Strategy 2021:

“The government should require all schools to work with accreditation schemes such as Food for Life to improve school food and education.”



WHAT WE CAN DO FOR YOU, IT'S MORE THAN JUST THE MEAL ON THE PLATE

Contract Catering Services provides school meals to 57 schools and nurseries across Tower Hamlets. Our meals are made from fresh ingredients. We work hard to source as many fresh and local ingredients as possible so our meals are great for the environment as well as our children.

We serve meals in a relaxed and friendly environment which allows children to socialise and enjoy their food. A quality balanced meal enhances learning and development, that's why our menus are designed to help children reach their potential in the classroom. We ensure the menus adhere to, and even exceed, the latest nutritional guidelines, but more importantly contain dishes that young people love to eat.

A word from the Head of Contract Catering Services

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My name is Jenny Pittam and I am the Head of Contract Catering Services working within the Children and Culture Directorate.

I have worked at Tower Hamlets for four years and in that time Contract Services has gone through some major changes. School meals are so important to the health and wellbeing of our borough's young people. A freshly cooked, healthy and varied school meal supports learning in many ways, ranging from the opportunity to make healthy choices and taste new foods and sit and socialise with friends, to the ability to focus in class, where food will have fueled their minds for learning.

We serve meals that are innovative, diverse and culturally sensitive for all pupils. We look forward to serving the children at your school.



OUR OFFER TO YOU

Contract Catering offers a complete range of services to support your school

Menus and special diets

- Balanced menus that adhere to Government food and nutritional standards
- 2 choices per day, 1 always a vegetarian option
- Special diets catered for, including cultural, medical and intolerance
- Full allergen information
- Meals are made fresh each day, either on site or in our pioneering Central Production kitchen
- Quality ingredients, we hold the Soil Association's Silver Food for Life Accreditation
- Sustainable and ethical sourcing
- Certified and traceable ingredients including Red Tractor farm assured meats, Fairtrade, sustainable seafood and free range eggs

Set costs

- Financial information is projected for the year
- Kitchen management system for the smooth running of your service

Marketing and promotion

- Eye catching menus designed and promoted to children and parents
- 5 themed days each week to introduce new tastes and flavours
- Supporting schools with bespoke theme events
- Tower Hamlets free school meal promise for all primary school children

Staff

- Highly qualified staff with a passion for food
- High staff retention due to job satisfaction
- We employ over 325 local people and pay above the London living wage
- Local government pension scheme for all staff members





The well-being of the local community

is at the heart of everything we do

GREAT FOOD FOR GREAT YOUNG PEOPLE

We serve approx. 16,500 meals per day to children and young people across Tower Hamlets schools



Wide range of menu choices

Our menus cater for all tastes. Each day we offer two hot choices. We aim to get children to eat at least two portions of fruit and vegetables, so fresh fruit and veg and help yourself salad are always available in abundance.

Dessert comprises of fruit, cheese and biscuits and organic Yeo Valley yoghurt.

5 great themed menus every week



Each day our menus are themed and will contain a mix of traditional favourites and new exciting dishes to encourage children to try new international tastes and flavours.

“

“Our school meals are so yummy. And we love them because they are good for us, we eat lots of fruit and veg every day.”

Pupil – Ben Johnson Primary School (Aged 7)

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Have your say!

In order to effectively promote and improve your service, it is essential that you are proud of the food and menus that are offered.

We will work with you, your children and parents to develop menus that will be eaten and enjoyed every day.



SILVER ACCREDITED INGREDIENTS

A balanced meal is so important to help children's development and attainment, that's why we only put quality ingredients into our foods. Sustainability is high on our agenda, we look to use environmentally friendly products wherever possible and use responsibly grown ingredients.

Silver Food for Life accreditation

Our school food meets the Silver standards of the Food for Life Served Here, which means we take care that our food is healthy, ethical, and uses local ingredients. We use a minimum of 5% organic ingredients in our menus. For more information visit <https://www.foodforlife.org.uk/>

Certified British Meat

Our meat is Red Tractor assured, this certification means the food was produced in Britain and to certain quality standards for food safety, hygiene, and the environment.

