



# Performance & Service Improvement



Michael Lamb – Service Manager

# There is no Secret Formula.....





## New Structure

Now part of new service “Trading & Commercialisation”. The Council is looking to prioritise areas of income generation and growth.

The FM Solutions part of the service includes:

- Building Cleaning & Caretaking Services
- School Catering
- Civic Catering
- Facilities Management
- Building Maintenance
- Security – 24/7 key holding
- Supporting Independence Service



# School Catering



## From field to fork

Our award winning school meals service provides over 11,000 meals a day that:

- offer the perfect balance of essential nutrients
- exceed national standards
- make full use of seasonal and local produce



- Provide a service in 71 sites across the borough (68 primary schools & 3 comprehensives) + 1 contract in Sedgefield, County Durham
- 350 staff
- 68.0% of primary school pupils took a school meal in 2016/17
- We served over 2.3m meals last year
- Market becoming increasingly competitive
- Lost 3 Comprehensives & 4 primary schools in recent years to the private sector



# Building Cleaning



Professional Cleaning Service to a wide variety of customers including:

- 65 Gateshead Schools/Academies
- Gateshead Council buildings (All public buildings and day centres, business centres, offices, depots)
- Baltic Centre for Contemporary Arts, The Gateshead Housing Company
- Derwentside Homes, Prince Bishop Homes, Charitable Organisations, Private Accountants
- 526 employees - 168 FTE's
- 95% of the workforce are Gateshead residents
- 88.5% of the employees are female
- Over 250 contracts

# The Private Sector / Competition



- Competition is ultimately good it stops us being complacent
- Not always fair!
- We need to think about how we compete – what separates our services from theirs?
- How can we protect our business?
- Make it difficult for schools to move



THE BITTERNESS OF POOR QUALITY  
REMAINS LONG AFTER THE SWEETNESS  
OF LOW PRICE IS FORGOTTEN.



THERE IS ALWAYS SOMEONE...



... WHO WILL DO IT CHEAPER!



# Perceptions





















You don't build a business –  
you build people – and then  
people build the business.

Zig Ziglar

 quote fancy

# Training

- Level 2 – 4 Food Safety
- Level 2 Health & Safety
- BICS
- Level 2 Customer Services
- Level 2 in Cleaning & Support Services
- Level 2 Healthier Foods & Special Diets
- Safeguarding



# Unit Managers Conference





“What if, and I know this sounds kooky, we communicated with the employees.”



# Development Chef



- Appointed in March 2016
- New perspective
- New ideas
- New knowledge
- Question everything we do
- Improve craft skills of staff
- Menu Planning
- Recipe Book
- Standardisation
- Salad Bar
- Ways of working



# Marketing/Branding

Gateshead Council

# Weekly Menus

SEPTEMBER 2016 - JULY 2017

GATESHEAD SCHOOL CATERING

Gateshead Council

# The 14 key allergens

Lupin

Cornals Containing Gluten

Soya

Mustard

Celery

Nuts

Sulphur Dioxide

Fish

Shellfish

Peanuts

Milk

Sesame

Eggs

Molluscs

Never share food, always wash your hands after you eat...  
...take food allergies seriously!!

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

GATESHEAD SCHOOL CATERING

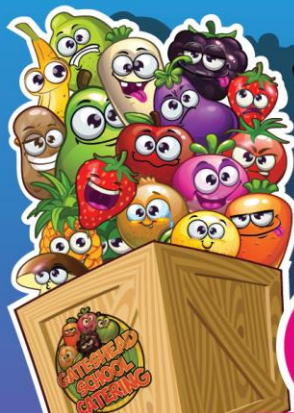
## Let's make lunchtime enjoyable for everyone

1. Always wash your hands before eating
2. Be polite to all of the catering staff
3. Sit properly on your chair
4. Remember your manners (Please, thank you etc.)
5. Use your knife and fork carefully
6. Do not throw your food
7. Do not talk with your mouth full
8. Put your hand up if you have a problem
9. Tidy up your mess when you have finished
10. Clear your plate before leaving the dinner table

Gateshead Council







# Weekly Menus

SEPTEMBER 2017 - JULY 2018



WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>1ST CHOICE</b>	Curried lamb skewers served with steamed new potatoes, seasonal vegetables & gravy	Lasagne with garlic dough balls, salad or steamed vegetables	Warm beef & homemade baps with potato wedges, baked beans & broccoli	Roasted chicken breast with Yorkshire pudding, mixed vegetables, gravy & potatoes	Harry Ramsden's crispie sidon fillets with chips, peas & lemon
<b>2ND CHOICE</b>	Beans & cheese tortilla parcels (quesadillas) with potato, potatoes & salad	Free range egg omelette with vegetable & new potatoes	Quorn korma with steamed vegetables, curry potato wedges & mini rusk bread	Cauliflower cheese pasta bake with garlic bread & seasonal vegetables	Warm tomato, basil & mozzarella soft wraps with chips & salad
<b>3RD CHOICE JACKET POTATO OR DELI OPTIONS</b>	Freshly baked golden JACKET POTATO with choice of fillings	<b>DELI CHOICE</b> Selection of either bread or wraps with choice of fillings	Freshly baked golden JACKET POTATO with choice of fillings	<b>DELI CHOICE</b> Selection of either bread or wraps with choice of fillings	Freshly baked golden JACKET POTATO with choice of fillings
<b>DESSERT</b>	Pineapple, coconut & lime flapjacks	Carrot & mango muffins	Fruit salad in strawberry jelly	Yoghurt & home-made granola pots	Toffee cake

WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>1ST CHOICE</b>	Tuna pasta bake with mixed vegetables & garlic bread	Roast pork with apple sauce, Yorkshire pudding, roast potatoes, & seasonal vegetables	Beef meatballs in tomato sauce with wholegrain penne pasta, sweet corn & green beans	Yoghurt marinated chicken breast pieces with mild curry sauce, vegetable rice	Buttered cod fillets with chips & choice of peas or mushy peas & lemon wedge
<b>2ND CHOICE</b>	Pizza slices with potato wedges, roasted carrots & sweetcorn	Vegetarian rice bake jambalaya with Quorn chunks	Egg, leek & potato pie with seasonal vegetables	Sweet potato vegetable sausage roll with steamed vegetables & new potatoes	Cheese & broccoli guideau with peas & chips
<b>3RD CHOICE JACKET POTATO OR DELI OPTIONS</b>	Freshly baked golden JACKET POTATO with choice of fillings	<b>DELI CHOICE</b> Selection of either bread or wraps with choice of fillings	Freshly baked golden JACKET POTATO with choice of fillings	<b>DELI CHOICE</b> Selection of either bread or wraps with choice of fillings	Freshly baked golden JACKET POTATO with choice of fillings
<b>DESSERT</b>	Lemon drizzle cake	Jammy Biscuits with oats	Carrotbrownie	Ice cream & fruit	Fruity Tray Bake with custard

WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>1ST CHOICE</b>	Cheese & ham pizza with potato, mixed vegetable or salad	Chicken & sweetcorn pie with steamed new potatoes, cabbage & roasted carrots	Mince beef tottler with cheddar & herb dumplings, roast potatoes, cruffed swede carrots & steamed cauliflower	Sweet chill chicken fillets with steamed rice, sweetcorn & tomato salsa with broccoli	Onions & Birds Eye Fish Fillets, chips, mixed peas & lemon mayo
<b>2ND CHOICE</b>	Vegetarian Shepherd's pie with lentils, served with mixed vegetables	Spaghetti & vegetable ratatouille with dough balls	Comboy bean bap with seasonal vegetables, roast potatoes & vegetable medley	Vegetable tojast with potato wedges and salsa	Vegetable chow mein with egg noodles
<b>3RD CHOICE JACKET POTATO OR DELI OPTIONS</b>	Freshly baked golden JACKET POTATO with choice of fillings	<b>DELI CHOICE</b> Selection of either bread or wraps with choice of fillings	Freshly baked golden JACKET POTATO with choice of fillings	<b>DELI CHOICE</b> Selection of either bread or wraps with choice of fillings	Freshly baked golden JACKET POTATO with choice of fillings
<b>DESSERT</b>	Banana & dates muffins	Coconut & lime rice pudding with peaches	Ice cream & fruit	Apple & pear crumble with custard	Peach & jam puff pastry sweet with fruit salad

**ADDITIONAL DESSERTS:** Options available daily to choose from: raisins, fruit salads, fresh fruits, yoghurts, cheese & crackers.

**SALAD BAR:** Your choice 5-a-day top up station - Freshly prepared salad bar items such as cucumber sticks, mixed pepper sticks, tomatoes, sweetcorn, lettuce, beetroot, potato or pasta salads, hummus, cous-cous, etc. (minimum 5 items available daily)

Telephone: 0191 433 7333  
Email: [schoolcatering@gateshead.gov.uk](mailto:schoolcatering@gateshead.gov.uk)  
Website: [www.gateshead.gov.uk](http://www.gateshead.gov.uk)



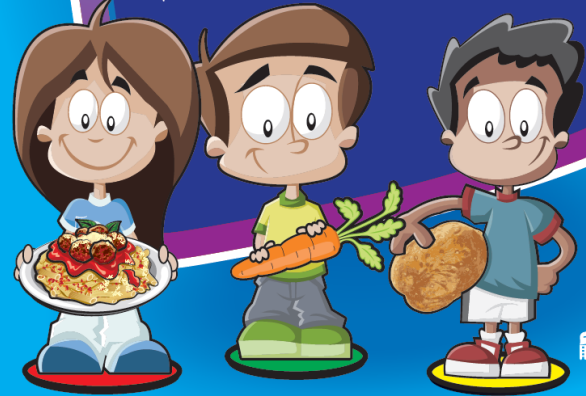
## Which meal will you Choose?

Choose which meal you would like from the options below

- option Meal choice
- Red Hot Meal
- Green Vegetarian option
- Yellow Jacket Potato with topping and side salad

What you need to do:

1. Choose your meal each morning and collect your coloured wristband.
2. At lunchtime hand in your wristband and collect your lunch.





# ST JOSEPH'S SCHOOL KITCHEN



HEALTHY FOOD  
BUILDS GREAT BRAINS!









