



Best Performing Catering Service

Vicky Lamb, Service Manager



Overview

- Provide a service in 69 schools across the borough (67 primary schools & 2 comprehensives)
- 350 staff
- 64% of all primary school pupils took a school meal in 2022/23
- We served over 2.26m meals (Av. 12,070 meals each day)
- 1.67m Primary meals or av. 8,922 mpd
- Turnover £6.33m
- Workforce £3.25m
- Food £2.0m

Daily Challenges

- Expectations of Schools and parents
- Medical and Alternative Diets
- Recruitment and Retention
- Sickness
- Training
- Food costs and availability

Delivering a best performing service

- Great dedicated team
- Marketing and Branding
- Theme Days
- Consultation
- Parental engagement
- Cypad – Kitchen Manager and Meal Selection
- Food Safety
- Auditor
- Social Media
- Unit Manager Conference
- Menu Development
- Structured Choice
- Staff Management

Marketing & Branding

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Gateshead Council

School menu

HOW TO CONTACT US:
 Telephone: 0191 433 5522
 Email: schoolcatering@gateshead.gov.uk
 Website: www.gateshead.gov.uk

WEEK 1 MEAT FREE MONDAY

	Monday	Tuesday	Wednesday	Thursday	Friday
1ST CHOICE	Cheese & tomato round pasta, peas, baked beans, or mixed salad	Sausages, mashed potato, onion veg & gravy	Roast chicken Yorkshire pudding, yeast potatoes, carrot, cauliflower & gravy	Pork meatballs, homemade onion wedges, sweetcorn & chickpea tortilla sauce & gravy	Spaghetti, chips & peas
2ND CHOICE		Veggie sausage, mashed potato, onion veg & gravy	Chicken tikka, Yorkshire pudding, roast potatoes, broccoli, carrots & gravy	Veggie meatballs, homemade wedges, sweetcorn & chickpea tortilla sauce & gravy	Veggie bake, chips & peas
JACKET POTATO	Tuna mayo with mixed salad	Baked beans with mixed salad	Cheese with mashed potato	Tuna mayo with mixed salad	Cheese baked beans & salad
DELICIOUS	Cheese roll with pasta & salad	Tuna mayo wrap with mixed & vegetable sticks	Ham sandwich with roast potatoes & salad	Cheese wrap with homemade potato wedges & veg & chickpea sticks	Egg mayo roll with chips & salad
DESSERT	Cheese roll with pasta & salad	Fruit & fruit	Fruit smoothie & fruit	Pancake with banana & coffee sauce	Cook's choice homemade biscuit

WEEK 2 MEAT FREE MONDAY

	Monday	Tuesday	Wednesday	Thursday	Friday
1ST CHOICE	Falafel chips, peas, baked beans, or mixed salad	Mince & potato, mixed potato, onion veg & gravy	Garlic chicken, roast potatoes, cauliflower, carrot & gravy	Chicken dolly, onion, mixed peas, sweetcorn & rice	Fish & chips, potato wedges & peas
2ND CHOICE		Cheese & potato party, mixed potato, onion veg & gravy	Onion & roast potatoes, & mixed salad	Veggie dolly, courgette, onion, sweetcorn	Waffle fingers, sweetcorn & peas
JACKET POTATO	Tuna mayo with mixed salad	Baked beans with mixed salad	Cheese with rice & salad	Tuna mayo with mixed salad	Cheese baked beans & salad
DELICIOUS	Cheese roll with pasta & salad	Ham wrap with pasta & vegetable sticks	Tuna mayo sandwich with roast potatoes & salad	Cheese wrap with pasta & vegetable sticks	Egg mayo roll with potato wedges & salad
DESSERT	Waffle & fruit	Hot cream roll with fruit	School Cake & custard	Cook's choice homemade biscuit	Muffin