Locally sourced fruit and vegetables

Using food from surrounding areas ensures it is as fresh as possible, as well as reducing food miles and supporting local businesses.

Free range eggs

Our eggs are certified free range.

Fish from sustainable sources

We only serve sustainable fish to keep fish levels high and ensure minimal impact on the environment.

Organic and Fairtrade

Our milk is certified organic, plus our flour and oats. We use Fairtrade bananas and sugar.

“

Ruth Galpine - Associate Director, Healthy & Sustainable Diets at the Soil Association, says:

“We are delighted to have been able to renew the Food for Life Served Here silver award for Contract Services in Tower Hamlets. This is a testament to the hardworking team going the extra mile to ensure they are keeping up their high standards in providing meals that are cooked from scratch using high quality ingredients. In the current economic and social climate it is even more important to ensure children are fed well in school and Contract Services are demonstrating their commitment to keeping standards high.”

DIETARY REQUIREMENTS AND SPECIAL DIETS

Wherever possible we will do our very best to not only to meet requirements both nutritionally and medically, but culturally and ethically too. Our nutritional software ensures the current nutritional guidelines are met.

Nutritional Standards

The Government set out important criteria to improve the health and well-being of young people. We have invested in the latest software to ensure our menus and dishes meet both the food based and nutrient based standards.

Special Diets & Allergies

We have the services of a specialist Dietician who works alongside us focusing on food allergies & intolerances. Our nutritionist also delivers staff Allergen Training & produces the allergen charts for the menus. They meet with the parents and school staff to agree personalised menus for children with multiple allergies.

We focus on clear and open communication between families, the on-site catering staff and the menu development team. This enables us to meet every child's requirements.

We cater for

- **Cultural and Ethical Diets including halal and vegan**
- **Medical Diets including dairy and gluten free**
- **Allergies**

Each kitchen is supplied with the current allergen information. Our catering managers and pediatric dieticians will be able to meet with parents and supply all the relevant information they need.

We have strict procedures in place to ensure a child with an allergy receives suitable meals without being singled out and served something too different.



83%
OF OUR DISHES
ARE **FRESHLY**
PREPARED
EACH DAY



Lutfur Rahman, Mayor of Tower Hamlets Council, said:

"Providing our children with the best start in life is our priority. Nutritious meals are essential for the fuel children need to learn and develop and that includes using quality ingredients as well as providing tasty recipes and healthy choices. Congratulations to our school meals provider Contract Catering Services for achieving a silver award from the Soil Association."

THE PEOPLE THAT MAKE GREAT THINGS HAPPEN (PERSONNEL)

“

Jenny Pittam - Head of Contract Services

“We are very fortunate to have a team of caterers who are dedicated, hardworking and have a real passion for food, nothing is too much for them, we are proud to have staff that have been with us for over 20 years”



The Workforce

As much as any other part of the service, it's the people who actually determine the success of the operation. That's why we invest in our people. Our service is based on the premise of putting the right people in post and empowering them to deliver.

Investing in people

At Contract Services, we take a very simple approach to the provision and management of the workforce:

- Catering managers are trained to deliver the service to the standards required and adhere to all health and safety procedures.
- All kitchen staff undertake our comprehensive induction programme, so they know exactly what is expected of them.
- Our training courses encourage staff to further their careers. Courses include NVQ standards and other nationally recognised qualifications.
- Smart uniforms are provided to empower our staff by making them look and feel good.



*Jas Gill - Head of Kitchen
Marnier Primary School*

"My name is Jas and I have been working for Contract Catering Services for 28 years. I started out as a Kitchen Assistant and then became an Assistant Cook. I have been the Head of Kitchen at Marnier Primary School for 20 years.

Everyday we cook on average 600 meals a day and all the food is freshly prepared and cooked. I love my job and seeing the children smile when they get served their favourite food.

I work with a great cooperative team of catering staff and if there is a problem, we are always willing to support the school in any way we can."