**the HUB**  
Your FOOD - Your CHOICE

great new promotions  
available everyday

15th April - 3rd May  
**Pasta King**  
£1.70  
Saving you 30p

6th May - 24th May  
**Curry, Rice & Naan**  
£1.70  
Saving you 30p

3rd June - 28th June  
**Jacket, Filling & Salad**  
£1.60  
Saving you 20p

1st July - 19th July  
**Southern Style Chicken Sandwich**  
and 330ml Radnor Hills Water  
£2.35  
Saving you 30p





# CHRISTMAS TREE MAZE



## CHRISTMAS WORDSEARCH

A	T	V	P	K	T	R	E	O	O	O
H	C	H	R	I	S	T	M	A	S	
O	P	J	E	O	K	S	R	X	K	
X	U	D	S	A	N	T	A	N	J	
J	D	X	O	V	Y	A	I	U	O	
S	D	B	N	O	D	R	O	W	B	
C	I	S	T	O	C	K	I	N	O	
J	N	O	S	H	E	R	R	Y	X	
M	O	D	N	K	O	O	Z	D	A	
D	P	S	L	E	I	G	H	K	M	

See if you can FIND THEM ALL!

# Joke!

- WHAT SORT OF BALL DOESN'T BOUNCE?  
A SNOWBALL!
- WHAT DO SNOWMEN WEAR ON THEIR HEADS?  
ICE CAPS!
- WHAT DO THE REINDEER SING TO FATHER CHRISTMAS ON HIS BIRTHDAY?  
FREEZE A JOLLY GOOD FELLOW!
- WHY DOES FATHER CHRISTMAS LIKE TO WORK IN THE GARDEN?  
BECAUSE HE LIKES TO HOE, HOE, HOE!
- WHAT DO YOU GET IF CROSS A SNOWMAN AND A SHARK?  
FROST BITE!

# Merry Christmas

Gateshead Council



## COLOUR IN YOUR OWN CHRISTMAS DECORATION

## SPOT THE 10 DIFFERENCE



COMPLETE THE WORD SEARCH USING THE WORDS BELOW

B	A	T	V	E	P	W	Z	O	M
R	G	Z	A	G	B	I	H	F	O
O	B	H	E	M	X	T	L	G	N
O	D	C	O	C	B	C	J	E	S
M	F	A	Z	S	A	H	O	L	T
S	K	E	L	E	T	O	N	N	E
T	M	D	K	O	K	I	H	T	R
I	P	P	U	M	P	K	I	N	V
C	H	A	L	L	O	W	E	E	N
K	E	V	A	M	P	I	R	E	Q

# HALLOWEEN

THERE ARE NINE SCARY WORDS TO FIND  
SEE IF YOU CAN FIND THEM ALL!

ESCAPE THE SPIDERS WEB!



WHAT PROBLEM DO YOU GET WITH TWIN WITCHES?  
YOU CAN'T TELL WHICH WITCH IS WHICH!



COLOUR IN OUR FRIENDLY GHOST



**JOKE!**  
WHAT POSITION DOES A GHOST PLAY IN FOOTBALL?... **GHOSTIE!**

WHAT MONSTER PLAYS TRICKS ON HALLOWEEN?...  
...**PRANK-ENSTEIN!**

HOW DO YOU MAKE A SKELETON LAUGH?...  
YOU TICKLE HIS FUNNY BONE!



HOW MANY BATS THRU THE WINDOW?



# Stickers







# Theme Days

 Gateshead Council

# 90<sup>th</sup> Happy Birthday!

**TRADITIONAL GREAT BRITISH ROAST DINNER**


SLICED ROAST BEEF  
YORKSHIRE PUDDINGS  
CREAMED & ROAST POTATOES  
CARROTS & PEAS  
SERVED WITH GRAVY

STEAMED CHOCOLATE SPONGE  
SERVED WITH CUSTARD  
OR  
HOMEMADE UNION JACK COOKIE

ORANGE OR BLACKCURRANT JUICE

(VEGETARIAN OPTION AVAILABLE  
ON REQUEST)





