



Oxfordshire County Council Insourcing Catering Service

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Background

- OCC Catering for schools for 70 years
- 2012 Contracted service out to Carillion as part of a wider 10 year FM Contract
- December 2017, Business Continuity Plans prepared
- Carillion collapse 15th January 2018
- Business Continuity Plans enacted
- Interim arrangements put in place
- Focus on uninterrupted Service



Challenges

- Communication
- Timescales
- Staff / Payroll / Welfare
- No Supplier arrangements
- Lack of Administration infrastructure
- Statutory obligations
- No Vehicles
- New Systems, processes and governance
- Resources



Administration Infrastructure

- No Data transferred
- Limited Staff data / Payroll
- No Menus / recipes / costings / nutritional information
- Switch to OCC systems and processes
- Suppliers / SLAs / Contracts
- No ICT



Statutory Obligations

- DBS checks
- Register of Food premises
- No HACCAP system
- No SSW / RA's
- Liability insurance
- Vehicle insurance



Hidden Challenges

- No Brand / Name
- Emotional toil
- Relationships
- Cultural barriers
- Undecided future strategy
- Doing the day job



Where are we now and what does the future look like ?

- Service stabilised
- One full trading year
- Performance Management
- Restructure
- Benchmarking
- VFM / Contract Management
- Growth / Contract retention



Any Questions ?