



# Oxfordshire County Council Catering Services



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# 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

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## 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

   
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# 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



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# 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

• T O G E T H E R •

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