



MANCHESTER  
CITY COUNCIL

# Best performer in Education Catering

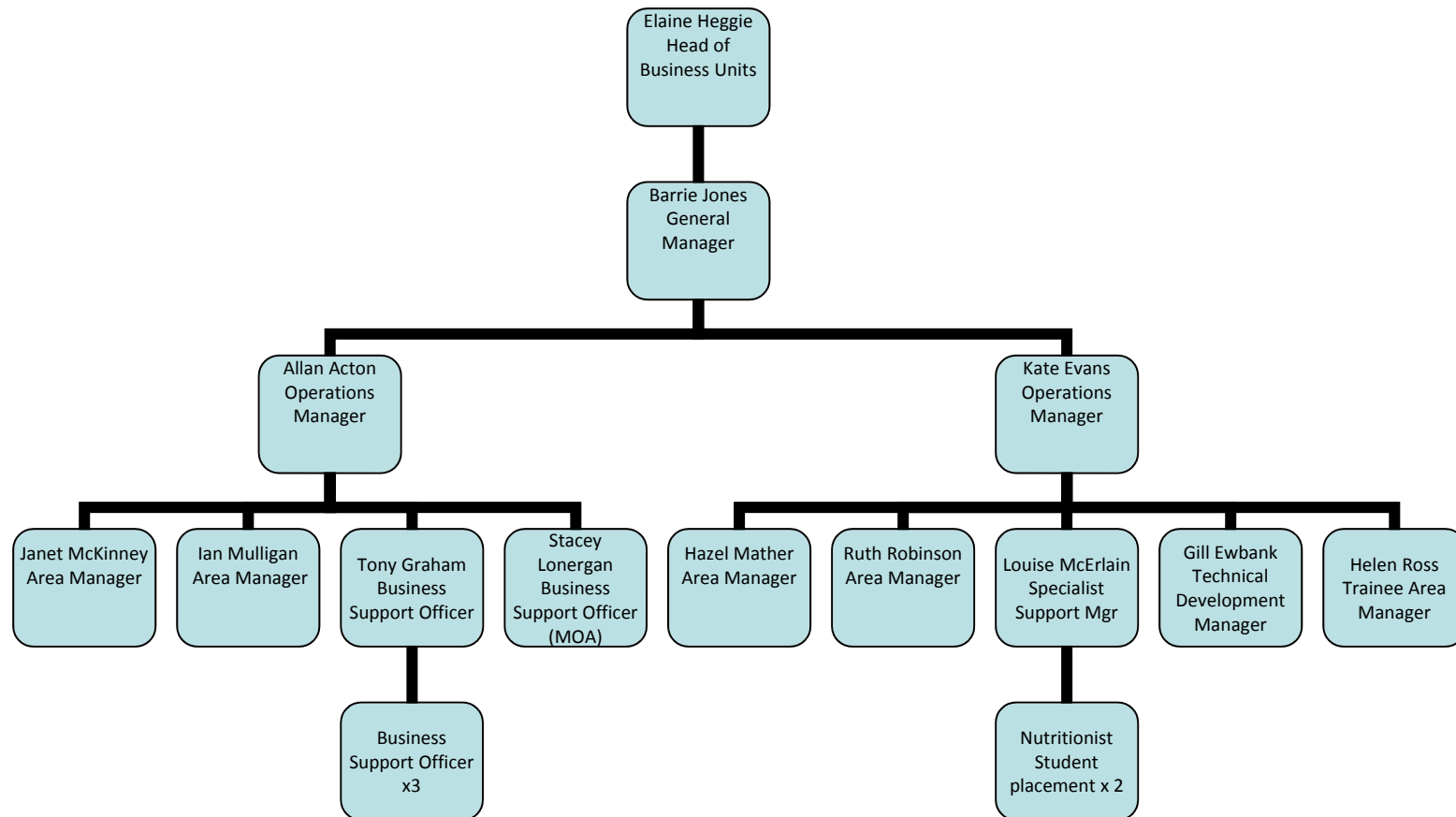
## Manchester Fayre Manchester City Council

Allan Acton, Operations Manager  
Hazel Mather, Area Manager

# Manchester Fayre

- Manchester City Council
- Corporate Services
- Business Units
- 120 units covering secondary schools, academies, primaries, free schools, adult social care and commercial

# Structure



# Background

- Winners 2014 and 2015
- 3 main reasons for the success:
  1. Service redesign
  2. Meal take up
  3. Staffing levels and associated management processes

