

Catering and Cleaning Overview

Dudley College

Steve Johnson

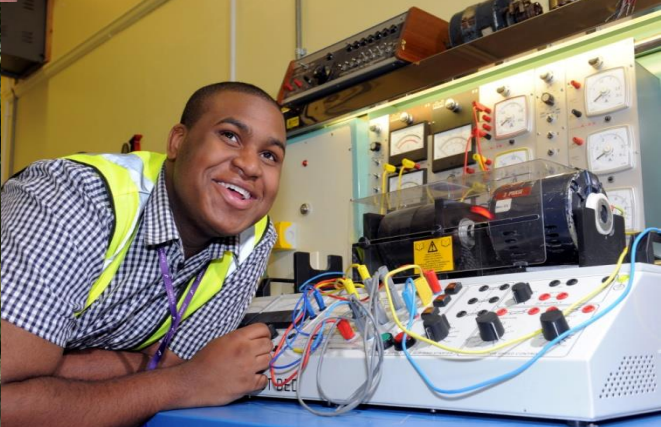
Our mission:

Outstanding technical and professional learning, which raises aspirations, develops skills and changes lives.

Dudley College



- A long and **well established** further education college.
- The college's history can be traced to the Dudley Institute in **1862**.
- The preferred choice for **12,500 students**, including young people, adults and employers.
- We have over **4,750 students** aged 16-18 studying on a full time basis.
- We have almost **2,000** apprentices at all ages and levels
- We have almost **4,500** adult learners
- We offer **4000+** courses.
- We offer a wide range of **vocational** and **academic** programmes.
- We employ **850 staff**.
- **£48 million** turnover.



Our curriculum



- A levels
- Accounting
- Administration
- Access to HE
- Animal Science
- Business Studies
- Catering & Hospitality
- Childcare & Early Years
- Computing and IT
- Construction
- Employability
- Engineering
- English for Speakers of Other Languages
- Environmental Technologies
- First Aid & Food Hygiene
- Hair & Beauty
- Health & Social Care
- Independent Skills for Living



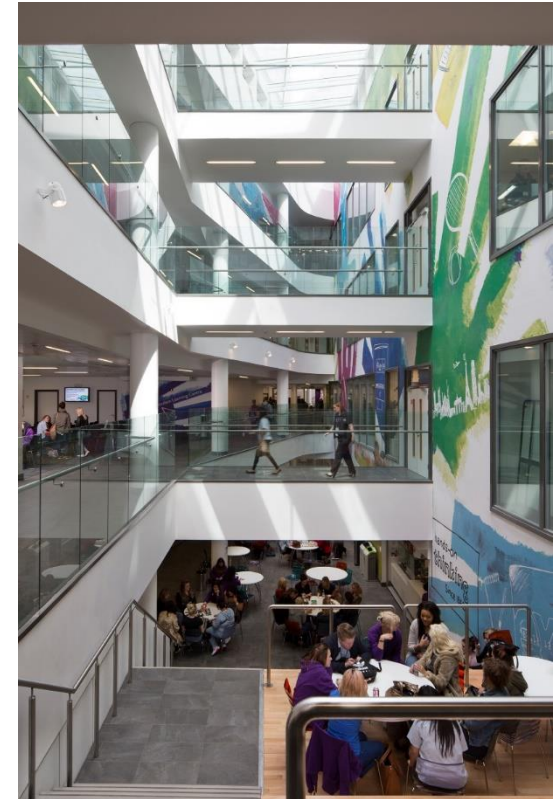
Dudley Learning Quarter

- £40m+ invested in new teaching and student facilities since 2012
- Exciting technologies
- Inspiring spaces to socialise, eat and study
- From administration to zoo-keeping - we have it all!
- Step inside and discover your future.



