

Expression of Interest

Mobile Catering Unit
Licence Opportunity for
Forest Car Parks in East England
Forest District

18th of April 2016

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1 The Business Opportunity

East England Forest District (EEFD) manages a number of forests across Norfolk, Suffolk, Essex, Kent, Sussex and the Chilterns. We are looking for suitably experienced caterers to operate a licence to locate and run a Mobile Catering Unit at one or a number forest car parks across the district. The forests are managed by the EEFD for recreation, wildlife and timber. They are working woodlands subject to cyclical forest operations.

1.1 Forest Carparks

Forest carparks where a Mobile Catering Unit license is being considered are listed in **Appendix 1**. Each site is unique and offers a different opportunity. Power and water are not supplied.

Unless stated, the forest carparks ordinarily are not closed. If it is said carparks close at dusk this normally means 5pm in the winter and 8pm in the summer. Access by foot is available 24/7 at all sites.

There is no permanent Forestry Commission staff presence at any of the forest car parks, however there are regular inspections carried out by a ranger. Site maintenance carried out by a combination of FC staff and contractors.

1.2 Food Provision

The Forestry Commission has a clear set of criteria for the provision of food and drink within its estate. These national guidelines state the type, quality, sourcing ethos and the expected level of service of food and drink provision for a mobile catering unit. They can be found in **Appendix 2** and should be considered when completing this EoI to ensure that your answers are relevant to this policy.

1.3 Equality

We, the Forestry Commission, will always consider equality when conducting our business activities. We require you to meet your duties under the Equality Act 2010 and may ask for evidence that you are aware of and operate in accordance with those requirements.

1.4 Mobile Catering Units at Events

The Forestry Commission retains the rights to deploy mobile catering units at the listed locations for special events; including, but not exclusively, music and sporting events. Where this provision is put out to competitive tender the licence holder will be given the opportunity to bid for the rights to manage a mobile catering unit /s at these events.

1.5 Process

The Forestry Commission is using a process based on the principles of the restricted procedure under the Public Contracts Regulations 2015 for this business opportunity. However, the contract is formally exempt from the application of the Public Contracts Regulations 2015 and therefore they do not apply.

2 Expression of Interest (EoI)

We are inviting interested parties to submit an Expression of Interest in one or more of the sites listed in **Appendix 1**.

2.1 Objective

The objective of the EoI is to assess the level of interest in the business opportunity at each site and sift out any inappropriate or unsuitable offers. Following the evaluation of the EoI responses, it is the FC's intention to invite the top 4 scoring interested parties for each site to tender. In the event that there are fewer than 4, all interested parties who meet the minimum standards in the evaluation will be invited to tender. (See Section 2.2 Evaluation)

2.2 Evaluation

The evaluation process is designed to make sure that each response receives equal and fair treatment. The objective is to score EoI's objectively in line with the evaluation criteria set out in the Evaluation Matrix at Section 3.6.

FC may disqualify a bidder who does not meet the minimum standard required. This includes failing to:

- pass a pass/fail question or section
- provide a satisfactory response to any questions in the EoI or inadequately or incorrectly completes any question;
- submit its completed EoI by the deadline.
- achieve a score of at least 60% in Section E.

2.3 Short-listing for an Invitation to Tender

Once we have evaluated the responses and agree the shortlist, we will tell all bidders in writing by email and/or post on the date stated in the timetable in section 2.6.

2.4 Timetable

Set out below is the proposed timetable. This is intended as a guide, and, while we do not intend to depart from the timetable, we reserve the right to do so.

| Stages | Dates |
|--|-------------------------------|
| Issue Expression of Interest Document | 18 th April 2016 |
| Closing date and time for enquiries and registering an interest | 9am 13 th May 2016 |
| Closing date and time for EoI submission | 5pm 16 th May 2016 |
| Issue of Invitation to Tender documents to those shortlisted and notification to unsuccessful Expression of Interests. | 23 rd May 2016 |
| Closing date and time for Tender submission | 5pm 6 th June 2016 |
| Expected Notification of Intent to Award | 10 th June 2016 |
| Expected Start Date | 1 st July 2016 |

2.5 Viewing days

The sites are open all year round. No formal viewings will be conducted during the EoI stage and interested parties are recommended to visit the site before submitting an EoI. Bidders should be aware that current license holders will be continuing to trade during the EoI and tender period.