 Brandling Primary

# Olympic Lunch

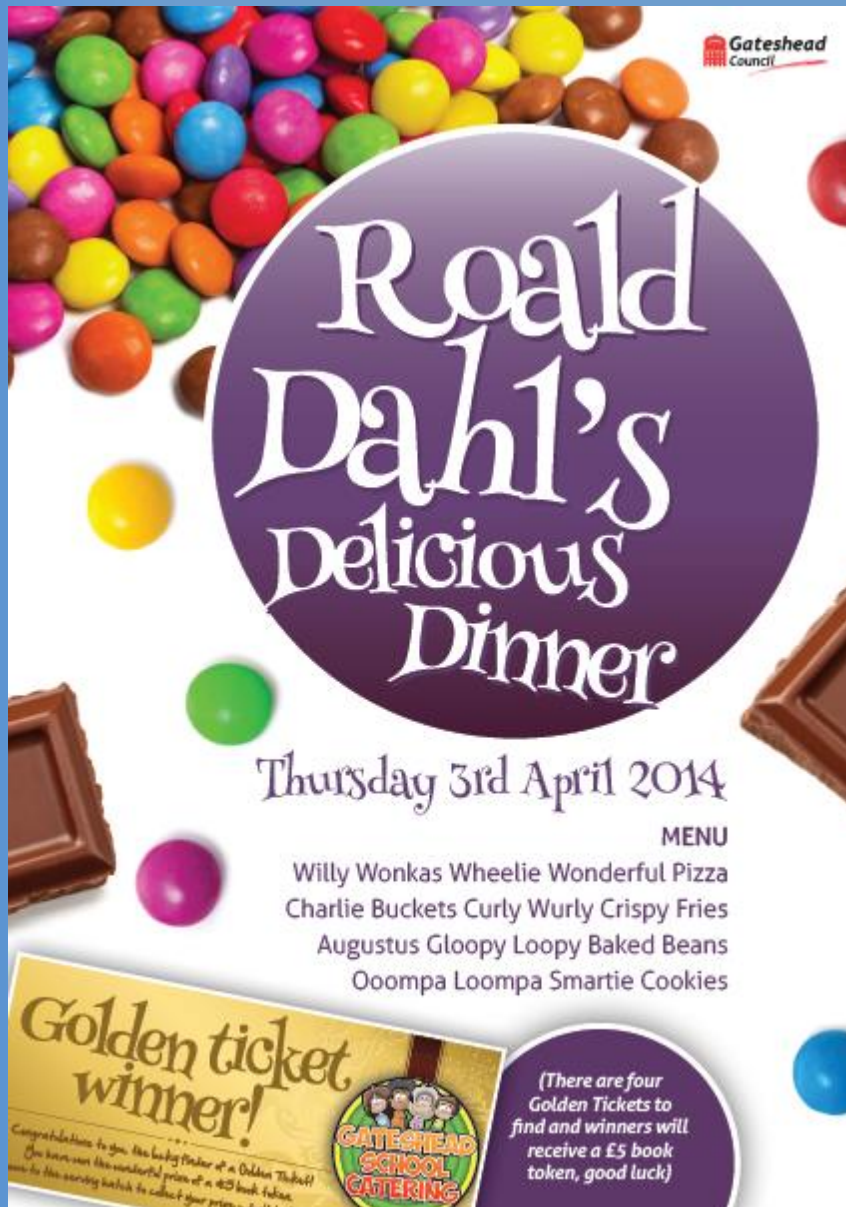
**Wednesday 15 June 2016**

Bronze Medal Pizza (Pepperoni)  
Olympic Torch (Chips in a Cone)  
Golden Batons (Mini Corn on Cob)  
followed by  
Olympic Medal Biscuit or Triathlon of Fruit





# Theme Days



**Gateshead Council**

## Roald Dahl's Delicious Dinner

Thursday 3rd April 2014

**MENU**

- Willy Wonkas Wheelie Wonderful Pizza
- Charlie Buckets Curly Wurly Crispy Fries
- Augustus Gloopy Loopy Baked Beans
- Oompa Loompa Smartie Cookies

**Golden ticket winner!**

Comratulations to you, the lucky finder of a Golden Ticket!  
You have won the wonderful prize of a £5 book token  
use to the nearby bookshop to collect your prize - Well!

**GATESHEAD SCHOOL CATERING**

(There are four Golden Tickets to find and winners will receive a £5 book token, good luck)



## SOUTH STREET SCHOOL

# SPOOKTACULAR LUNCH

**TUESDAY 31ST OCTOBER**

**MUMMY DOGS,  
SPIDER WEBS (POTATOES)  
AND BAKED BRAINS (BEANS)**

**FOLLOWED BY GOOEY EYE SCREAM  
(ICE CREAM)**

**GATESHEAD SCHOOL CATERING**

**Gateshead Council**



# Theme Days

**BRANDLING**  
PRIMARY School

**A PROPER  
GEORDIE DINNER!**

Menu:  
GEORDIE BANGERS  
MASHED TATTIE  
PEAS & GRAVY  
JAMMY DONUT

Wednesday  
12 October  
2016

NEWCASTLE UNITED

GATESHEAD  
SCHOOL  
CATERING

Gateshead  
Council

KINGSMEADOW COMPREHENSIVE  
THURSDAY 12TH OCTOBER

de national

**FESTA**

**Taste of Spain!**

PAELLA

TORTILLA DE PATATAS... SPANISH OMELETTE

PISTO... SPANISH RATATOUILLE

MANTECADOS... SPANISH CRUMBLE CAKES

the HUB  
Your Food. Your Choice.

Gateshead  
Council







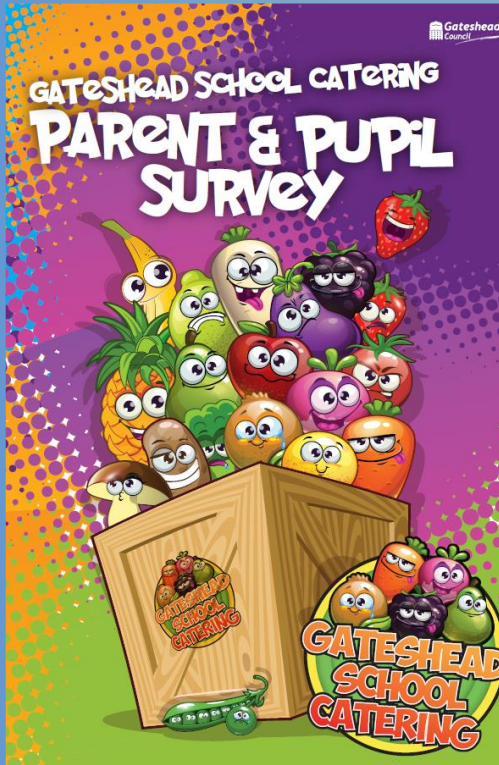
90<sup>th</sup> Happy Birthday!  
TRADITIONAL GREAT BRITISH ROAST DINNER








