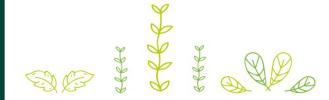






Oxfordshire County Council Catering Services











Introduction & Background

- OCC Catering for schools for nearly 70 years
- 2012 contracted service out to Carillion as part of wider 10 year FM
 Contract
- January 2018 Carillion collapsed and Business Continuity Plans enacted
- Interim arrangements put in place focus on uninterrupted service

















The Challenges

- Communication
- Timescales
- Staff / Payroll / Welfare
- Lack of Supplier arrangements
- Lack of administrative infrastructure / Policies and Procedures
- Statutory / Client obligations
- Lack of vehicles
- Resources

















Rebuilding

- Strategy & Values
- Rebranding
- Menus with the customer in mind
- Supply Chain
- Investing in staffing and ongoing training
- Raising our profile in the competitive market place
- Investment in the service
- Measuring performance

















A service based on strong 'values'

High Value • Sustainable • On Trend • Great Choice • Convenient

Making a difference:

Specialist individual support tailored to each school

- Innovation
- Quality
- Value
- Reliability
- Peace of mind
- Reputational stability

Contributing to the 'Whole school approach'

- Curriculum support
- Interactive lessons
- Student ambassadors
- Schools forums and assemblies

















Rebranding

- Creating a strong new identity
- Improve the environment
- Create interest, promote, inform and educate
- Encourage take up
- Focus on the environment / encourage personal responsibility



















































Countdown to

Lunch

Menus with the customer in mind

- ➤ Meet the School Food, DfE and PHE Standards
- Promote healthy relationship with food
- > Use fresh, locally sourced ingredients where possible
- > Raise the profile of plant based foods
- > Recognise that every school is different
- > Stimulate interest and encourage uptake

















Investing in Staffing and ongoing Training

- Low staff turnover contributes to improved consistency in delivery
- Managing for Performance Framework v Performance
 Management
- Continuous improvement
- Statutory and Mandatory training
- High quality food presentation and display













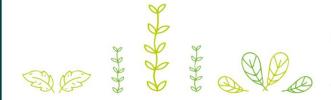






The Future

- Modern, professional and viable operation
 - Menu Development
 - Social Media
 - Marketing and Promotions
 - Increased uptake
 - Increased Market Share Provider of choice
 - Continuous improvement and improved performance









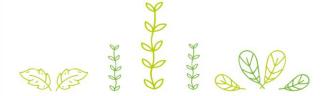






Lessons Learnt

- The grass is not always greener on the other side!
- The value of networking
- Staff really are our greatest asset
- The benefits of targeted Investment should never be underestimated
- Don't walk before you can run
- Benchmarking allows you to focus on areas for both measurement and improvement















Let's Eat

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