2.6 Enquiries and Registering an Interest

Please send all enquiries in writing or by email, by the deadline stated at Section 2.4,

All questions considered by the Forestry Commission to be non-commercial and/or not commercially sensitive will be formally distributed to all bidders. As a matter of course, the identity of the enquirer will be protected. In order to be included in this distribution you must register an interest before the deadline stated in Section 2.4.

To send an enquiry and / or register an interest please email:
victoria.tustian@forestry.gsi.gov.uk

2.7 Return arrangements

Please return the completed EoI as:

- two signed paper copies by post or hand delivered, and
- one emailed copy in a read only format

Send completed EoI's to the following address:

Victoria Tustian
Forestry Commission,
East England Office,
Santon Downham,
Suffolk
IP27 0TJ

Email: Victoria.tustian@forestry.gsi.gov.uk

Mark envelopes with the words **"EoI for Victoria Tustian– Not to be opened until 5pm 16th May 2016"**

We may exclude submissions if the envelope is not marked in this way.

Please note we do not accept faxed copies. We may copy EoI's for our own use.

We must receive completed EoIs before the closing time shown in the Timetable at Section 2.4. We will keep EoIs received before this deadline unopened until after this time.

We reserve the right not to consider EoIs received after the deadline stated.

3 Guidance notes for completing the EoI

3.1 Completing the EoI

Please answer every question. If the question does not apply to you please write N/A. If you do not know the answer please write N/K.

Warning: Please note that if you answer N/A or N/K to any Pass/Fail question, we may reject your submission in full and will not evaluate any further questions (please see section 3.3).

Each question must be answered in full using the same section, numbering and order provided. All responses must be in English or a full English translation must be provided at no cost to the Forestry Commission.

3.2 Supporting documents

To make the process straightforward, you do not need to provide supporting documents such as accounts, certificates, statements or policies with this EoI. However, we may ask you for these later.

Your organisation will only be evaluated based on the information in your EoI. Note that if you do not mention any previous experience of working with us in your reply we cannot take this into account. Please do not send any information that is general company or promotional literature, as this will not form part of our evaluation. Any additional documents you provide must refer to a question within the EoI and be easily identifiable as the answer.

3.3 Costs

All costs associated with participating in this process remain your responsibility in all circumstances. We will not return any part of your completed EoI to you.

3.4 Right to cancel or vary the process

We reserve the right to cancel or withdraw from the selection and evaluation process at any stage. The FC reserves the right not to award the License for any reason.

3.5 Confidentiality

You must treat all information we supply to you in confidence and must not disclose it to third parties, unless you need to obtain sureties or quotations for submitting your response.

3.6 Evaluation matrix

| Section | Title | Weight | Agreed Marking Criteria |
|---------|---|-----------|---|
| A | Form A – Organisation and Contact Details | Mandatory | Completion of this Section is mandatory and is for our information only. We may confirm company identity and basic details with external bodies. Failure to complete this section may result in the bidder being disqualified from the process. |
| B | Financial | Pass/Fail | You must be able to provide the financial evidence set out in section B if requested. A “No” answer or failure to answer a question may result in a fail for this section The key objective is for us to analyse your financial position and determine the level of risk that it would present to us – having regard to the requirement, value and the nature of the business opportunity. Where the overall risk to the Forestry Commission is calculated to be ‘High’ then you will fail this section. |
| C | Health and Safety | Pass/Fail | A “No” answer may result in a fail for this section |
| D | Insurance Details | Pass/Fail | You must have the required levels of insurance as requested in Section D. If you do not have these, you must confirm that you will get them if successful, before the contract start date. Failure to confirm this may result in the bidder being disqualified from the process. |

| Section | Title | Weight | Agreed Marking Criteria |
|---------|-----------------------------|----------------------|---|
| E1 | Specific Questions Sites | Weight Not Scored | Each question will be scored from a possible 0-4, as set out below. The scores will then be multiplied by the weighting to give a total possible score of 100%. |
| E2 | The food and drink approach | 30% | 0 – No response /totally inadequate No response or an inadequate response. |
| E3 | The mobile catering unit | 20% | 1 – Major Reservations or constraints The response simply states that the bidder has the capability to meet some of the requirements set out in the question but have not given information or detail on how they have done this. |
| E4 | Core operating | 20% | |

