

CATERING HOSPITALITY POLICY

(Within NHS Lanarkshire Premises)

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Responsible Lead Executive Director:	Director, Planning, Property & Performance
Endorsing Body:	Corporate Management Team
Governance or Assurance Committee	Corporate Management Team
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Responsible Person	General Manager, PSSD

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CONSULTATION AND DISTRIBUTION RECORD	
Contributing Author / Authors	<ul style="list-style-type: none"> • Head of Hotel Services
Consultation Process / Stakeholders:	<ul style="list-style-type: none"> • Director, Strategic Planning & Performance • General Manager, PSSD • Deputy Director, PSSD (Operations) • NHSL Affiliated Partnership Representatives
Distribution:	<ul style="list-style-type: none"> • Site Directors/General Managers • All staff through FirstPort – NHSL Web Portal

CHANGE RECORD			
Date	Author	Change	Version No.
31/09/2004	Catering Project Board	Final version of Policy	4
15/06/2012	Head of Hotel Services	Document transferred to NHSL policy format with no substantial changes	5
10/06/2015	Head of Hotel Services	3-year review with inclusion of Food Allergen Information and update on stakeholder names, Director/Site Directors added to Roles and Responsibilities	6
29/05/18	Head of Hotel Services	3-year review with inclusion of compostable disposable items update stakeholder names and update Job titles. No amendments were required to meet the new GDPR legislation	7
28/05/2020	K. Torrance	Extended until June2022 (COVID-19)	7

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05/04/2022	Head of Hotel Services	<p>3-year review with inclusion of Covid 19 guidance responsibilities. Updated job titles and telephone numbers. Inclusion of reference to UK GDPR Legislation. Inclusion of reference to Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021</p>	8
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1. Introduction

This policy sets out how the provision of hospitality (i.e. food and beverages) for staff, patients & visitors will be achieved within NHS Lanarkshire (NHSL).

Staff offered hospitality by other organisations must first check with their line manager if it is appropriate to accept in accordance with NHSL Standing Financial Instructions (*SFI's*) and Standards of Business Conduct Policy.

The use of NHSL monies for hospitality, including hospitality at conferences or seminars, should be carefully considered. All expenditure on these items should be capable of justification as reasonable in the light of the general practice in the public sector.

NHSL staff should be aware that expenditure on hospitality is open to be challenged by internal and external auditors and that inappropriate action can damage respect for the NHSS & NHSL in the eyes of the community.

2. Aim, Purpose and Outcomes

To provide a safe, cost effective provision of hospitality service to NHSL within the agreed financial boundaries.

To inform all staff and managers of hospitality available and ensure this is provided consistently across NHSL.

3. Scope

This policy applies to any provision of hospitality provided by NHSL in any of its premises.

3.1 Who is the Policy intended to Benefit or Affect

NHSL staff, patients and visitors

3.2 Who are the Stakeholders

NHSL staff and service users

“NHS Lanarkshire takes care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about UK GDPR Data Protection Legislation and how we process your information, please visit the current Data Protection Legislation Notice on our website at www.nhslanarkshire.scot.nhs.uk or ask a member of staff for a copy of our current Data Protection legislation Notice.”

4. Principal Content

4.1 Policy Statement – General Principles

The supply of all hospitality should be in accordance with NHS Lanarkshire’s Healthy Eating Policy for Staff and Visitors.

Catering Services recognises that a successful food safety culture can be achieved only by following safe working practices developed through effective hazard analysis which provides full traceability of products, training and sharing of good practices.

Provision will include ethnic, cultural, and medically related diets and those made through personal choice. In all cases, regardless of its nature, catering will be

supplied in conjunction with relevant health and nutritional responsibilities to ensure the promotion of a healthy lifestyle.

NHSL welcomes many guests each year in the form of external contacts, volunteer groups, etc. It would be the intention of the Policy that these groups and others would be treated in a hospitable manner through the provision of appropriate hospitality providing it is appropriately authorised.