WEEK 3 MEAT FREE MONDAY

	Monday	Tuesday	Wednesday	Thursday	Friday
1ST CHOICE	Flat bread pasta, peas, baked beans, or mixed salad	Beef burger in a bun, potato wedges, sweetcorn or mixed salad	Sausage mince with onion wedges, sweetcorn & chickpea tortilla sauce & gravy	Chicken wrap, sweetcorn & garlic mayo	Fish & chips, potato wedges & peas
2ND CHOICE		Veggie burger in a bun, potato wedges, sweetcorn or mixed salad	Chicken mince with onion wedges, sweetcorn & chickpea tortilla sauce & gravy	Veggie wrap, sweetcorn & garlic mayo	Veggie bake, sweetcorn & peas
JACKET POTATO	Tuna mayo with mixed salad	Baked beans with mixed salad	Cheese with mixed salad	Tuna mayo with mixed salad	Cheese baked beans with mixed salad
DELICIOUS	Cheese roll with pasta & salad	Tuna mayo wrap with potato wedges & vegetable sticks	Ham sandwich with mixed salad	Cheese wrap with onion & potato & vegetable sticks	Egg mayo roll with sweetcorn & potato & salad
DESSERT	Cheese & potato with onion wedge	School Cake & custard	Fruit & ice cream	Cook's choice homemade biscuit	Muffin

GATESHEAD SCHOOL CATERING

THE 14 ALLERGENS

Lupin

Cereals containing Gluten

Sulphur Dioxide

Soya

Mustard

Celery

Nuts

Milk

Sesame

Fish

Shellfish

Peanuts

Eggs

Molluscs

Please ask a member of the Catering Team for more information or guidance if you have a food allergy or intolerance

Gateshead Council

Theme Days

Autumn Term Theme Menu

September	Celebratory return to school Week	<p>Sample Menu: Crispy chicken fillet burger, curly fries, BBQ sauce, sweetcorn and coleslaw</p> <p>Quorn bites, curly fries, coleslaw and sweetcorn</p> <p>Ice cream and brownie</p>
October	National Curry Week	<p>Sample Menu: Butter chicken curry, rice, onion bhajis, mini samosa and naan bread</p> <p>Veggie curry, rice, onion bhajis, mini vegetable samosa and naan bread</p> <p>Doughnuts dipped in cardamon syrup or cardamon and fruit jelly</p>
November	National School Meals Week	<p>Sample Menu: Cumberland sausage ring in Yorkshire pudding, stuffing, roasted potatoes, gravy and vegetable medley</p> <p>Cheese and sweet potato sausage roll, roasted potatoes, peas and gravy</p> <p>Fruit crumble, vanilla custard or ice cream</p>
December	Christmas Dinner Day	<p>Sample Menu: Roasted turkey, chipolatas, gravy and trimmings</p> <p>Cheese and tomato tart with roasted potatoes and mixed vegetables</p> <p>Festive biscuits and cupcakes</p>

SPRING TERM THEME MENU

January	Veganuary	<p>Sample Menu Plant based nuggets flat bread, tomato bean stew and crispy potato wedges</p> <p>Tomato and vegan pieces pasta bake, garlic bread and salad</p> <p>Ginger snap biscuits or fruit</p>
February	Chinese New Year	<p>Sample Menu: Chinese chicken curry, crispy sweet chilli chicken balls, rice and prawn crackers</p> <p>Chow mein noodles (V)</p> <p>Mango, toffee and banana muffins</p>
March	World Book Day	<p>Sample Menu: Witches Cauldron Pizza with Bookworm Bites, Wizards Wedges, Jack's Bean and Pen License Peas</p> <p>Giant Fruit Crumble, Eat Me Custard or The Very Hungry Caterpillar Biscuit</p>
April	Easter	<p>Sample Menu: Shepherd's pie (lamb), spring peas and green beans</p> <p>Leek and potato puff pastry pie, roasted potatoes and vegetables</p> <p>Easter fruit cupcakes or chocolate crispy cakes</p>

SUMMER TERM THEME MENU

May	British Sandwich Week	<p>Sample Menu Steak and cheese sandwich, fries, crudities and slaw</p> <p>Cheese and onion baked toastie, fries, crudities and slaw</p> <p>Jammy dodgers and fruit</p>
June	National Picnic Week	<p>Sample Menu Finger sandwiches, sausage or cheese roll, pizza finger, crisps and crudities</p> <p>Blueberry muffins</p>
July	End of Year Celebration Meal -Class of 24'	<p>Sample Menu Beef or chicken fillet stack, cheese, onion rings, shoestring fries, slaw or sweetcorn</p> <p>Toppings: cheese, crispy bacon and gherkins</p> <p>Quorn burgers available for vegetarian (V)</p> <p>Ice cream cones</p>

Theme Days



HAPPY HALLOWEEN

MUMMY IN A TOMB SERVED WITH WITCHES FINGERS, BUBBLING CAULDRON OR GREEN EYES.