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| E5 | <p>times</p> <p>Your experience</p> | 30% | <p>2 – Some Reservations or Constraints Bidder has provided some information regarding their capability to meet most of the requirements as set out in the question or scope of supply. There is some doubt in their ability to consistently meet the full range of requirements.</p> <p>3 – Fully Compliant Bidder has provided detailed information covering all elements of the question or scope of supply. This gives full confidence in their ability to consistently meet the full range of requirements.</p> <p>4 – Exceeds Requirements Bidder meets the required standard in all respects and exceeds some or all of the major requirements</p> |
| F | Referees | Pass/Fail | <p>You must provide referees relevant to the subject of this Lease opportunity. The number of referees you provide should be the number we asked for in Section F. When contacting references we will be looking to confirm relevant experience and business track record.</p> |
| G | Declaration | Pass/Fail | <p>You must sign the declaration. Failure to do so may result in the bidder being disqualified from the process.</p> |

4 Your Expression of Interest Response

Part A – Form A - Organisation and Contact Details

| Organisation Details | | |
|----------------------|--|--------------------------------------|
| | Question | Your Answer |
| A1 | Full name of organisation tendering (or of organisation acting as lead contact where a consortium bid is being submitted). | |
| A2 | Registered office address. | |
| A3 | Company or charity registration number. | |
| A4 | VAT Registration number. | |
| A5 | Name of immediate Parent Company. | |
| A6 | Name of ultimate Parent Company. | |
| A7 | Type of organisation. | i) a public limited company |
| | | ii) a limited company |
| | | iii) a limited liability partnership |
| | | iv) other partnership |
| | | v) sole trader |
| | | vi) other (please specify) |
| A8 | Number of employees | |
| A9 | Length of time your business has been operating. | |

| Organisation Details | | | |
|---|--|---|------------|
| | Question | Your Answer | |
| A10 | Please state whether there is any potential conflict of interest in relation to this Licence, for example if any of those involved with the Licence share private interests with anyone within the FC. Examples include freemasonry, membership of societies, clubs and other organisations, and family. | No | Yes |
| | | | |
| | | If you have answered "YES" please give details. | |
| A11 | Consortia and Sub-contracting. | a) Your organisation is bidding to provide the requirement itself | |
| | | b) Your organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some services | |
| | | c) The potential Provider is a consortium | |
| <p>If your answer is (b) or (c) please indicate in a separate annex (by inserting the relevant company or organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include the Potential Provider, solely, or with other providers) will be responsible for the elements of the requirement.</p> | | | |

| Contact Details – Contact details for enquiries relating to this process | | |
|---|---|--|
| A12 | Name | |
| A13 | Address, including country and postcode | |
| A14 | Phone | |
| A15 | Mobile | |
| A16 | Email | |

Part B – Financial

Economic and Financial Standing Regulation

| Weighting: This is a Pass/Fail Section | | | |
|---|---|--------------------------------|----------------------------------|
| B1 | What was your turnover in each of the last two financial years (if you are a consortium please state aggregated turnover)? | £..... for year ended --/--/-- | £..... for year ended --/--/---- |
| B2 | Please state whether you are able to provide the following. If you answer "No" to any question please provide an explanation. | | |
| | A copy of your audited accounts for the most recent two years. | | |
| | A statement of your turnover, profit and loss account and cash flow for the most recent year of trading. | | |
| | A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position. | | |
| | Alternative means of demonstrating financial status if trading for less than a year. | | |
| | At least one reference from a previous or existing landlord showing a track record of rent payments. | | |

The Forestry Commission reserves the right to ask for clarification on any financial information provided.

Part C – Health and safety

This section allows us to assess your competency for health and safety. You may find it useful to refer to the Health and Safety Executive (HSE) website for some guidance before completing this section. You can find this here: <http://www.hse.gov.uk/>.

