



**Report on Ridgeway Perk café to
be established at Ridgeway Park
Children Centre**

May 2008

1 Introduction

Our objective is to establish a café area that is an integral part of the overall service vision for the center and provide an alternative waiting and social area. The café will add value to the community and will be a gateway to a 'one-stop shop' where families can gain access to all health, education and social services for all the family in one building.

It is hoped that the café will be run by local people and be a model for local social entrepreneurs to employ local people and support healthy lifestyle for local people. The café will help to tackle health by promoting health options for snacks and meals and give ideas for simple healthy meals that visitors at the centre can build into their lifestyles.

2 Current Status

The café is based in the main reception area where a fully equipped kitchen is available. There is space to seat 45 visitors comfortably.

- 2.1 Emma Evan is employed from 9.00 – 11.00 each week morning to serve tea, coffee and biscuits.
- 2.2 Café is run by volunteers in the afternoon on Monday, Tuesday and Thursday (1.30-3.00) for under 5 groups held in Willow.
- 2.3 Light refreshments are prepared in the café for meetings held at the centre
- 2.4 Dad's club on Saturday morning use the kitchen facilities
- 2.5 Youth Services use the kitchen facilities on Monday, Tuesday and Thursday evening 6.00 – 9.00.
- 2.6 Traffic in the centre rough approximate 250 – 300 visitors a day.

3 Long term aims of the Café

- 3.1 To provide a high quality service in a friendly, warm and welcoming environment.
- 3.2 To provide a highly accessible, flexible and responsive service
- 3.3 To be run efficiently and maintain a sustainable profit margin.
- 3.4 To provide a social space where customers will be to purchase affordable healthy, high quality food and drink as well as meet and network with other families in similar situations to themselves.
- 3.5 To provide the opportunity for users of the centre to take part in a variety of child and adult related activities.
- 3.6 To support the employment agenda, workers/volunteers are lead and empowered in a positive manner, self initiated learning is endorsed.
- 3.7 Centre policies are implemented and maintained in a consistent manner

- 3.8 Health eating and the obesity agenda to be promoted
- 3.9 The café caters to the needs of the constantly evolving clientele.
- 3.10 Internet access available
- 3.11 Provision for all visitors to the centre with refreshments while they are waiting for appointments
- 3.12 The café will promote environment issues. Wherever possible recycled material will be used and waste will be disposed of in an environmental friendly way. Organic and local produce will be promoted.
- 3.13 After School and Holiday Clubs food preparation

4 Users of the Café

- 4.1 Job Centre Plus drop in clinic
- 4.2 Under 5 activities
- 4.3 Youth services in the evening
- 4.4 Parenting forums
- 4.5 Function catering
- 4.6 Drop in for Pregnant parents
- 4.7 Drop in for Baby feeding group
- 4.8 Drop in for under 18 mothers
- 4.9 Drop in for Carers/parents
- 4.10 Provision for courses run at centre
- 4.11` Take away provision for picnic boxes and light refreshments
- 4.12 Provision for social events held in centre
- 4.13 Staff and service providers of centre and school
- 4.14 Waiting area
- 4.15 Drop in for New Mums Group

5 What we can offer:

- 5.1 The opportunity to open a café facility that could operate between 9.00am and 4.00pm Monday to Friday. There may be opportunities to operate outside core hours eg evenings and weekends.
- 5.2 Café space that is based within a busy centre.
- 5.3 Publicity links with the centre
- 5.4 Designated kitchen with following resources available

- Coffee maker
- Tea
- Juicer/Smoothie maker
- Pannis
- Jacket Potatoes
- Oven
- Microwave

- Toaster
- Cold drinks/cans
- Icer
- Sandwiches
- Industrial Freezer/Fridges

6 Staffing recommendation

- 6.1 Catering Manager 8.00am – 4.00pm
48 weeks a year
- 6.2 Part time workers x 3 shifts
48 weeks a year
Morning 8.00am - 12.00pm
Afternoon 12.00pm - 4.00pm
Evening 5.30pm - 9.30pm

7 What we need from our Catering Manager:

The person providing this service will be aware of the ethos of Sure Start and be able to relate to Sure Start families.

