



THE FOCUS IS ON OUR CUSTOMER

Our goal as a team is to provide excellent customer service



articulate ✦ sensitive ✦ proactive ✦ inspiring ✦ realistic ✦ evaluate

Customer Service Excellence (C.S.E)

For the last 10 years we have held C.S.E accreditation

We achieved 16 compliance plus in 2017



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Building a rapport with our Primary School Customers

1. Consultation through focus groups in some primary schools
2. Took time to listen and acted on information received
3. Feedback was given back to the focus groups
4. Created an action plan to implement changes



THE MAIN AREAS FROM THE CONSULTATION

1. Clarity
2. Same service for all
3. Value for money
4. Customer experience





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CATERING SERVICES SERVICE STANDARDS PLEDGE

The following standards will help us to regularly monitor our performance on the provision of the School Meals Service:

- Our staff will wear uniforms
- We will put the menu and prices on display every day
- Every day there will be choices on the menu
- We will make sure all food is stored and served at the correct temperature
- We will promote healthy foods
- Our staff will be trained in customer care
- We will ask our customers about our service
- We will implement our diet and nutrition policy
- Our staff will ensure a high standard of service at all times.



MEET YOUR FRIENDLY STAFF

Spring Summer 2013

TELL US ABOUT YOUR SCHOOL MEAL



If you are unhappy with the Catering Service, your meal or the staff, or want to tell us your ideas, then fill out a card and post in the complaints comments box.

Corporate Complaints Forms are also available from the Catering Manager.

YOUR VIEWS ON SCHOOL CATERING

You said

"...We need to brighten up the Dining Rooms" We listened and refurbished 18 schools in 2011/12, 9 schools in 2012/13. We also added new up to date service points and colourful graphics.

You said

"...offer more variety within the menu" We listened and are working with suppliers constantly introducing new products and dishes to the menu, we have also reduced the menu cycle to 3 weeks to enable you to enjoy more of your favourite choices

You said

"...We would like to spend less time in a queue" We listened and introduced Food 2 Go and Snack 2 Go, the new pre-order system that takes away the need to queue.

Contact us at:

Facility Support Services, Fleming House, Cumbernauld
t. 01236 856487



CUSTOMER SATISFACTION LEVELS

Head Teacher Feedback

2012/13
Target 95%
Actual 99%

2011/12
Target 95%
Actual 99%

Pupil Satisfaction Levels

2012/13
Target 70%
Actual 75.4%

2011/12
Target 65%
Actual 73%

CONTACT US

www.northlanarkshire.gov.uk
e: FacilitySupportServs@northlan.gov.uk
t: 01236 856477



twitter twitter.com/nlcpeople

DID YOU KNOW?

- School meals have held Customer Service Excellence status since 2010
- Over 70 primary schools and 24 high schools offer a breakfast service
- Over the year we provided 3.3 million meals between primary and high schools
- School meals provide front line jobs for approximately 763 people
- It costs us approximately £12.2 million per year to run school meals
- We review our menus twice yearly

Copies of our performance and consultation reports are available from our Service Headquarters on 01236 856477. Information is available in different formats as required e.g. large print or other languages etc.

service and people first

Service Standards Pledge for School Meals before 2017

Primary School pupils didn't understand the lingo

It was written for adults



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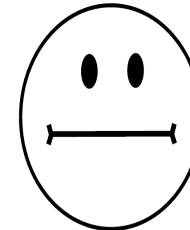
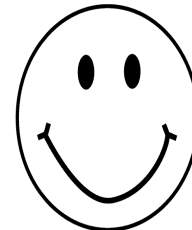
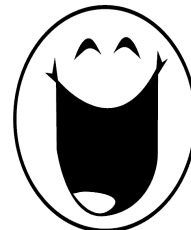
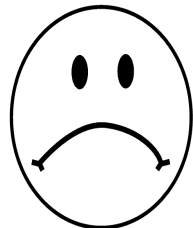
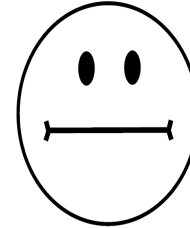
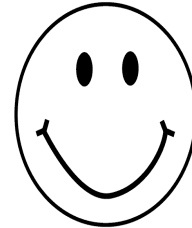
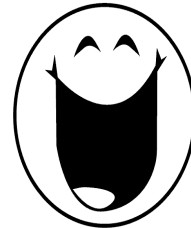
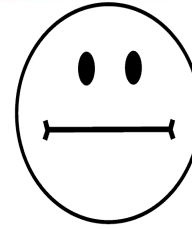
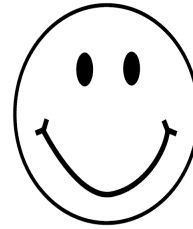
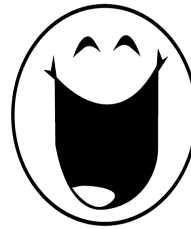
What do you think of the School Meals Information Poster?