General health and safety questions

| Weighting: This is a Pass/Fail Section | | | |
|---|---|------------|-----------|
| You must confirm that you have a health and safety policy. | | | |
| Note: if your organisation has fewer than five employees, the Forestry Commission still requires you to have a written Health and Safety Policy. | | | |
| | Question | Yes | No |
| C1 | Does your organisation have a written Health and Safety Policy? | | |
| C2 | Does your mobile catering unit comply with Food Safety Legislation, all public health and other legal requirements and the necessary registration with the Local Authority? | | |
| C3 | Does your mobile catering unit score 4 or above in its Food Hygiene Rating | | |
| C4 | If you answered "No" to any of the questions above please explain why. | | |

Part D – Details of insurance policies

| Weighting: This is a Pass/Fail Section | | | | |
|---|----------------------------|------------|-----------|----------------------------------|
| You must either confirm that you have the following levels of insurance in place for each and every claim rather than on an aggregate basis or, alternatively, undertake that should you be awarded a Licence that such levels of insurance will be available to you and that you undertake to maintain these levels of insurance for the duration of the Licence. | | | | |
| Insurance Policy | Indemnity Value (£) | Yes | No | Will secure if successful |
| Employers Liability (This is a legal requirement. There are a small number of exceptions. Please refer to HSE Guidance HSE 40 Employers Liability Compulsory Insurance Act 1969) | Min £5m per claim | | | |
| Public Liability | Min £5m per claim | | | |
| If you do not undertake to secure the stated levels of insurance, we will not consider your submission. | | | | |

Part E - Specific Questions

| E | Question | Weight % |
|-----------|---|---|
| E1 | <p>Your offer, capability and experience</p> <p>Site/s Please state which site/s you are submitting this expression of interest for. <i>(Sites are listed in Appendix 1)</i></p> | |
| | | <p>Not Scored. For Information Only</p> |
| E2 | <p>The Food and Drink Approach</p> <p>Bearing in mind the Forestry Commission food requirements outlined in Appendix 2, describe the type of catering and retail offer that you think would work at your identified site/s in E1a.</p> | |
| | | <p>30%</p> |
| E3 | <p>The Mobile Catering Unit</p> <p>Describe the mobile catering unit/s you will be using on the site/s you have identified in section E1a. Include how it will move on and off site every day and how it is powered when static. (There is no power or water available at forest carparks) <i>Please provide photos if you are able.</i></p> | |
| | | <p>20%</p> |
| E4 | <p>Core operating times</p> <p>Tell us the minimum number of days you could commit to being open at the site/s identified in E1a and when. <i>(e.g. April to September weekends and bank holidays 9am to 5pm, October to March public and school holidays 10am to 3pm)</i></p> | |

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| | | 20% |
| E5 | Your experience Provide details of your catering experience and qualifications including relevant examples of your work in the past ten years. Where there are gaps in your levels of professional competence please indicate what these are and explain how you will overcome these shortcomings. | |
| | | 30% |

Part F – Referees

| Weighting: This is a Pass/Fail Section | | |
|---|---|--|
| | <p>Please provide details of two referees from either the public or private sector; these should be relevant to our requirement. The referee should be prepared to speak to the Forestry Commission to confirm your past experience and business track record.</p> <p>Note that where possible referees should not be linked to the FC and that we may contact your referees without telling you again.</p> | |
| F1 | Referee 1 | |
| | Organisation name: | |
| | Contact name, phone number and email | |
| | Brief description (max 150 words) describing your business relationship to this referee. | |
| F1 | Referee 2 | |
| | Organisation name: | |
| | Contact name, phone number and email | |
| | Brief description (max 150 words) describing your business relationship to this referee. | |

Notes

- The contents of this document, and that of any other documentation sent to you by the FC in respect of this process, are provided on the basis that they are and shall remain the property of the FC, must be returned on demand and must be treated as confidential. If you are unable or unwilling to comply with this requirement you are required to destroy this document and all associated documents immediately and not to retain any electronic or paper copies.
- This document is made available in good faith. No warranty is given as to the accuracy or completeness of the information contained in it and any liability for any inaccuracy or incompleteness is therefore expressly disclaimed by the FC, provided that nothing in this document seeks to exclude or limit the liability of any person for fraudulent misrepresentation.
- Nothing in this document shall be taken as constituting an offer, contract (whether implied or otherwise), investment advice or any agreement between the FC and any other party. Nothing in this document or this procurement process is intended to or creates an implied contract between the parties that the FC will review any tender received. Any award of Contract is subject to all requisite FC approvals and the FC being generally able to proceed.
- If there is any change to the Bidder's standing since the EoI which means that (a) information submitted by the bidder at EoI stage is no longer correct, or (b) the bidder's ability to perform the contract materially deteriorates, the bidder shall immediately inform the FC in writing. The FC reserves the right to reconsider the matters considered at EoI stage and to revisit the bidder's pre-qualified status. If there is any change in the information provided by the bidder the bidder shall immediately inform the FC and seek approval in advance for such change. If such approval is not obtained, the FC reserves the right to disqualify the Bidder.
- The FC is subject to the Freedom of Information Act 2000 ("Act") and the Environmental Information Regulations 2004 ("EIR"). As part of the FC's duties under the Act or EIR, it may be required to disclose information concerning the procurement process or the proposed contract(s) to anyone who makes a reasonable request. If the bidder considers that any of the information is commercially sensitive (meaning it could reasonably cause prejudice to the bidder if disclosed to a third party) then it should be clearly marked as "**Not for disclosure to third parties**", together with valid reasons in support of the information as being exempt from disclosure under the Act and the EIR. The FC will endeavour to consult with the bidder and have regard to comments and any objections before it releases any information to a third party under the Act or the EIR, however, the FC shall be entitled to determine in its absolute discretion whether any information is exempt from the Act and/or the EIR or is to be