*Marnier Schools holds an EHO
5-star Inspection Certificate*



**WE PAY
OUR STAFF
ABOVE THE
LONDON
LIVING WAGE**

86% OF
MEALS
**MADE FROM RAW
INGREDIENTS**

MORE THAN JUST A SCHOOL MEAL, WE CAN CATER FOR YOUR EVENTS

Hospitality & Event Catering

Contract Catering Services have launched a Hospitality brochure to assist those who are hosting a meeting, working lunch or function in Tower Hamlets. We have various distribution points throughout the council and our highly skilled catering professionals will create something magical.

The brochure offers standard menus, however should you have any special dietary or religious requirements we would be happy to discuss these with you. We offer a selection of competitively priced hot and cold buffets for 10 persons upwards. As proud holders of the Silver Food for Life Served Here award, we carefully select locally sourced and seasonal ingredients for our hospitality menu selection. We believe in providing healthy, honest good food that is visually appealing and tastes great.



TO ACCESS
YOUR COPY OF
THIS BROCHURE
PLEASE VISIT
[towerhamlets.gov.uk/
schoolcatering](http://towerhamlets.gov.uk/schoolcatering)



BEING PART OF A WIDE AND **LOCAL** **ORGANISATION MEANS** YOU WILL NEVER BE LEFT SHORT STAFFED

We understand the inconvenience of being short staffed and the impact this can have on the service, that's why we have a bank of relief staff who can step in at a moment's notice.

We can organise cover within the hour, we have a network of staff in case of emergencies too. We are the main provider of school meals in Tower Hamlets.

Customer care is at the heart of everything we do

Our staff recognise that customer care is paramount in the school meals service. Young customers need nurturing and their tastes developed over time. Many of our staff are parents too so they understand children's eating habits, they are also trained to treat them with the care and respect they need as they start on their healthy eating journey.

Your management team

Behind your on-site staff we have a team of people to support them to ensure the smooth delivery of your service.

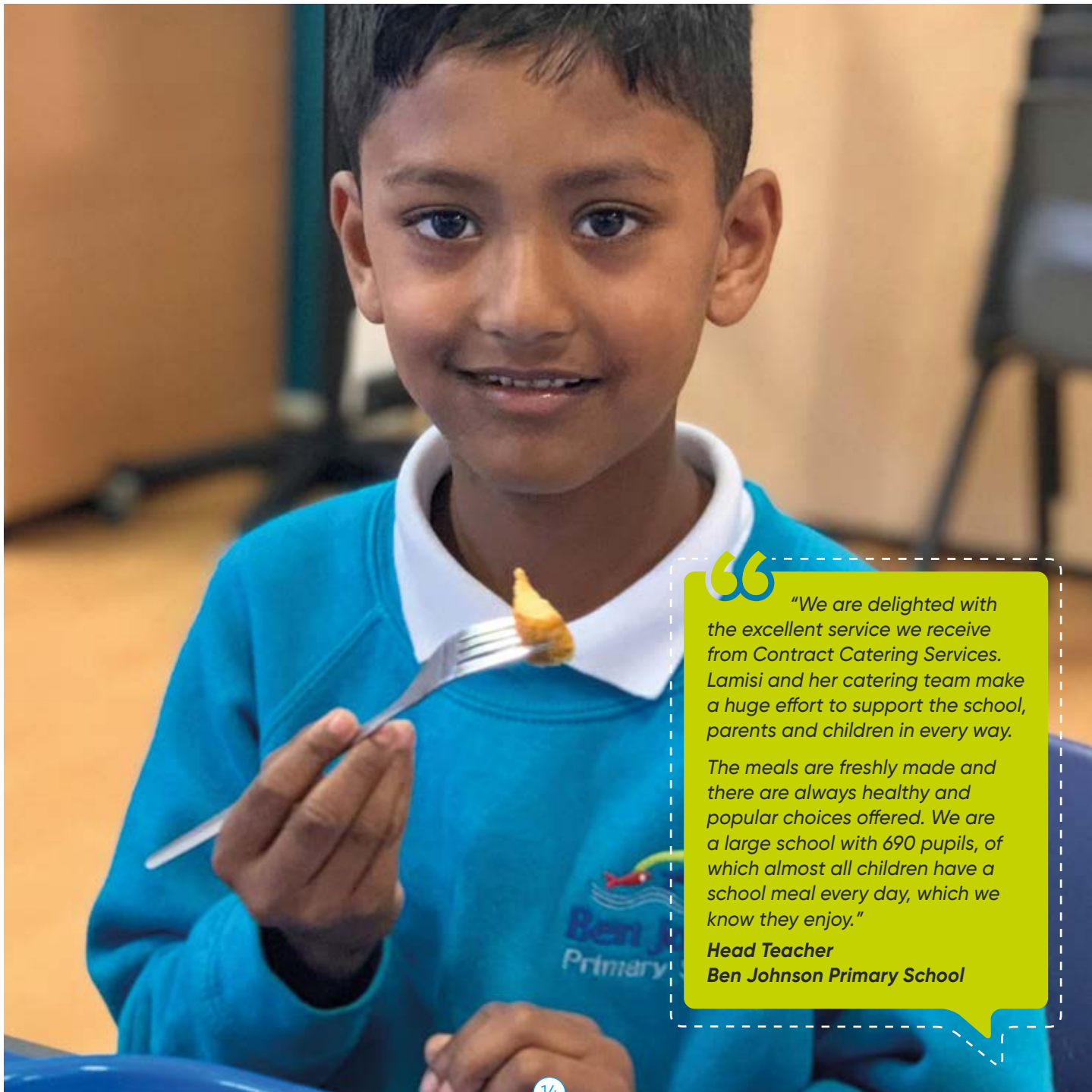
- Dietitians and nutritionists
- Admin and HR
- Food Specialists
- Dedicated managers to each school
- Relief cover team