# Consultation



**GATESHEAD SCHOOL CATERING**  
**PARENT & PUPIL SURVEY**

**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!





**MICHAEL LAW**  
School Catering Manager, Facilities Management, Communities and Environment


**Please return completed surveys to the school.**

**PARENT SURVEY QUESTIONS - GATESHEAD SCHOOL CATERING**

- 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
- 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

**Thank you for completing this survey.**





# Consultation



# Consultation

Gateshead School Catering

## Customer Satisfaction Card

SCHOOL

TERM	DATES	CUSTOMER SERVICE	FOOD QUALITY	FOOD PRESENTATION	OVERALL
AUTUMN TERM	4 - Sept - 17	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
	to	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
	20 - Oct - 17	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
		<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory
		<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor
	30 - Oct - 17	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
	to	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
	22 - Dec - 17	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
		<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory
		<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor
SPRING TERM	8 - Jan - 18	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
	to	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
	9 - Feb - 18	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
		<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory
		<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor
	19 - Feb - 18	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
	to	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
	29 - March - 18	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
		<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory
		<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor
SUMMER TERM	16 - April - 18	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
	to	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
	25 - May - 18	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
		<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory
		<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor
	4 - June - 18	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
	to	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
	20 - July - 18	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
		<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Satisfactory
		<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor

COMMENTS	CUSTOMER SIGNATURE
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>



Thank you for completing this satisfaction card

Please Return on the last day of each term.

If you have any queries please contact the Catering & Facilities Manager on 0191 433 5513 or email at [michaellamb@gateshead.gov.uk](mailto:michaellamb@gateshead.gov.uk)



# Lets Talk About Food

An invitation poster for an event titled "Lets talk about School Food". The poster features a background image of various school meals including dumplings, a bowl of soup, and a plate of meat. At the top left, it says "YOU ARE INVITED TO" in a vertical orientation. The main title "Lets talk about School Food" is in large, bold, white letters. Below the title, it states "At Bewicks Restaurant, Gateshead Civic Centre, on Tuesday 28th June at 2pm". A paragraph describes the event as a preview of the new school menus for 2016/17. There are three bullet points: "Sample", "Listen", and "Talk". At the bottom, there is contact information for Susan Scott, including a phone number, email, and website. The Gateshead School Catering logo is in the top right corner of the poster.

**YOU ARE INVITED TO**

# Lets talk about School Food

At Bewicks Restaurant, Gateshead Civic Centre, on Tuesday 28th June at 2pm

A unique preview of our new school menus for 2016/17, plus the opportunity to discuss school meals with our team of professionals

- Sample** - selections from our superb new primary school menu
- Listen** - to our ambitious plans for the future of school meals in Gateshead
- Talk** - with the experts about the food served in YOUR school

This invitation is open to all Head Teachers or Business Managers or other representatives of every school in Gateshead.

**RSVP** | Susan Scott, Gateshead School Catering  
0191 433 5516  
susanscott@gateshead.gov.uk  
[www.gatesheadschoolcatering.com](http://www.gatesheadschoolcatering.com)



- Showcase the new menu
- Talk about changes – whole-wheat pasta, vegetarian options, brown rice etc.



day that.  
e of essential nutrients  
tional standards  
seasonal and local produce



Popcorn Chicken

Spiced & cheesy  
potatoes &  
leek & leek & potato

Cheese and Tomato Double  
Decker Toastie

Warm flat breads with  
Tahini & yoghurt & mint  
dressing

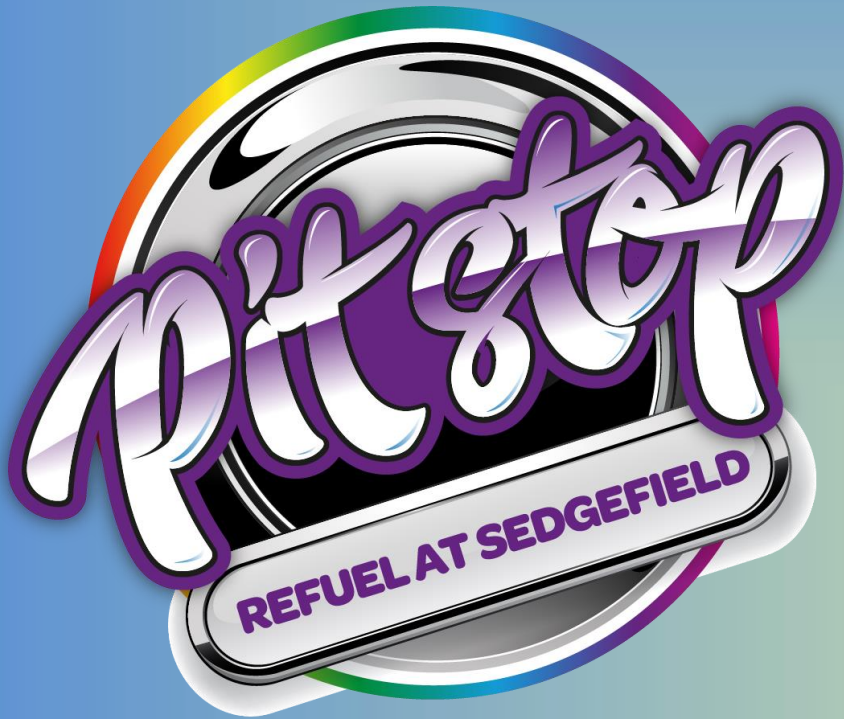
Deli: Hand prepared

Salmon in wholemeal crumb  
with crushed peas





# New Business - Sedgfield



- First contract won outside the borough
- Bespoke branding developed
- Quality food offer
- 3 Service points located around the school