disclosed in response to a request of information. The FC must make its decision on disclosure in accordance with the provisions of the Act or the EIR and can only withhold information if it is covered by an exemption from disclosure under the Act or the EIR.

- The bidders and their consultants and advisers must not at any time release or make any statements to any third party relating to this process without the prior written consent of the FC, including the FC's consent as to the content of the publicity.

Part G – Declaration

Weighting: This is a Pass/Fail Section

When you have completed the EoI, please ensure that:

You have answered all the questions;

You have **enclosed** all documents requested; and

You have read and signed the declaration below.

I certify that the information supplied regarding the bidder is accurate to the best of my knowledge and that I accept the conditions and undertakings requested in the expression of interest. I understand and accept that false information or a failure to answer all questions fully could result in rejection of the application to be selected to take part in the tender process.

I also understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I also understand that any such action will result in rejection of our application to take part in the tender procedure and empower the FC to cancel any contract currently in force.

I understand and agree that if our tender is successful that the bidder will hold or purchase insurances as required by the questionnaire. I understand and agree that any change in the identity or control of the bidder or the principal relationships within the bidder after the bidder has submitted the expression of interest shall be notified to the FC as soon as possible. The FC reserves the right to disqualify the bidder from the selection and short-listing process in these circumstances or if the bidder becomes ineligible in any other way. I confirm that the bidder has not collaborated with any other bidder.

NB This undertaking is to be signed by a Partner, Director or authorised representative i.e. in their name on behalf of the bidder.

Signed for and on behalf of the bidder:

Signed:

Position/Status in the bidder:

Bidder's name:

Bidder's address:

Date

Appendix 1 – List of Sites

| Site Name and location | Site description and facilities | Visitor numbers (Est. pa) | Business Opportunity |
|--|---|---------------------------|---|
| Kent | | | |
| Birchden Wood Groombridge, Kent Grid Ref:TQ534 360 | 45ha forest with pay and display car park, forest trail, toilet block and small camping area for climbers using nearby Harrisons Rocks. Located off a minor road down a trackway. | 15,000+ | Climbers using nearby Harrisons Rocks and the small camping area are the main customer base between April and October. Local dog walkers visit the site all year round. |
| East Sussex | | | |
| Abbotts Wood Nr Polegate, Sussex Grid Ref:TQ55 5073 | Large pay and display carpark with forest trails, play area, toilet block, barbecues and picnic site. Sign posted off the A22 and A27 Gates are opened every day at 8am. Closing times vary throughout the year as follows: April to August 8pm, September 7pm, October 6pm, November 4pm, December 4pm, January 4pm, February 5pm, March 7pm | 25,000+ | Retired people, families and dog walkers are the main customer base. Busy during the spring and summer. |
| Friston Forest, Litlington Road carpark Signposted from the A259 at Seven Sisters Country Park | Friston Forest provides bike trails and walks. Litlington Road is a large pay and display car park and picnic area with way marked trails and toilet facilities. Gates open at 8am and close around dusk | 18,000+ | Popular with walkers and families. Located in a busy tourist area near Seven Sisters Country Park. |