It is easy to understand

Colour

Design



SCHOOL MEALS SERVICE STANDARDS



We will...

- Give you a good service all the time
- Tell you about healthy eating and encourage you to eat well
- Show our menus and prices
- Give you a different choice of food each day
- Help you if you have a special food diet / allergy
- Ask you what you think, listen to what you say and make things better
- Keep food at the right temperature
- Make sure our staff are polite and caring
- Make sure staff wear uniforms
- Help make the dining hall a nice place to eat
- Save energy and recycle

How happy are you?

Percentage satisfaction for Catering in 2016



Food facts



Eating a healthy breakfast can help you do better in school

You should try and eat five portions of fruit and vegetables every day (Q: And what is a portion size? – should just about fit in one hand)



We should all eat Oily fish once a week



Did you know your body contains about 50-75% water? It is important to keep your body well hydrated. You should try and drink about 6 to 8 glasses of water every day



We need vitamin D and calcium to make our bones strong

Did you know... one can of full sugar fizzy juice has about 8 cubes of sugar in it?

How much sugar should you have in one day?

4-6 years old	7-10 years old	11 years old grownups
5 cubes	6 cubes	7 cubes

The average bag of sweets contains about 12 cubes of sugar



CONTACT US

- www.northlanarkshire.gov.uk
- FacilitySupportServs@northlan.gov.uk
- 01236 856 464
- /nlcpeople



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Child Friendly Service Standards

Ensure high standards at all times

- Give you a good service all the time

Encourage and promote healthy eating

- Tell you about healthy eating and encourage you to eat well

Offer different food choices daily

- Give you a different choice of food each day

Provide special diets

- Help you if you have a special food diet / allergy

Implement the Council's Diet and Nutrition Policy

- Removed all together

Promote a pleasant helpful, friendly environment and professional service will be promoted.

- Help make the dining hall a nice place to eat

Encourage energy efficiency

- Save energy and recycle



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- Option 1 RED BAND**
- Option 2 GREEN BAND**
- Option 3 YELLOW BAND** is Baked potato with filling. Cold fillings available are: Tuna mayo, Cheese, Coleslaw, plus a chilled drink is offered. Options 1,2,3 are all served with soup or dessert or fruit & yoghurt for £2.00.
- Option 4 BLUE BAND Snack 2 Go** includes a filled sandwich*, fruit or yoghurt plus a chilled drink and a homemade mini bite. *Pupils can request no butter on sandwich choice.

✓ All children get a choice of seasonal vegetables or fresh salad with each option
 ✓ All free meals are entitled to a free milk
 ✓ Bread and chilled water are provided free on a daily basis to all pupils



WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Soup/starter of the day	Potato & leek soup (v)	Fresh fruit mix(v)	Lentil soup (v)	Watermelon slice (v)	Chicken & rice soup
OPTION 1 Served with choice of vegetables	Quorn lasagne, garlic bread & salad (v)	Chicken curry & rice	Pork link sausages with mashed potato & baked beans	Roast beef with mashed potato, Yorkshire pudding & carrots	Breaded fish, chips & peas
OPTION 2 Served with choice of vegetables	Chicken burger & homemade wedges, with fresh vegetable sticks	Soup & half wrap, with savoury cheese & tomato (v)	Tuna pasta & sweetcorn	Cheese & tomato pizza with salad (v)	Cheesy beans & toast (v)
OPTION 3 Baked potato with filling and side salad	Cold fillings: (v) Option	Cold fillings: (v) Option	Hot filling: Baked beans (v) or Cold fillings: (v) Option	Cold fillings: (v) Option	Cold fillings: (v) Option
Option 4 Snack 2 Go	Children can choose a filled sandwich*, fruit or yoghurt plus a chilled drink and a homemade mini bite. *Pupils can request no butter on sandwich choice				
Dessert	Caramel flan	Apple crumble	Swiss roll	Jam sponge	Chocoletti cake