# New Business - Sedgefield





# New Business - Sedgefield



# New Business - Sedgefield





# New Business - Sedgefield

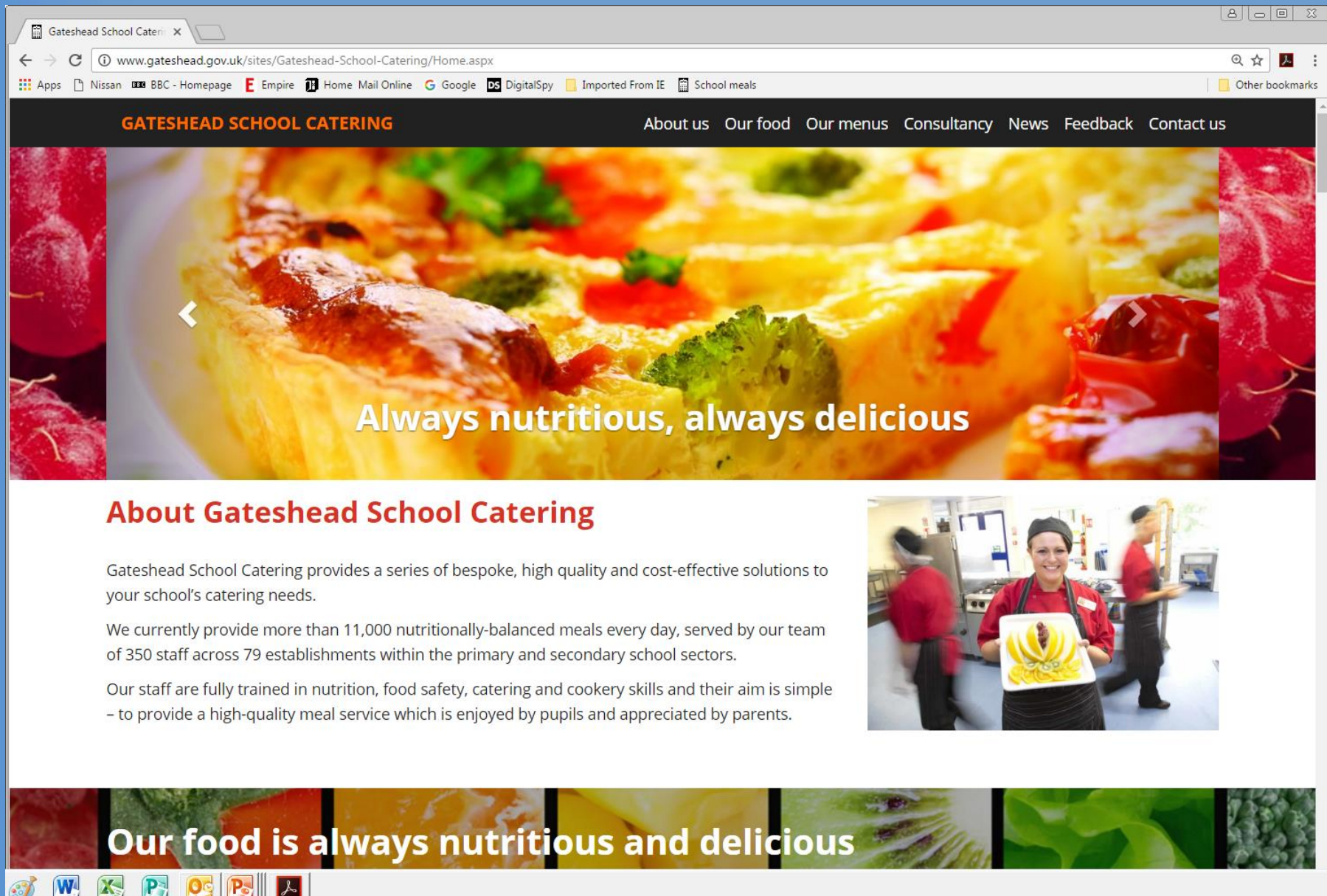


# New Business - Sedgfield





# Website



The screenshot shows a web browser window displaying the homepage of Gateshead School Catering. The browser's address bar shows the URL [www.gateshead.gov.uk/sites/Gateshead-School-Catering/Home.aspx](http://www.gateshead.gov.uk/sites/Gateshead-School-Catering/Home.aspx). The page features a navigation menu with links for 'About us', 'Our food', 'Our menus', 'Consultancy', 'News', 'Feedback', and 'Contact us'. The main content area is dominated by a large, vibrant image of a pizza topped with melted cheese, tomatoes, and broccoli. Overlaid on this image is the text 'Always nutritious, always delicious'. Below the main image, there is a section titled 'About Gateshead School Catering' which contains three paragraphs of text. To the right of this text is a photograph of a smiling staff member in a red uniform holding a tray with a pizza. At the bottom of the page, there is a banner with the text 'Our food is always nutritious and delicious' and a row of small icons representing various software applications like Word, Excel, PowerPoint, and Adobe Reader.