4.2 Hospitality Provision

As a general rule, hospitality which includes a meal (*sandwiches or hot food*) should only be authorised for meetings where they take place over a meal time.

NHSL Catering Services can offer a wide range of hospitality. Staff organising hospitality should contact the relevant catering manager to discuss their requirements

Hospitality will not be supplied to internal meetings within NHS Lanarkshire.

Staff should make their own arrangements, as would be normal practice to obtain food and beverages during their working day.

The supply of tea/coffee will normally be for a minimum of four people in an agreed venue

The Hospitality request form available on the NHSL intranet should clearly indicate which meeting the hospitality is being booked for and contain a contact telephone number as well as the correct financial code.

For standard working lunch you may order fruit juice/water, fresh fruit and sandwiches. All requests must be authorised by a Director/Site Director/General Manager.

NHSL catering services must be used at all times to supply hospitality within NHSL premises.

4.3 Special Events and Training Sessions

NHSL operates dedicated Learning Centres for staff training and development for which, no hospitality will be supplied unless approved through an official funding route. Staff attending these events should be advised of any hospitality arrangements and the availability of onsite catering facilities by the event organiser. The event organiser must inform the local Catering Services of training events lasting half or full day period to allow the department to prepare for a potential increase in activity from staff using these services

If hospitality is to be provided to an off-site location; Catering Services will arrange delivery using the appropriate transportation equipment and vehicles.

Within NHSL premises no catering/kitchen equipment that requires a power/energy source should be used which has not been supplied by NHSL catering services.

Responsibility for the safe and secure storage of catering equipment whilst off site will lie with the event organiser who must ensure waste food and drink is disposed of hygienically, equipment is free from liquid/waste food, and packed ready for collection at the conclusion of the event.

In keeping with health and safety responsibilities the provision of hospitality must be undertaken in a safe and secure manner. When the provision of hospitality is being requested, it should be noted that no service will be provided to first floor

accommodation unless suitable elevator facilities or equipped pantries on the level concerned are in place.

Any hospitality provided to external organisations, will be charged, including VAT, via an invoice that will be raised by the Finance Department on a monthly basis.

4.4 Food Allergens

Information on the allergen and intolerance ingredients that may be contained within the products provided can be obtained from the catering services. This information shall be provided in line with the EU Food Information for Consumers Regulation (*EU FIC*).

4.5 Sustainability

All disposable items supplied from June 2022 will be in line with Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021

All non-disposable crockery/cutlery/serving equipment must be returned. Failure to do so could result in an additional charge being levied.

Staff wishing to bring their own beverages and food to meetings must ensure that they dispose of any refuse in an appropriate and environmentally friendly manner.

At no time will unconsumed food or beverages be permitted to be removed from the function for consumption at a later time.

4.6 Covid 19 Arrangements

Hospitality events should be assessed in line with Covid 19 Infection Prevention and Control guidance in place for NHS Lanarkshire at the time of the proposed event.

4.7 Actions

4.7.1 General Information

An official catering request form should be completed (*IMSF135.01*) indicating the date and time of meeting, venue, number of attendees, refreshments required, reason for the meeting, expected duration and the name of person requesting the refreshment and cost centre.

Official catering forms should be signed by the authorised signatory for the Directorate/Department.

The catering form should be received in the Catering Department at least 48 hours in advance and in exceptional circumstances within a minimum of one full working day before the event. It may not be possible to meet late requests and these may incur a 10% surcharge.

The costs of catering hospitality will be charged on a monthly basis to individual Departments/Directorates

Staff in community health premises should contact the Hotel Services Department based at Law House, to discuss their requirements.

For last minute requests for catering, forms should be completed retrospectively following discussion with the appropriate catering manager.

Catering Services will recharge all Directorates/ Departments for all the provisions of hospitality including Catering Vouchers.

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No external body will at any time, within NHS Lanarkshire premises, be involved in the supply, preparation, production or heating of food to Catering Services, at least 24 hours in advance of the meeting, otherwise the cost will still be charged.