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| Grid Ref: TQ518 002 | | | |
| Friston Forest, Butchers Hole Carpark Access off the B2105 Grid ref:TV555 995 | Friston Forest provides bike trails and walks. This small pay and display carpark provides access to the eastern edge of Friston up onto the downland grass areas. There are BBQ and picnic facilities. Gates open at 8am and close around dusk | 20,000+ | Popular with bike riders using the trails and horse riders. Located in a busy tourist area near Seven Sisters Country Park. |
| St Leonards Forest, Roost hole carpark Hammerpond Road, Horsham. Grid Ref: TQ208298 | St Leonards Forest provides walks around heathland and broadleaf and coniferous forests. Roost hole is a small free car park | 15,000+ | Popular with dog walkers and families |
| Battle Great Wood carpark Grid Ref: TQ762159 Marley Lane, off the A21 near Battle. | Battle Great Wood provides a small free carpark with beautiful forest walks | 18,000+ | Very popular with dog walkers. Car park is busy most days and the catering unit would need to be small to avoid taking up too much customer space. |
| Footlands Wood Carpark Grid Ref: TQ763204 Along Vine Street (B2089) 3 miles north of Battle | Footlands Wood provides a medium sized free carpark with walks through mixed woodland | 8,000+ | Popular with local people and dog walkers. |
| Thetford Forest Norfolk / Suffolk | | | |
| Lynford Stag car park, Thetford | Large picnic area located within Thetford Forest with free car park, forest trail and | 15,000+ | Currently the site is mainly used by local people and families at the weekend, but it has |

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| Forest, Norfolk Grid Ref: TL815916 | play feature giant stag. Located on the A134. An ice-cream van has a licence to operate between at this site and St Helen's | | the potential to attract custom from the main road. |
| St Helen's Picnic Site, Santon Downham, Suffolk Grid Ref: TL820880 | River side picnic area located within Thetford Forest with a free car park and toilet block. Located off a minor road down a trackway. An ice-cream van has a licence to operate at this site and Lynford Stag. | 15,000+ | Mainly used by local people and families at the weekend. It becomes very busy in the summer due to the riverside location. |
| High Ash car park, Diddlington, Norfolk Grid Ref: TL813967 | Car park with large area of hard standing located within Thetford Forest. Free car park, forest trail and tank memorial to the Desert Rats. Located on the A1065. | 15,000+ | Currently the site is mainly used by local people and families at the weekend, but it has the potential to attract custom from the main road. |
| Lynford Water , Lynford Road, Mundford, Norfolk Grid Ref: TL822942 | Free car park at Lynford Water, adjacent to Lynford Arboretum. These two sites provide walks, tree collection, heritage features and bird spotting. | 30,000 | Bird spotters, walkers and families. Busy most of the year. |
| Kings Forest car park, Bury St Edmund, Suffolk Grid Ref: TL824749 | 2326ha forest with a large free car park located on the B1106. | 8000+ | Currently the site is mainly used by local people and families at the weekend, but it has the potential to attract custom from the main road and sporting events held within the forest. |
| Suffolk Coast | | | |
| Rendlesham Forest car park, Tangham, nr Woodbridge, Suffolk | 1425ha of forest. Popular visitor attraction within a tourist destination area. Facilities on site include a play area, forest cycling trails, nearby camp site, toilet block and pay | 50,000 | Busy site at weekends throughout the year and most days during the spring and summer. Popular with families, cyclists and UFO enthusiasts. |

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| Grid Ref: TM354484 | and display car park which is open daily from 8am closing at dusk. Located off a minor road. | | |
| Bedfordshire | | | |
| Rowney Warren Wood , Sandy Lane, Clophill, Bedfordshire Grid Ref TL120406 | 40ha of forest with a large free car park, walk trails, picnic area and bike park in one half of the forest. The car park is open daily from 8am closing at dusk. Entrance Sandy Lane off the A600. | 20,000 | Customer base is cyclists, families and dog walkers most of the year. |
| Oxfordshire | | | |
| Cowleaze Wood Hill Road, Stokenchurch Grid Ref SU 726959 | Free large car park serving a small woodland and National Nature Reserve | 20,000+ | Forest users are mainly dog walkers and families but the car park also serves visitors to the adjacent National Nature Reserve . |
| Essex | | | |
| Ingrebourne Hill , Rainham Road, Rainham, Essex, RM13 8ST Grid Ref: TQ535 838 | Greenspace with free car park and multiuse paths for walkers, bikes and horses. Also has a mountain bike trail. On the doorstep of a large urban conurbation (Rainham). Good connections to other greenspaces in the area. | 80,000 | Busy all year round, but particularly in the summer. Mainly used by walkers, cyclists and local residents. Local workers often use the car park during lunch time. |
| Pages Wood Hall Lane, Upminster, Essex, RM14 1TT | Community woodland with a free car park, walking trails and bridleways for walking, cycling and horses. Good connections to other greenspaces in the area. Located off | 60,000 | Busy all year round, but particularly in the summer months. Mainly used by dog walkers, runners and families. |

