

CHAPTER 1 - CATERING, RETAIL AND LEISURE CONCEPT

0101. **Introduction.** Catering, Retail and Leisure / Pay As You Dine (CRL/PAYD) concept introduces the most significant change in non-operational food service provision since the introduction of the Daily Food Charge (DFC) and the Daily Messing Rate (DMR) in 1971.

0102. **Background.** The initial PAYD project ran until 2005 before becoming being re-named as CRL/PAYD. During the trial period guidelines known as the Jackson 5, after General Sir Mike Jackson as Chief of the General Staff, were issued and are listed below:

- a. Payment in arrears.
- b. There should be an ability to link to pay.
- c. Same choice of food as at present.
- d. Cost of Core Meal must match the prevailing Daily Food Charge.
- e. Core Catering Manpower (CCM) must be protected.

The trial identified that some of the initial guidelines were not achievable and as a result a Policy Intent Statement was issued by the Service Personnel Board detailing the future conditions.

0103. **CRL/PAYD Aim and Vision.** The aim of the CRL/PAYD is to “enhance the moral component of fighting power”. This is achieved through greater satisfaction with life in the Armed Forces by making qualitative enhancements to the way catering, retail and leisure services are provided and by requiring individuals to only pay for what they consume. The CRL/PAYD vision is for a modern and integrated catering, retail and leisure provision that better meets the lifestyle of today’s Servicemen and women and delivers value for money.

0104. **Policy Intent Statement.** The Service Personnel Board issued a policy statement in Jul 2005 that approved the ending of the food charge as CRL/PAYD was implemented across the three Services. The statement also included conditions with the key ones listed below:

- a. Core Catering Manpower, with the exception of certain management posts, are to be employed alongside the commercial partner’s staff on duties appropriate to their rank and experience.
- b. A core menu is to be retained.
- c. The 3 mess system is to be retained.

FACTORS AFFECTING CRL/PAYD

0105. **Core Meal.** The overarching principles for the provision of the Core Meal(s) are:

- a. Delivering a minimum of 3300 calories over 3 meals (breakfast, lunch & dinner).
- b. Cost to match the prevailing Daily Food Charge.
- c. Ensuring that the catering skills required by the CCM/CMM to deliver operational feeding are maintained by replicating similar meals to that produced on operations, in that meals are produced from first principles rather than reheating processed meals.

- d. Accommodating ethnic and vegetarian diversities.
- e. Demonstrating a duty of care by providing a nutritionally balanced diet.
- f. No service person is to be turned away from the hotplate/servery through lack of funds, but is to be offered a Core Meal against the principle of financial recovery.
- g. Simplification of the Nutritional message.
- h. Simplifying provisioning for meals for Phase 1 Trainees and Duty Personnel.

0106. **Single Living Accommodation Module (SLAM).** The introduction of CRL and other authority projects such as SLAM have made a significant difference in the way personnel cater for themselves. Many living-in personnel prefer to utilise kitchenette facilities in SLAM accommodation on a self-help basis rather than take meals in the dining room. Consequently, sales of retail and cook chill offers through shops and other outlets may increase.

0107. **Armed Forces Pay Review Body (AFPRB).** The Armed Forces Pay Review Body provides independent advice to the Prime Minister and the Secretary of State for Defence on the remuneration and changes for members of the Royal Navy, Army and Royal Air Force of the Crown. Its primary role in the context of CRL is that it sets the DFC and to aid with their deliberations, Defence Food Services provide a submission containing recommendations on the rate that should be set. The submission is based upon the food costs of provisioning the menu plan detailed in Chap 6 of this publication.

0108. **CRL Terminology.** A glossary of new terminology and definitions is detailed on pages XV to XV11 to this publication.

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