4.7.2 Cancellations/Amended Bookings

Any cancellations or amendments to the booking arrangements should be notified to the Catering Services, at least 24 hours in advance of the meeting, otherwise the cost will still be charged'.

A note should be made of the date that the catering booking was amended/cancelled, the name of the person who contacted Catering, name of the person in Catering who took the amendment and details of the amendment/cancellation. Amendments or cancellations to catering bookings should be confirmed in writing.

Catering Services for each locality may be contacted as follows:

Monklands Hospital	Tel: 01698 752303
Community Areas	Tel: 01698 754399

5.0 Principle Content Roles and Responsibilities

- 5.1. Directors/Site Directors/General Managers** have the responsibility to ensure legitimacy of requests, authorise the request, ensuring procedural compliance and monitor expenditure in line with identified budgets.
- 5.2. Catering Managers** must ensure that the supply of hospitality complies with all NHSL procedural, and financial responsibilities.
- 5.3. All staff** are responsible to ensure that best use is made of NHS resources and that expenditure would meet the standards expected under public scrutiny.

6.0 Resource Implications

The policy will not impact on the use of resources including the need for accommodation, furniture, equipment or other consumables.

7.0 Communication Plan

This policy document will be available on Firstport. It will also be distributed to key stakeholders as per the circulation list

This policy will also be discussed at the appropriate management team meetings and local partnership forums.

8.0 Quality Improvement

Monitoring of the Provision of Catering Hospitality Policy will be undertaken jointly by the Property and Support Services Division and Finance Department through the provision of regular reports detailing activity and expenditure.

9.0 Equality and Diversity Impact Assessment

The NHSL is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on any grounds. This policy has been appropriately assessed.

This policy meets NHS Lanarkshire's EQIA



(Tick box)

10.0 Summary or Frequently Asked Questions (FAQs)

There is no requirement for an FAQ's list to be read in conjunction with this Policy.

11.0 Archival of Documents

When a corporate policy is created by NHS Lanarkshire it becomes an official document and policies must be controlled within the principles for archiving, retention and destruction contained in Scottish Government circular

As an NHS Lanarkshire Board record, corporate policies must be retained permanently and will be managed through the Knowledge Services. The archive is kept within Firstport. Please email corporatepolicies@lanarkshire.scot.nhs.uk if you need access to any of the archived documents

12.0 References

- NHS Lanarkshire Standing Financial Instructions
- NHS Lanarkshire Healthy Eating Policy for Staff & Visitors
- Healthy Living Award Plus Criteria
- EU Food Information for Consumers Regulations (1169/20113)
- NHS Lanarkshire Hazard Analysis and Critical Control Point (HACCP) system
- DL (2022) 07 - De-escalation of COVID-19 infection prevention and control (IPC) measures in Health and Social Care settings to alleviate system pressures
- Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021

APPENDIX 1

PSSD Hotel Services Department
Provision of Catering Hospitality Booking Form

IMSF135.01

Booking Name: _____ Designation: _____
 Department: _____ Telephone Contact: _____
 Date of Function: _____
 Site: _____
 Location of Function: _____
 Room Venue: _____

Start Time: _____ Estimated Finish Time: _____

Charge Code: _____ / _____
 Authorised By: _____
 Position: _____
 Date: _____

Requirements	No. of Covers	Unit Cost
Tea, Coffee		
Tea, Coffee, Biscuits		
Sandwiches /Vegetarian Options		
Fresh Fruit		
Mineral Water		
Orange Juice		

Special/ Dietary Requirements:

Any other requests outwith the agreed NHSL Hospitality Policy Provision must be discussed with the relevant Catering Manager prior to the event being confirmed.
 Should the above not meet your requirements please contact the relevant Catering Manager

Invoice Name & Address if applicable: _____

For Office Use Only Total Food/Beverage Cost: Transport Cost: Other Associated Costs: Total Cost of Event:
Date Passed to Finance:
Signed : _____ Date: _____

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