- 7.1 A willingness to work with other partners and to attend planning meetings.
- 7.2 Service other partners at the Children Centre by providing refreshments for meetings or clubs at a agreed rate.
- 7.3 A willingness to participate in the Centre Community
- 7.4 Good quality service to the customers that would be assed through monitoring and quarterly meetings.
- 7.5 Operate a realistic pricing policy, which will support the health eating agenda
- 7.6 Offer a varied menu, including vegetarian options.
- 7.7 Be able to provide buffets.
- 7.8 Have appropriate qualifications:
- In catering, food preparation and food hygiene
 - In Healthy and Safety
- 7.9 Provide evidence of ability to manage a catering facility, including production of a business plan and financial projections.
- 7.10 Ability to provide risk assessments for the café.

8 Catering Manager Profile

8.1 Business Planning

- Catering Manger will be expected to find ways of attracting, developing and sustaining the catering business.
- Catering Manager will be expected to provide a business plan for a two year period which will include details of proposed menus, purchasing arrangements, health and safety, business development, marketing, pricing policy and Public Liability Insurance.

8.2 Common work activities:

- 8.2.1 Meeting with vendors and salesperson to order various food and supplies from various companies
- 8.2.2 Setting up and maintain a procedure and policy document.
- 8.2.3 Setting a budget for wages, supplied and equipment and other expenses the café will have.
- 8.2.4 Determining the correct amount to charge for various items on the menu from coffees and beverages through to food items
- 8.2.5 Greeting and talking with customers, getting feedback regarding both items offered on the menu and service to the customers.
- 8.2.6 Managing the accounts payable and receivable systems, contracting for bookkeeping and accounting services or completing these tasks themselves.
- 8.2.7 Hiring, training, supervising, promoting or firing as staff and volunteers as required.
- 8.2.8 Working alongside the co-ordinator to advertise and market the café, planning new campaigns to attract customers and constantly expand the client base with the centre guidelines.
- 8.2.9 Fully responsible for the day to day running of the centre
- 8.2.10 Applicants must have at least one year experience of managing in a catering environment, a Level 2 Food hygiene certificate, knowledge and understanding of health eating.

9 Schedule

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|------------------------|--|
| Thursday 8 May | Governor Committee approval to proceed with recruitment and policies/aims of the café. |
| w/c 12 May | Advertisement for Catering Manager sent out |
| Friday 6 June | Deadline for applications |
| Week commencing 9 June | Interviews to proceed |
| Week commencing 9 June | Catering Manager appointed |
| w/c 16 June | Marketing material designed: Flyers/posters Copy in Summer edition of Newsletter |
| 14 July Monday | Catering Manger joins the centre Café set up commences: <ul style="list-style-type: none"> • Training on equipment ½ day • Setting up accounts with suppliers 2/3 days • Procedure/Policy document prepared 3 days • Budget/price list to be compiled |
| 28 July Monday | Café open to be used for Summer activities |
| Launch Party | 10 August to link up with Ridgeway Park Open Day |

10 Issues for Consideration

- 10.1 Health and Hygiene Certificate to be supplied by the Council
 - Areas to be reviewed:
 - Cleanliness of café
 - Machine PAT tested
 - Café fit for purpose
 - Relevant staff certificate
 - Potential hazards for vermin addressed
- 10.2 Hours of Opening to be agreed
- 10.3 Level of staffing to be agreed
 - 10.3.1 Staffing for Youth nights
 - 10.3.2 Staffing for Dad's Club
 - 10.3.4 Staffing for alternative evening and weekend work
- 10.4 The café will promote environment issues. Wherever possible recycled material will be used and waste will be disposed of in an environmental friendly way. Organic and local produce will be promoted.
- 10.5 Pricing structure to be agreed
- 10.6 Sub committee established
- 10.7 Business Plan to be drawn up
- 10.8 Interview process to be agreed

11 Outcomes of Consultation

Feedback that we have received from local families is that the café can provide an opportunity for families to get out and meet other families and have somewhere for their children to have access to good quality play. There is no other nearby local amenities that can suit this purpose throughout the day. Families are particularly keen for light breakfast snacks to be provided. Overall there is a feeling of widespread community support.

12 Recommendations

- 12.1 Subject to issues of consideration resolved the centre then proceeds to schedule.
- 12.2 Sub committee established
- 12.3 2 Year Business plan to be prepared