- | | |
|---|-----------------------------------|
| A Dudley College – The Broadway | 1 Bus Station |
| B Dudley Evolve | 2 Police Station |
| C Dudley Aspire | 3 Coronation Gardens |
| D Dudley Create | 4 Dudley MBC Council House |
| E Dudley Sixth | |
| F Priory Villa | |
| G Dudley Enhance | |
| H Dudley Advance – Centre for Engineering and Manufacturing Technology | |
| I Dudley Advance II – Centre for Advanced Building Technologies | |
| J Dudley College Motor Vehicle Centre | |

Dudley Evolve



Dudley Sixth



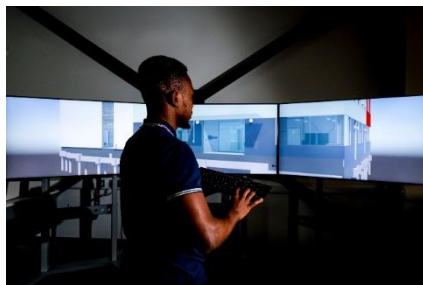
Dudley Aspire



Dudley Enhance



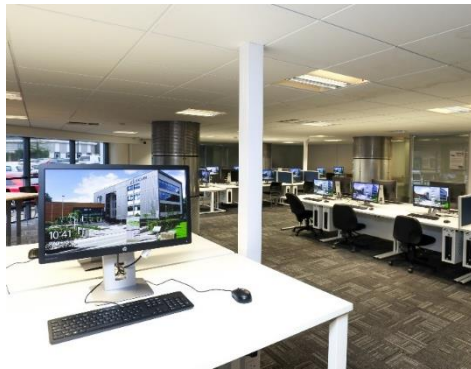
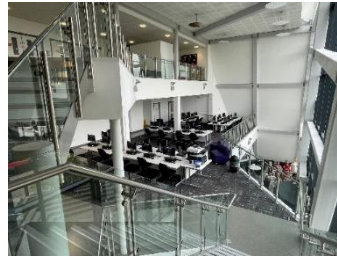
Dudley Advance



Dudley Advance II



Redevelopment of Brierley Hill



Institute of Technology



Cleaning Services

- 19 Sites
- 58,000m²

No	Site	Floor Area/m2
1	The Broadway	20541
2	Dudley Evolve	8350
3	Dudley Sixth	2556
4	Advance I	2987
5	Advance II	3398
6	Enhance	616
7	Wolverhampton Street	1544
8	CAT Centre 1	6592
9	CAT Centre 2	1305
10	Inspired	3557
11	Black Country and The Marches IoT	4750
12	Aspire Living	207
13	Aspire Works	310
14	Priory Villa	328
15	Dudley 3G	128
16	Castle View Pitches	119
17	Dudley Create	240
18	Skills Shop	289
19	12 The Broadway	230
	TOTAL	58047

Cleaning Services

- Cleaning services at the College are outsourced.
- These were tendered via Find A Tender Service in 2020 as an Output Specification.
- Contractor selected on the delivery of the following criteria:
 - Analysis of staffing to include Senior Management involvement and Area Management supervision and cleaning productivity rates.(20%)
 - Customer Care Quality management systems and processes including details of auditing procedures and procedures for dealing with non- conformities (20%)
 - Service delivery to include details of equipment and chemicals; staff training and development; contract mobilisation and support services. (20%)
 - Added Value. environmental and sustainability initiatives; innovation and opportunities identified to deliver efficiencies. (10%)
 - Contract Financials - Contract price (30%).

Cleaning Standards

- Cleaning Standards are based on the Method Statements set out by the British Institute of Science (BICSc) for education establishments.
- Monitored and audited by the contractor on a weekly and monthly basis.
- Communication process for reporting defects from both parties.
- Joint audits by College representatives and those of the contractor.
- Monthly and quarterly review meetings to review standards and Key Performance Indicators:
 - Cleaning Standards
 - Health & Safety Compliance
 - Staff Management
 - Financial
 - Management Support
- Financial Penalty for Poor Performance and Non achievement of KPI's.