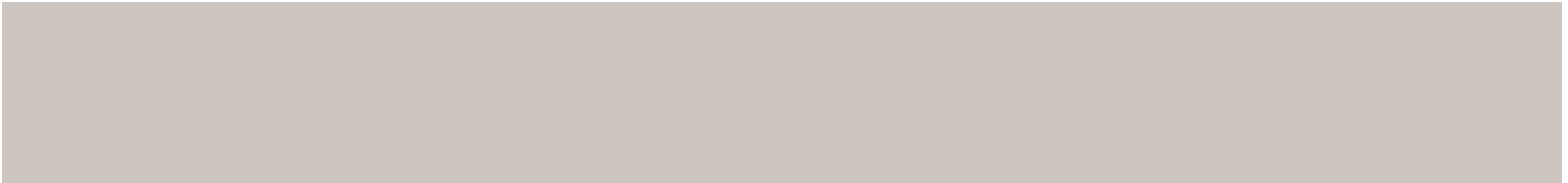
# Continued success

Main External Factor:

- Introduction of UIFSM 2014

Consistent 3 main internal areas of success:

- Service redesign
- Meal take up
- Staffing levels



# Service Redesign

- Completed August 2014
- Efficiencies realised in 2014/15 financial year
- Removed 18,200 working hours per annum from structure
- Reduction in primary meal price from £2.26 to £2.20

# Meal take up

- Partnership working with Childrens Services regarding capital funding
- Accurate financial forecasting – unit level
- Equipment survey's – light and heavy, orders placed January, delivered July
- Communications with Head teachers
- Engagement with unit teams
- Communications to parents etc via leaflets, benefits offices, website
- Information provided in top 4 languages of the city

# UIFSM Communications:

ARE YOU READY FOR

## UNIVERSAL INFANT FREE SCHOOL MEALS?

**Manchester Fayre have...**

At Manchester Fayre we have been working hard to support our schools to get ready for September 2014. So far we have:

- Completed projections of each school's meal take up
- Identified additional heavy equipment requirements (additional fridges, freezers and mixers)
- Identified additional light equipment requirements (additional cutlery, crockery, serving equipment, pans and uniforms)
- Undertaken a workforce census to identify the potential staffing requirement
- Set plans in place to recruit and train additional staff
- Liaised with suppliers to ensure delivery requirements will be met
- Worked with the Children's Food Trust to pilot new food-based standards, which are due to be a legislative requirement from January 2015. (Thanks to all at Lily Lane Primary for your support on this.)
- Commissioned Free School Meal leaflets and posters to promote the new and existing entitlement
- Ensured that our medical diet policy and procedure are fit for purpose.

**Next steps for schools...**

However, a few things related to the provision of school meals are outside our control. Therefore, we would like you to consider how you will manage the increased number of children eating school meals. Are your seating arrangements suitable? Will the children be fed in time?

At Manchester Fayre we are keen to ensure that lunches are a pleasurable experience. If you would like to discuss this or anything else about your service, please contact your Area Manager or Operations Manager on the numbers below.

**Ruth Robinson, Area Manager**  
Tel: 0161 234 5743  
Email: r.robinson@manchester.gov.uk

**Janet McKinney, Area Manager**  
Tel: 0161 234 5739  
Email: j.mckinney@manchester.gov.uk

**Brian Ross, Area Manager**  
Tel: 0161 234 5742  
Email: b.ross@manchester.gov.uk

**Allan Acton, Operations Manager**  
Tel: 0161 234 5724  
Email: a.acton1@manchester.gov.uk


**Kate Evans, Operations Manager**  
Tel: 0161 234 5725  
Email: k.evans@manchester.gov.uk

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Additional information can be found at:  
[childrensfoodtrust.org.uk/schoolfoodplan/uifsm/uifsm-faqp](http://childrensfoodtrust.org.uk/schoolfoodplan/uifsm/uifsm-faqp)

Manchester Fayre

FOR PUPILS IN RECEPTION, YEAR 1 AND YEAR 2  
**THERE IS SUCH THING AS A FREE LUNCH!**



At Manchester Fayre, we know that the lunch break is important. It lets your child catch up with friends, and gives them the chance to refuel with healthy, nutritious food, ready for their afternoon of learning.

Did you know that from 1 September 2014, rest assured that just because you will no longer be paying for your child's school meal it doesn't mean the standard of the meals or quality of the ingredients will change.