Gateshead School Catering

www.gateshead.gov.uk/sites/Gateshead-School-Catering/Home.aspx

Apps Nissan BBC - Homepage Empire Home Mail Online Google DigitalSpy Imported From IE School meals Other bookmarks

**GATESHEAD SCHOOL CATERING** About us Our food Our menus Consultancy News Feedback Contact us

Always nutritious, always delicious

## About Gateshead School Catering

Gateshead School Catering provides a series of bespoke, high quality and cost-effective solutions to your school's catering needs.

We currently provide more than 11,000 nutritionally-balanced meals every day, served by our team of 350 staff across 79 establishments within the primary and secondary school sectors.

Our staff are fully trained in nutrition, food safety, catering and cookery skills and their aim is simple – to provide a high-quality meal service which is enjoyed by pupils and appreciated by parents.

Our food is always nutritious and delicious

# Biostore System





# Our Food

A close-up photograph of a variety of fresh vegetables. In the foreground, there are several stalks of green asparagus, a large head of green broccoli, and two bright orange carrots. To the right, there are green beans and a red tomato. In the background, there are green onions and more broccoli. The vegetables are arranged in a dense, overlapping pile, showcasing their natural colors and textures.

**We only buy quality ingredients  
from suppliers we trust**





# Our food map

We buy only quality ingredients from suppliers we trust



Lintz Hall Farm  
Free Range Eggs

Andrew Parks  
Potatoes

Dungalt & Sons  
Swede & Leeks

Freeman Catering Butchers  
Meat & Poultry

J R Holland Foodservice  
Fruit & Vegetables

Douglas Brothers  
Cauliflower, Cabbage &  
Broccoli

Batleys Foodservice  
Groceries

Hopwells  
Frozen Foods

Urban Eats  
Fresh Sandwiches

Herbs Unlimited  
Salad Leaves

- Lamb Suppliers
- Bacon, Sausage & Cooked Meats
- Poultry Supplier
- Beef Supplier
- Pork Supplier



### Food for Life Catering Mark

We have achieved the Bronze Food for Life Catering Mark, which guarantees that fresh food is always on our menu. The Catering Mark gives assurance that our food is fresh, local, seasonal and better for animal welfare.



### All our Meat, Poultry, Vegetables & Milk

The Red Tractor logo is your guarantee of quality and origin. Every critical step of the food supply chain is independently inspected to ensure food is produced to quality standards by assured farmers, growers and producers in the UK, from farm to pack.



### All our Fish Products

All our fish come from well managed and sustainable fish stocks and are listed on the Marine Stewardship Council's list of approved fish to eat.



### Cocoa, Sugar and Bananas

Fairtrade is a strategy for poverty alleviation and sustainable development. Its purpose is to create opportunities for producers and workers who have been economically disadvantaged or marginalised by the conventional trading system.



### Free Range Eggs

Freedom Food is the RSPCA's farm assurance and food labelling scheme. It aims to improve the welfare of animals farmed for our food. The British Lion mark on egg shells and egg boxes means that the eggs have been produced to the highest standards of food safety.

### Some of the brands we use



### Our suppliers





# Awards, Accreditations & Standards

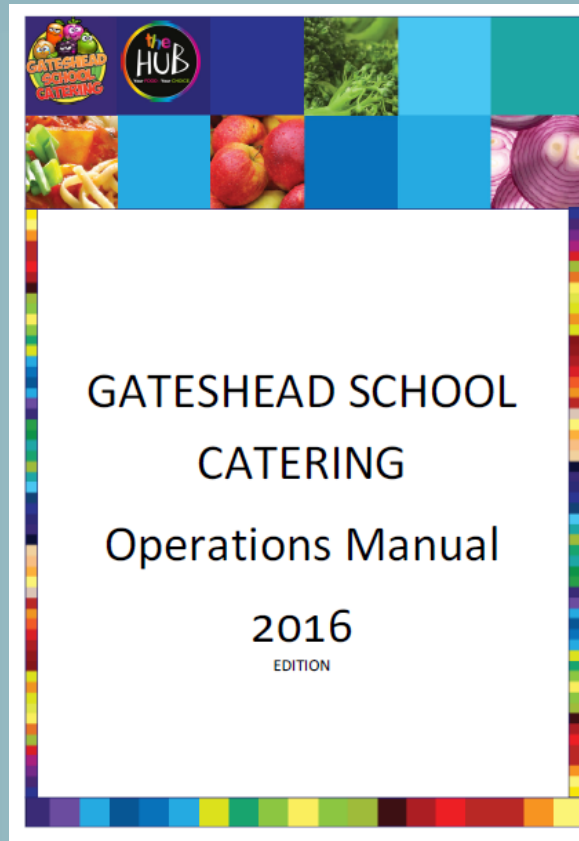
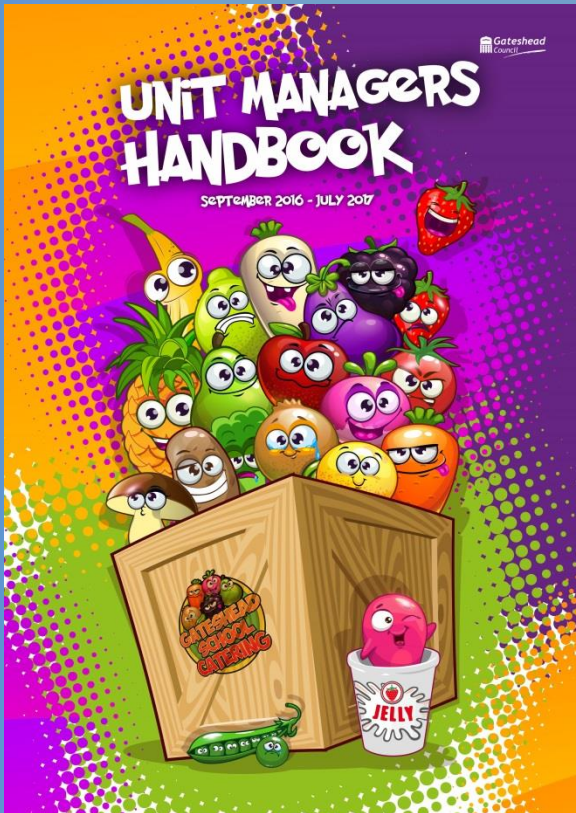