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| | | | |
|--|--|--------|---|
| Grid Ref: TQ562 894 | the A127. | | |
| Cely Woods Warwick Lane, Upminster, Essex, RM13 9EW Grid Ref: TQ560834 | Community woodland with a free car park, walking trails and bridleways for walking, cycling and horses. Good connections to other greenspaces in the area. | 45,000 | Busy all year round, but particularly in the summer months. Mainly used by dog walkers and walkers. |

Appendix 2 - Forestry Commission catering outlets food offer & core requirements

This guidance note gives a consistent direction for the food on offer to, and being purchased by, those visiting FC sites. This note helps food businesses operating on the Forestry Commission estate to consider what it is the Forestry Commission wants from its caterers. This note looks at:

- Defining the food offer
- Developing criteria for requirements and standards
- The food offer and service style.

Defining the food offer

The type, range and choice of food offer is increasingly becoming a factor in the way tourism and visitor attraction sites are judged and is seen as part of the overall visitor “experience”. The FC aims to promote a top quality food offer in line with some of its wider aims for healthy lifestyles and sustainable living and defines its food offer to visitors as:

“The Food we offer is locally distinctive with freshly prepared food that is safe, healthy and most importantly good to eat

We aim to deliver this through menu choices that respond to a whole range of visitors to our woodlands”

Consumers require some degree of confidence that when buying food it is of a good quality, gives them reasonable choice, and of increasing importance, considers the ethical, social, economic and environmental elements in production.

Here we consider what we would like to see in terms of an FC declaration of expectation **“from the farm gate to our dinner plate”** and as well as quality of production.

Requirements of the Food Offer

In meeting the definition the FC need to be able to demonstrate a food offer that:

- 1. Ensures that supply, production and preparation give a locally distinctive food offer.**
- 2. Offers food that is freshly prepared and safe to eat.**
- 3. Promotes healthy and balanced whole food**
- 4. Gives choice and recognises diverse dietary and customer requirements**
- 5. Gives required food availability**
- 6. Meets complimentary service requirements**
- 7. Gives suitable staff support, training and development**
- 8. Demonstrates effective financial management**

Requirements

1. Ensures that supply, production and preparation give a locally distinctive food offer.

Criteria:

- a. Purchase and procurement of food and consumables should be from approved suppliers where possible and noted, ideally those that demonstrate locally sourced; locally produced; Organic; Fair trade; Free Range and sustainably farmed providence.
- b. Local suppliers for fresh meat, wet fish, fruit and vegetables and bread should be used as far as possible.
- c. Menus that are designed around local and seasonal produce and as in those above as far as possible.

Caterers are encouraged to feature locally distinctive dishes and ideally be locally sourced; locally produced; Organic; Fair trade; Free Range and sustainably farmed. This will help to support local businesses and support the Forestry Commissions brand values.

2. Offers food that is freshly prepared and safe to eat.

Criteria:

- a. Food on offer should be prepared in a way that meets health, safety, hygiene and environmental standards and regulations.
- b. All food that is freshly prepared is served at the correct temperature with all preparation protocols followed clearly at all times. Pre-prepared food should be served at correct temperatures.
- c. Menus are designed around freshly prepared produce and meets criteria above as far as possible.

3. Promotes healthy and balanced whole food

Criteria:

- a. Thought should be given to the sourcing of healthy and whole food and where possible and this should be noted.
- b. Menus that demonstrate and give choice for healthy eating options and are designed around health and whole food produce as far as possible.

Promoting healthy eating is a core part of your food offer and you must be able to demonstrate a balanced approach to meeting customer needs and providing healthy eating options. Whilst we will not dictate specific menus, the range and choice on the menu is critical in determining this.