Manchester Fayre is an award-winning service committed to providing tasty, healthy and nutritious school meals. You can be assured that while we continue to provide your child's lunch we will continue to maintain this level of service.

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FOR MORE INFORMATION OR TO SEE A SAMPLE MENU FROM MANCHESTER FAYRE VISIT:  
[myschoollunch.co.uk/manchester](http://myschoollunch.co.uk/manchester) or [manchester.gov.uk](http://manchester.gov.uk)

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# Meal Take Up (continued)

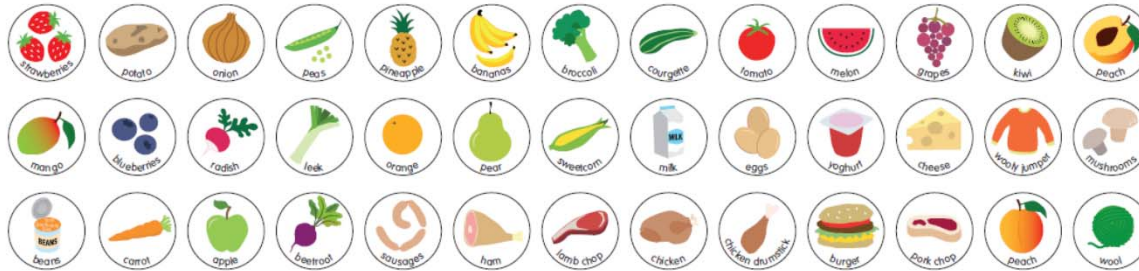
- Review of dining arrangements on a unit by unit level
- Lunchtime queuing activities
- Developed new educational toolkit sessions to link with curriculum
- Plus other legal requirements.....



  
**LUNCHTIME QUEUING ACTIVITIES**  
**SHOPPING LIST**

The Lunchtime Organiser starts the shopping list by saying 'on Saturday I went to the supermarket and bought a loaf of bread.' The first pupil repeats what the Lunchtime Organiser has said and adds a shopping item. The shopping list continues to the end of the queue. If a pupil is not able to remember the shopping list, the Lunchtime Organiser starts a new shopping list.



## ALLERGEN INFORMATION

**THE 14 MAJOR FOOD ALLERGENS THAT HAVE BEEN IDENTIFIED AS ISSUES FOR PEOPLE LIVING IN EUROPE ARE:**

 Gluten	 Eggs	 Peanuts	 Sesame	 Celery
 Lupin	 Crustaceans	 Milk	 Fish	 Tree nuts
 Soya	 Mustard	 Sulphites	 Molluscs	

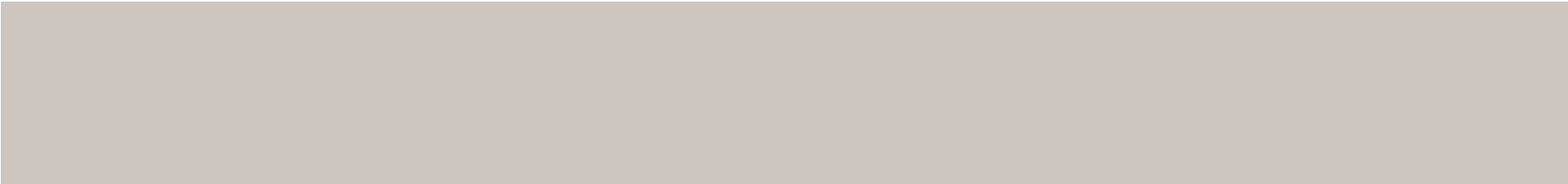
If you would like further information about the allergen content of our menus, please contact a member of the catering staff.

**Remember that there is no cure for food allergy; the only way to prevent an allergic reaction is by avoiding foods containing the allergen.**

For further information about the new allergen legislation, or about food allergies, visit the following websites:  
[www.food.gov.uk/business-industry/allergy-guide](http://www.food.gov.uk/business-industry/allergy-guide)  
[www.allergyuk.org](http://www.allergyuk.org)  
[www.anaphylaxis.org.uk](http://www.anaphylaxis.org.uk)  
[www.allergy-northwest.nhs.uk](http://www.allergy-northwest.nhs.uk)




# Staffing levels

- Continued to apply existing grading formula
  - Robust management of attendance
  - Mass recruitment sessions
  - Strict probationary monitoring
  - Zero tolerance on absence during probation
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# Future Areas of Focus

- Further improvements in attendance levels
- Continue to develop methods of stakeholder engagement – getting to know our customer