# Food Safety





# Systems




GATESHEAD SCHOOL CATERING											
DAILY PLANNER, SERVICE & QUALITY CHECKLIST											
PLANNER COMPLETED BY:					NUMBER OF MEALS TO PREPARE:						
LUNCH START TIME:						LUNCH FINISH TIME:					
STAFFING											
JOB ROLE	NAME	SHIFT	JOB ROLE	NAME	SHIFT	JOB ROLE	NAME	SHIFT			
UM			CA5			CA11					
CA1			CA6			CA12					
CA2			CA7			CA13					
CA2			CA8			CA14					
CA3			CA9			CA15					
CA4			CA10			CA16					
QUESTIONS					Y/N	QUESTIONS					Y/N
1.	All Staff have hair covered with net and/or hat. Long hair tied back and secured under hat?				2.	Are Hats worn correctly?					
3.	All staff wearing correct and clean uniform?				4.	Are all staff wearing black, sensible shoes?					
5.	The only jewellery worn are plain wedding bands and stud earrings?				6.	All cuts, grazes and sores covered by blue plasters?					
7.	All fingernails short, clean and no nail varnish?				8.	Are all food handlers "fit to work"?					
9.	Name badges are worn by all staff?				10.	Have all staff on duty completed "Safe to Work" as a minimum?					
11.	Correct aprons worn—preparation/service?				11.						
PRE-OPENING CHECKS					CLOSING CHECKS						
QUESTIONS					Y/N	QUESTIONS					Y/N
1.	All fridges, chilled display units and freezers clean & working properly?				1.	No food left out.					
2.	All other equipment (ovens etc.) working properly?				2.	Food past its "use by" date has been thrown away					
3.	Food prep areas are clean and disinfected where appropriate?				3.	Dirty cloths have been removed for cleaning and replaced with new?					
4.	Handwashing facilities clean and fully stocked?				4.	Waste has been removed and new bags put into bins					
5.	All temperature probes calibrated and in good working order?				5.	Floors, work surfaces etc. have been left clean and tidy					
6.	Any signs of pests?				6.	All cleaning tasks completed?					
7.	Dining room furniture clean and in good repair?				7.	All admin/paperwork completed?					
8.	All food stored correctly?				8.	Any equipment breakdowns/premises issues been reported?					
STORAGE TEMPERATURES (chilled 3-5°C, frozen -18°C or below)											
FRIDGE 1		FRIDGE 3		FREEZER 1		FREEZER 3					
FRIDGE 2		FRIDGE 4		FREEZER 2		FREEZER 4					
HOT HOLDING (63°C or above)											
HOT CLIPBOARD 1		HOT CLIPBOARD 2		OTHER		OTHER					



# MIS System

**GATESHEAD SCHOOL CATERING SERVICE**

**WEEKLY FLASH RESULTS - Primary**



**1. School Information:**

School:		Week Ending Date:	
Pupil Days		Training/Occasional Days	
Unforeseen Closure Days			

**2. Weekly Meals Served Primary Schools:**

Pupil Free Total (All KS1 + Free KS2)	
Pupil Paid (Paid KS2)	
Adult Free	
Adult Paid	
Transported OUT	
Nursery Meals	
Key Stage 1 Meals	

**3. Food Cost\*Excluding VAT. Include paper cases, burger boxes etc. £**

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**4. Hospitality £**

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**5. Breakfast**

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**6. Weekly Employee Costs:**

Grade	Standard Hours	Additional Hours	Hours Lost Sick	Hours Lost LOA	Training Hours
E					
D					
C					
B					
Total					

**6. Signed** ..... **(Unit Manager) Date** .....

Please include in weekly envelope to Facilities Management, Shearlegs Road.  
(NOTE THIS MUST BE POSTED AT THE END OF EACH WEEK)

SM11 Apr 16

- Food Costs
- Labour
- PI's
- Invoicing /Billing
- Slow will link in with Biostore system eventually





# Other Initiatives

- Plates and bowls
- Side Salad
- Structured Choice
- Rolling SLA's / more robust contracting arrangements
- 5 extra meals per day - targets
- Auditor
- Newsletters
- Use of Social Media – especially for recruitment



# Mistakes





Any Questions?

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