

Catering Opportunity

Park Gardens, Bath Road, Banbury

We are looking for a catering partner to manage the bistro at Park Gardens in Banbury providing our residents and their friends and family with well-cooked, balanced meals at reasonable prices. Our aim is to create a friendly and welcoming atmosphere, with a hotel feel that welcomes not only residents, but their family, friends and the wider community.

We will provide a coffee shop type servery, where customers can buy pre-prepared sandwiches and cakes; tea and coffee and other refreshments will also be served. For those customers who would prefer a hot meal, there will be at least one different hot meal option available daily alongside a fixed menu of freshly cooked food, including vegetarian options. Consideration should be given to the availability of tea/coffee facilities 24/7 in the lounge area, for any residents who would like to use the communal facilities when the caterers are not on site.

We expect the caterer will promote healthy eating and to recognise the importance of using fresh produce and providing our customers with a well-balanced diet that will encourage healthy bodies and minds.

In selecting our partner we will consider quality, innovation and pricing providing customers with good quality food at reasonable prices. We will put in place a Service Level Agreement which will set out all our expectations and cover the number of hours we expect them to be on site and the minimum meals we would like them to offer on a daily basis. Our expectation is that they will provide breakfast, morning coffee, lunch and afternoon tea 7 days-a-week and we will expect them to arrange a variety of evening specials, such as Fish & Chips night. We will also ask that our caterers provide catering for events throughout the year and they will have access to our multi-function activity room to provide catering for any private events which we envisage will be predominantly for residents. Residents will contract directly with the caterers for this service.

We expect our caterer to encourage the use of resident volunteers and volunteers from outside the community, encouraging community involvement and active resident participation. We would also expect the caterer to assist in maintaining a vibrant active community by arranging regular baking/foodie activities.

The caterers will need to use the agreed access for all deliveries. They will have access to our refuse area, and we will ensure there is an agreed process in place for the disposal of rubbish. Toilet facilities and the staff-room facilities will be available for all catering colleagues.

The kitchen will be well equipped with white goods and storage space. Bromford will be responsible for providing all glassware, crockery and cutlery, replacing when necessary – however the caterer will be expected to look after this and be responsible for their own breakages. The caterers will be expected to supply all cooking equipment including pots, pans, knives and kitchen utensils. The caterers will also be responsible for all supplier accounts. A plan of the proposed kitchen and communal area is available.

The catering provider will be required to provide their own uniforms, with consideration of the setting and customer base. There will be an expectation that the provider will launder their own uniforms.

The bistro will be open to non-residents, however our expectation is that this will be mainly but not exclusively be friends and family or customers using the hairdressers or activity facilities. We would like to implement a differential pricing system where non-residents pay a slightly higher fee, to ensure that our residents enjoy a preferential service. All necessary health and safety procedures should be in place, there will be an expectation that caterers will liaise directly with environmental health, act as the licensee and comply with legislation; carrying out risk assessments when required.

Agreement and responsibilities

We will enter into a Service Level Agreement which will incorporate Service Level Standards and outline the respective responsibilities and expectations of both parties.

Bromford will provide Building insurance and Contents Insurance for the furniture and equipment we have provided. It will be the responsibility of the caterer to take out their own Employment Liability Insurance, including any specific insurance required and Contents insurance for their own items. They will also be expected to complete all necessary environmental and health & safety risk assessments.

Business costs

Bromford accept that there will be an initial period when the business is developing and as we reach full occupation within the scheme. We will therefore offer the facility at a small rent for the first year and thereafter will negotiate a rental charge that recognises the costs of operating the catering services. The catering provider will be charged for all utilities used directly to Bromford via a metering system.

What happens now?

If you are interested please get in touch with us by emailing, calling or texting Lisa or Helen and we can talk this through further and invite you visit us at our newly-opened scheme in Worcestershire. We will require all interested individuals/organisations to provide a brief business plan and those shortlisted to provide references, menu options and a sampling opportunity; but please don't worry about any of this until we have had a chat! We will require the successful organisation to be able to open the facility by the time the first customers move in during summer 2019.

Email, Call or Text:

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