Cleaning General

- The college has a varying need for cleaning services depending upon the time of the year.
- Periodical deep cleans are fitted into non term times.
- Special events require specific services:
 - Open Days
 - Parents Evenings
 - Large External bookings
 - Awards Events
- As well as a core clean at the beginning of each day 5.00am till 8.00am there are:
 - Day Janitors to supplement college directly employed Hygienists
 - Pre Evening Cleans 4.30pm to 6.00pm
 - Special cleans, i.e. sports facilities
- Certain specialist areas carry out their own specialist cleaning which the contract cleaners supplement, such as catering , Hair and Beauty Salons, Laboratories and engineering workshops

Cleaning General

- We tender Cleaning on a 3 plus 2 year term.
- We have always had a new contractor until the last renewal.
- With TUPE however there is a constant staff group, who the college treat as college staff.
- Turnover is therefore very low, with some staff completing over 25 years.
- This gives an 'ownership' which is one of the most effective means of maintaining a good standard.
- There is even good natured competition between buildings and sites.
- It also means assistance in emergencies is offered often before it is requested.

Catering Services



- Catering Services at the College are managed Inhouse.
- The College campus consists of six sites around Dudley town centre and Brierley Hill.
- Each campus delivers different academic and vocational courses which in itself dictates a very different requirement for catering services, both in service times and menu choices.
- There is a wide-age range of students aged from 16 years of age and from various cultural backgrounds, which dictates that the food offer needs to have an equally wide appeal with international flavours and to potentially meet cultural dietary preferences.
- The College does not have a captive audience and there is the constant challenge of enticing and encouraging students and staff to stay on site by utilising the catering facilities in favour of the surrounding eateries:
 - The food offer has to be appealing, appetising and reflective of High Street trends
 - Affordable to a student budget
 - Attractive to the potentially more discerning staff customer base

Catering Services



- To achieve this the food is freshly prepared each day on site and has in the past been supported by the expertise of the Catering Curriculum department.
- To remain financially viable it is important to recognize and understand the generational cohorts passing through the College, as attitudes, perceptions, values, and behaviours change.
- There is undoubtedly a need to understand areas of importance for each of the different groups of students and to be constantly connected to them, their daily behaviour activities, and mindset, to have a positive effect on their day.
- Those responsible for managing the catering service need to keep abreast of industry wide developments and food trends, including sustainability and product sourcing.
- The College recently commissioned an independent review of the catering provision with a view to ensure that Best Value continues to be achieved.

In House Catering Services



- Managing any service Inhouse brings with it responsibility for Due Diligence from food procurement to food production and service.
- Particularly with food safety and increasingly Allergen Management and Customer Information as determined by The Food Labelling Regulations.
- This brings with it a responsibility for industry specific staff training and development.
- There are also challenges in the current economic climate from food cost inflation and product availability.
- The financial viability relies heavily on the College's approach to how the services are managed and the resource readily available to run the services as a business within the College.
- Like all businesses, performance needs to be continually monitored and measured to ensure efficiency and profit margins are being achieved.
- Financial data collection, monitoring and reviewing on a regular basis is imperative to measure performance.
- This data assists in identifying problems before they have chance to escalate.
- Trends in monthly performance are recognised with staffing built around this.

Catering Service

Key Objectives



Food Quality and Customer Service.

- ✓ Improved food presentation and POS.
- ✓ Deliver consistency in marketing and communication.
- ✓ Introduce initiatives to stimulate an interest in food; guest food offers; theatre cooking; student taster events; supplier promotions.
- ✓ Increase engagement with students, college staff and visitors to the College to create a sense of “ownership” of the catering service.
- ✓ Engage students promoting nutrition, healthy eating, and sustainability.
- ✓ Use social media to communicate good news stories, promotional activity, and Healthy Lifestyle tips.
- ✓ Training and development plans for catering team, focusing on their skills with quality coaching.

Catering Service

Key Objectives



Financial Forecast and Guarantees.

- ✓ Engage the catering team with budgets and financial targets.
- ✓ Increase uptake with “Pop up” events and curriculum activities.
- ✓ Target non-users with push notifications inviting students to join the lunchtime experience.

Communication and Reporting

- ✓ Setting of Key Performance Indicators to monitor performance and incentivise the catering team.

Service Development

- ✓ Customer feedback and financial analysis to build a structured Business Plan.
- ✓ Shape and lead strategic direction for future service development.
- ✓ Service Improvement Plans (SIPs) to ensure continued development of not only the catering service but also the catering team.
- ✓ Customer Engagement and Added Value activities.

Thank You
Any Questions