WEEK 1: Menu available on the following dates: Week beginning 17th April; 8th May; 29th May; 19th June; 14th August; 4th September; 25th September

WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Soup/starter of the day	Lentil soup (v)	Melon boat (v)	Golden vegetable soup (v)	Chicken noodle soup	Fresh fruit salad (v)
OPTION 1 Served with choice of vegetables	Chicken korma, with boiled rice & naan	Bolognese penne pasta & garlic bread, with vegetable sticks	Steak pie & mashed potato, with mixed vegetables	Macaroni cheese (v) with peas	Breaded fish, chips & salad
OPTION 2 Served with choice of vegetables	Tomato pasta with salad (v)	Cheese toastie with salad & coleslaw	*Fishcakes with green vegetables & sweet chilli dip	Beef burger with homemade wedges, salad & coleslaw	Cowboy beans with quorn sausages & potato waffles (v)
Option 3 Baked potato with filling and side salad	Hot filling: Chicken korma or Cold fillings: (v) Option	Hot filling: Bolognese or Cold fillings: (v) Option	Hot filling: Baked beans (v) or Cold fillings: (v) Option	Cold fillings: (v) Option	Hot filling: Baked beans (v) or Cold fillings: (v) Option
Option 4 Snack 2 Go	Children can choose a filled sandwich*, fruit or yoghurt plus a chilled drink and a homemade mini bite. *Pupils can request no butter on sandwich choice				
Dessert	Summer fruit crumble & custard	Lemon sponge & custard	Summer fruit pot	Strawberry flan	Raspberry ripple mousse

WEEK 2: Menu available on the following dates: Week beginning 24th April; 15th May; 5th June; 26th June; 21st August; 11th September; 2nd October *Fishcakes are salmon-a good source of omega 3

WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Soup/starter of the day	Lentil soup (v)	Fresh fruit salad (v)	Spring vegetable soup (v)	Lentil soup (v)	Tomato soup (v)
OPTION 1 Served with choice of vegetables	Macaroni cheese (v) & peas	Chicken curry & boiled rice	Mince & mashed potato, with peas & carrots	Turkey meatballs in a tomato sauce, with spaghetti	Breaded fish, chips & peas
OPTION 2 Served with choice of vegetables	Chicken tikka with salad	Fish fingers, with mashed potato & baked beans	Chicken or vegetable enchiladas, (v) with chopped cherry tomato	Cheese and tomato pizza, with salad (v)	Chicken Italiano
Option 3 Baked potato with filling and side salad	Hot filling: Chicken tikka or Cold fillings: (v) Option	Hot filling: Baked beans (v) or Cold fillings: (v) Option	Hot filling: Spiced vegetables (v) or Cold fillings: (v) Option	Cold fillings: (v) Option	Hot filling: Baked beans (v) or Cold fillings: (v) Option
Option 4 Snack 2 Go	Children can choose a filled sandwich*, fruit or yoghurt plus a chilled drink and a homemade mini bite. *Pupils can request no butter on sandwich choice				
Dessert	Chocolate sponge & custard	Blueberry streusel muffin	Mixed summer fruit flan	Mandarin cream sponge	Caramel cake & custard

WEEK 3: Menu available on the following dates: Week beginning 1st May; 22nd May; 12th June; 28th August; 18th September; 9th October