(HOTDOG IN A FINGER ROLL SERVED WITH SKINNY FRIES, BAKED BEANS OR PEAS)

PUMPKIN COOKIES

DATE:

NATIONAL CURRY WEEK 2023

Chicken Korma served with pea pilau rice, naan bread & mini onion bhaji or veggie samosa

Mini sugar donut rings & chocolate sauce

Date:



Theme Days

WINTER WONDERLAND
12TH DECEMBER, 2023

CURRYWURST
(FRANKFURTER IN A FINGER BUN WITH SKINNY FRIES, KETCHUP & MAYONNAISE)

MINI CORN ON THE COB

ICED GINGERBREAD CHRISTMAS TREE
SMALL BOTTLE OF WATER



**FUN THEME
MENU**

**MINI CHICKEN FILLET BUN
SKINNY FRIES
MINI CORN ON THE COB**

COOKS FAVOURITE DESSERT

DATE: 18TH JANUARY 2024



Theme Days



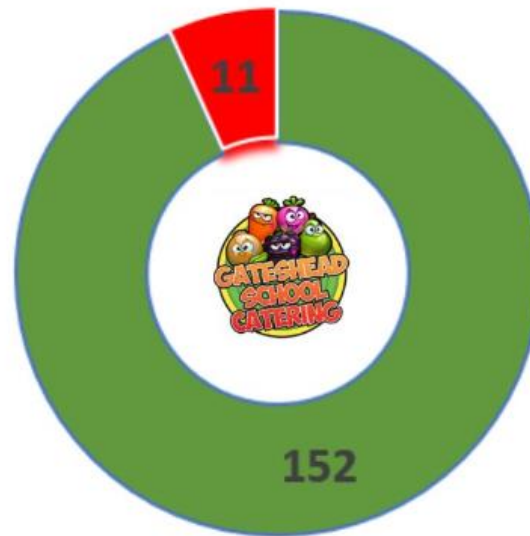
Theme Days



Consultation



The children loved the interaction of the Rate your Lunch box



163 Children

■ Yes

■ No

Parental Engagement

Gateshead School Catering
PARENT & PUPIL SURVEY

PARENT SURVEY QUESTIONS - GATESHEAD SCHOOL CATERING

Dear Parent / Guardian,
 It's important to hear your views on the catering service in your school. Please help us by completing this survey and returning it to the school. There are two sections; one for adults and one for children. I look forward to hearing your views!

Helena Lyle
 School Catering Manager, Facilities Management, Communities and Environment
 Please return completed surveys to the school.

- Does your child currently stay for school lunch? (please tick your answers)
 Yes No
 If no, please give reason _____
- Why does your child stay for school meals?
 I like my child to have a hot meal My child likes school meals
 They are nutritious meals My child likes to eat with friends
 Other _____
- Are you happy with the new school menu?
 Yes No
 Please use this space to provide more information _____
- How would you rate the choice and quality of school meals?
 Very good Good Average Poor Very Poor
- What do you like most about the menus?

- What do you like least about the menus?

- What menu items would you like to see more or less of?

More	Less
_____	_____
- How do you rate the standard of the marketing materials e.g. menu leaflets and posters?
 Very good Good Average Poor Very Poor
- Do you think we offer good value for money?
 Yes No
 If no, please provide some more information below.

- Any other comments?

PUPIL SURVEY QUESTIONS - GATESHEAD SCHOOL CATERING

- Which school do you attend? _____
- What do you think of your school meals? (please tick your answer)

Excellent	Very Good	Good	Ok	Poor	Very Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- What is your favourite school meal?

Favourite dinner	Favourite pudding
_____	_____
- What is your least favourite school meal?

Least favourite dinner	Least favourite pudding
_____	_____
- Is there something you enjoy on the menu every day?

- How often do you get your first choice? (please tick your answer)

Everyday	Most days	Every other day	Sometimes	Rarely	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this survey.

Delivering a best performing service

- Cypad – Kitchen Manager and Meal Selection
- Food Safety
- Auditor
- Social Media
- Unit Manager Conference
- Menu Development
- Structured Choice
- Staff Management

Future Challenges

- Contract retention
- Food Supply Chain
- Staffing
- Medical and Alternative Diets

Future Developments

- Investment in staff
- Succession planning
- Targeting the Schools with a low FSM uptake
- Menu development
- Continuing to raise the profile of the service



Thank You

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