Our central production kitchen, here if you ever need it!

We are very fortunate to have a central production kitchen who dispatch freshly cooked hot meals to schools who do not have a kitchen. We have the capacity to produce and dispatch over 1700 meals a day.

Our kitchen is also available in case of emergencies, we can add extra meals at a drop of a hat so your children will always have a delicious hot meal in any circumstances. So you have peace of mind when choosing Tower Hamlets school meals.





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"We are delighted with the excellent service we receive from Contract Catering Services. Lamisi and her catering team make a huge effort to support the school, parents and children in every way.

The meals are freshly made and there are always healthy and popular choices offered. We are a large school with 690 pupils, of which almost all children have a school meal every day, which we know they enjoy."

**Head Teacher
Ben Johnson Primary School**

CONSIDERING YOUR OPTIONS IS NOT A BAD THING

You may be surprised to hear us saying this, but it is true. But please may we encourage you to do it with your eyes wide open and asking all the service providers the same questions.

We believe we offer a great service at an affordable price, whilst being a fair employer and contributor to the local schools, community and the council for whom we work with. We never want to lose your business.

Comparison checklist	 CONTRACT CATERING SERVICES SILVER AWARD 2019	Private Contractor
Kitchen maintenance	✓	X
Equipment repair or replacement	✓	X
Medical Diet Provision and Allergies	✓	Depends on provider
SILVER Food for Life Served Here Accreditation	✓	Very few meet requirement
Flexibility on daily meal numbers	✓	X
Nutritional standards met or exceeded	✓	Depends on provider
Not for profit organisation	✓	X
Pension scheme	✓	X
Investing in our workforce with training and development	✓	Depends on provider
Local sourcing	✓	Depends on provider
Relief staff to cover sickness and absences	✓	Depends on provider
Local	✓	Depends on provider
Central production kitchen for provision in emergencies	✓	X



James Thomas, Corporate Director of Children and Culture, Tower Hamlets Council, said:
"I am so proud that Contract Catering Services has achieved the Silver award again. This award recognises our dedication to ensuring that thousands of pupils receive fresh, healthy choices every day, providing them with the fuel they need to help them learn and develop."



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"My favourite meals are Pizza, Spaghetti Bolognese, Chicken Curry and rice, and Ice Cream for pudding, my friends like those as well."

Pupil - Ben Johnson Primary School (Aged 7)

Get in touch
to find out how
Contract Services
can help you



For School Meals Catering

T. 0207 364 5172 or 6138

For Hospitality Catering Services

T. 0207 364 5177

E. Toby.LaneFunctions@towerhamlets.gov.uk

W. towerhamlets.gov.uk/schoolcatering