HIGH SCHOOL CONSULTATION

Electronic voting system



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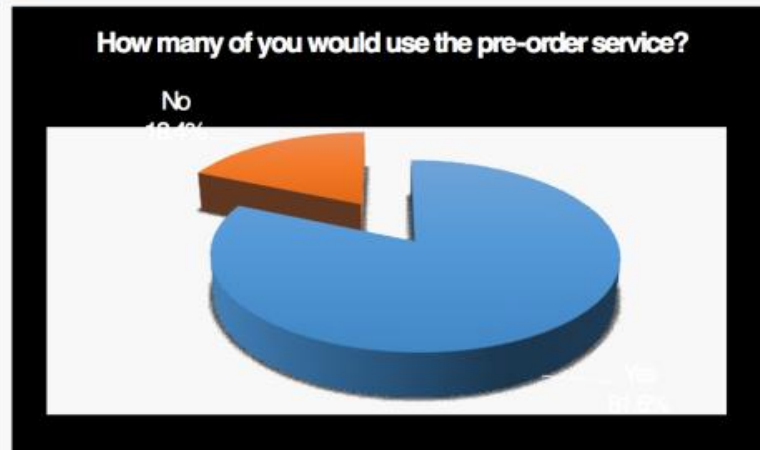
Consultation Work - Snapshot

Secondary Schools Pupil Council Conference (77 pupils)

“Excellent idea!”

“Try to bring them into as many schools as possible, sounds like a good idea”

“Good idea, quick and easy”



“Pretty good for during exam time as there is flexibility and will also be time efficient”

“A good idea, would cut time spent waiting on food”

“I really like the idea”





If there was a school food site, would you add, follow or use it?

Of the 74 responses:

46 (62.2%) would not use it

What kind of meal deal would you find most appealing?

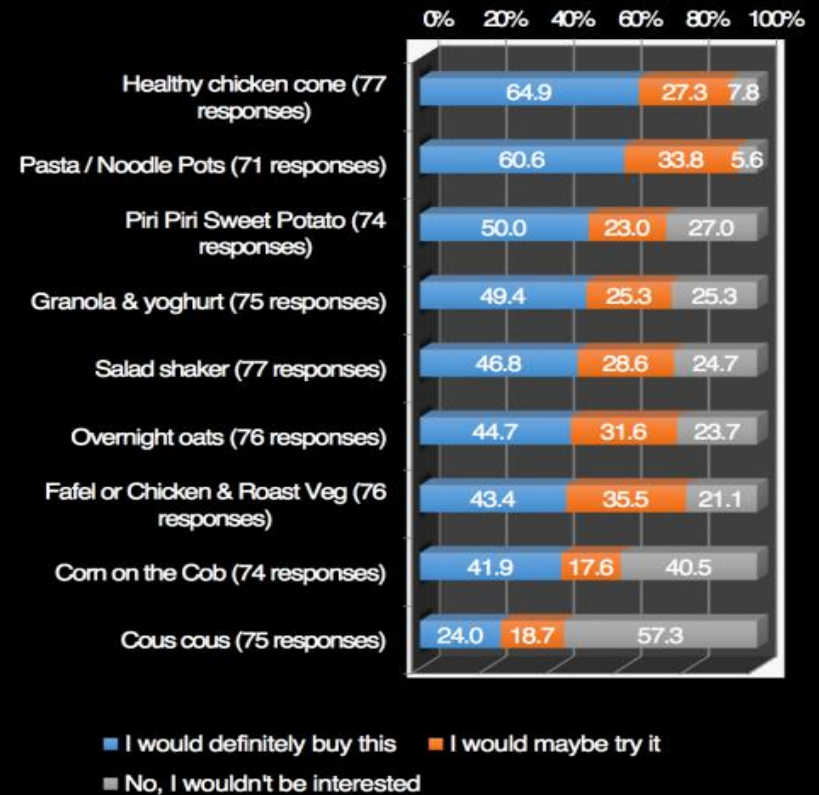
Pick and Mix – 69.8%

Combos – 26.3%

Individually priced items – 2.6%

One set option – 1.3%

New Product Development





NEXT STEPS

- Catering managers conference
- Suppliers participation
- Action plan
- Set up working groups
- Deliver

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Projects that are now live



THANK YOU FOR LISTENING



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