4. Gives choice and recognises diverse dietary and customer requirements in line with the site visitor profile

Criteria:

- a. Meets with a range of customer requirements including vegetarian diets and children.
- b. Takes account of customer requests to meet other more specific diets for example vegan, gluten free, dairy free; wheat free; Halal, Kosher (not inclusive list) and where possible provides a choice or ability to direct to menu options for these. The routine provision of food to meet specific dietary requirements should reflect the user profile of each site but not be limited by this. Note that at the very least staff should be in a position to give an open and informed response to customers.
- c. Menus that are designed around the time of day and seasons to give choice and variety for a range of dietary and customer needs.

5. Gives required food availability

Criteria

- a. The food offer as stated is made available during agreed opening times during Peak and Off peak season
- b. Menu's and food availability may vary but should respond to visitor numbers and needs within the agreed times.
- c. The standards and status of the counter display and food should be constantly checked and monitored to ensure that food appears fresh and appetising at all times.

6. Meets complimentary service requirements

Criteria:

- a. Customers should receive timely, efficient and friendly service for all aspects, including: Waiting for tables; Placing orders; Taking orders; Receipt of orders; Payment request; Queue to payment or order time.
- b. Pre visit information about menus, tariffs and opening times should be available by phone and where possible on business and FC web links.
- c. Menus, tariff display and other customer information should be displayed on site in a suitable and practical location using appropriate media, as agreed
- d. A procedure is in place for customer complaints/comments and this should be acted on, reviewed regularly and made available to FC staff on request
- e. Service charges are voluntary and fully passed on to staff.

7. Gives suitable staff support, training and development

Criteria:

- a. The catering operation shall ensure Catering Staff have appropriate qualifications, competent skills and knowledge to fulfil their job requirements in respect of Food Health; Safety and Hygiene; Health and Safety and customer service requirements as highlighted in these criteria.
- b. Records that demonstrate staff Training achievement and progress will be kept and made available to request to FC staff.

8. Demonstrates effective financial management

Criteria:

- a. Ensure systems, procedures and guidance are in place to monitor financial performance as per the agreement and any specified monitoring required.
- b. Transparent cash handling policies should be in place, for example all customers are issued with an itemised receipt.
- c. Opportunity for non-cash payment (i.e. Debit/Credit Card) should be available.

Overall model for our food offer: Mobile Catering Unit

The food offer should reflect not only the type and location of outlet on offer, but also the unique and diverse range of visitors to a site and any specific activities taking place. E.g. sculpture, Go Ape! adventure, cycling.

The following gives an indication of FC expectations in terms of service and food style, branding and type of agreement required for delivery for a mobile catering unit licence at the sites listed in Appendix 1.

| Type and Location | Food style | Service style | Brand | Agreement |
|--|---|---|--|--|
| <p>Seasonal Catering</p> <p>Car parks with limited infrastructure.</p> <p>Normally one to four serving stations per unit.</p> | <ul style="list-style-type: none"> ○ Ice cream – ideally from a quality regional supplier ○ Soft drinks ideally low sugar content and water, fizzy drinks limited to two brands. Tea and coffee ideally including a range of premium coffee’s such as latte, cappuccino. ○ Four or more sandwiches prepared on site or pre-packed including at least one vegetarian option. Quality beef burgers or sausages cooked on site. A choice of white or wholemeal bread products ○ Noodle, pasta or baked potato bar offering at least two products including a vegetarian option ○ Crepe or pancake bars offering at least 2 sweet and/or savoury options <p>DEEP FRIED FOOD IS DISCOURAGED</p> | <p>Pre-packed food and food served direct to customers in disposable packaging. Served from mobile unit counter.</p> <p>Food outlet may provide limited seating in agreement with local management but this must be wood based furniture. NO plastic garden furniture to be used.</p> | <p>Catering vans may be used but these must be modern and well maintained.</p> <p>Where possible a temporary wooden structure could be used for the catering unit.</p> <p>Signage will only be permitted in the immediate area around the site.</p> <p>No roadside signage or directional signs within the car park that do not meet FC design criteria.</p> <p>The caterer will be responsible for providing bins and ensuring that no catering waste is left on the site</p> | <p>1 to 3 year license with an expected return of at least 10% of turnover although in practical terms a fixed up front rent may be more appropriate.</p> <p>This will be a seasonal operation opening hours will be agreed on a site by site basis and should be stipulated in the agreement.</p> |

