

# Middlesbrough School Meal Provision

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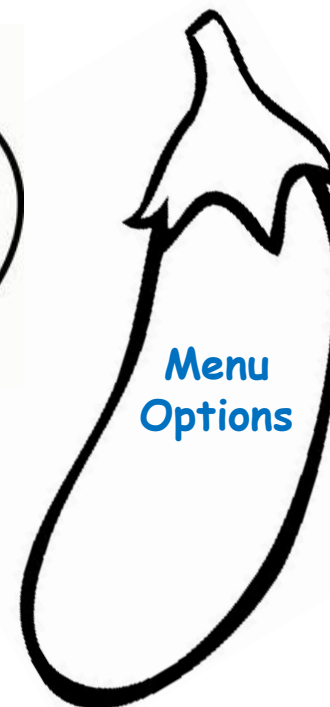
Environment



Customer Facing Service



Systems and Processes



Menu Options



Culture



Cost Control



Background to our School Catering team



Poor Communication

# OVERCOMING THE CHALLENGES

- Communication
- Looking at new ways of working (technology)
- Improving the culture
- Engagement
- Involvement in local projects/charities
- Introduction of new recipes

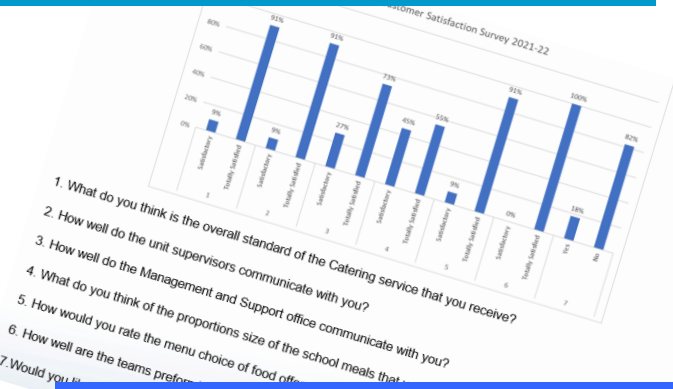
# COMMUNICATION



Communications needed to improve between ourselves, our teams, clients, other departments, suppliers and contractors. We have therefore arranged meetings with all the afore mentioned which are already helping to break down any perceived barriers.

Newsletters sent out to Service teams and customers

A communication day was arranged with the school catering team.



Surveys were sent out to clients

A focus group has been organised for the whole Catering team

We made links with charities and other organisation's to be involved in various projects and work collaboratively to produce a better service and town.

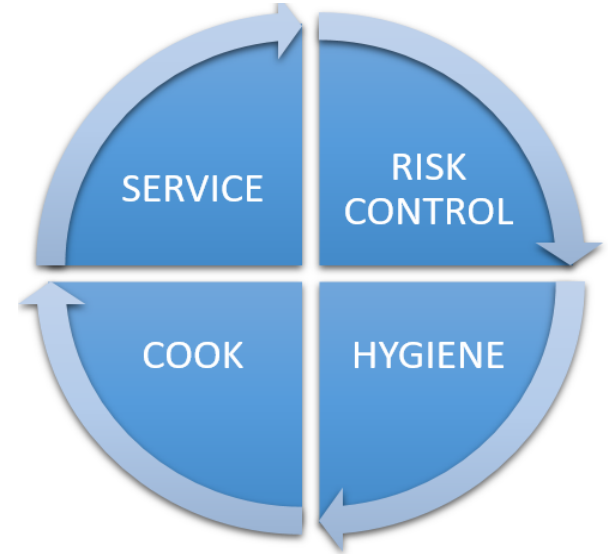


# NEW WAYS OF WORKING

- Process mapped all processes
- Looking at digital systems for catering
- Providing mobile phones/Devices
- Email access
- Digitalising forms and data

# IMPROVING THE CULTURE

- Getting nutritious meals cooked for the students was the main driver
- Changing the ethos, understanding and importance of Health and Safety within the role
- There was no management of overtime or data capture of additional staffing requirement
- Us & them Culture



- Supporting the teams through the change
- Making small changes starting with training
- Introducing new menu options slowly
- Change uniforms

# ENGAGEMENT

- Engaging with the clients
- Involving the unit supervisors
- Training for different food techniques for the unit supervisors
- Engaging with the students/ parents/teachers on taste tests

# INVOLVEMENT WITH OTHER DEPARTMENTS, PROJECTS AND CHARITIES

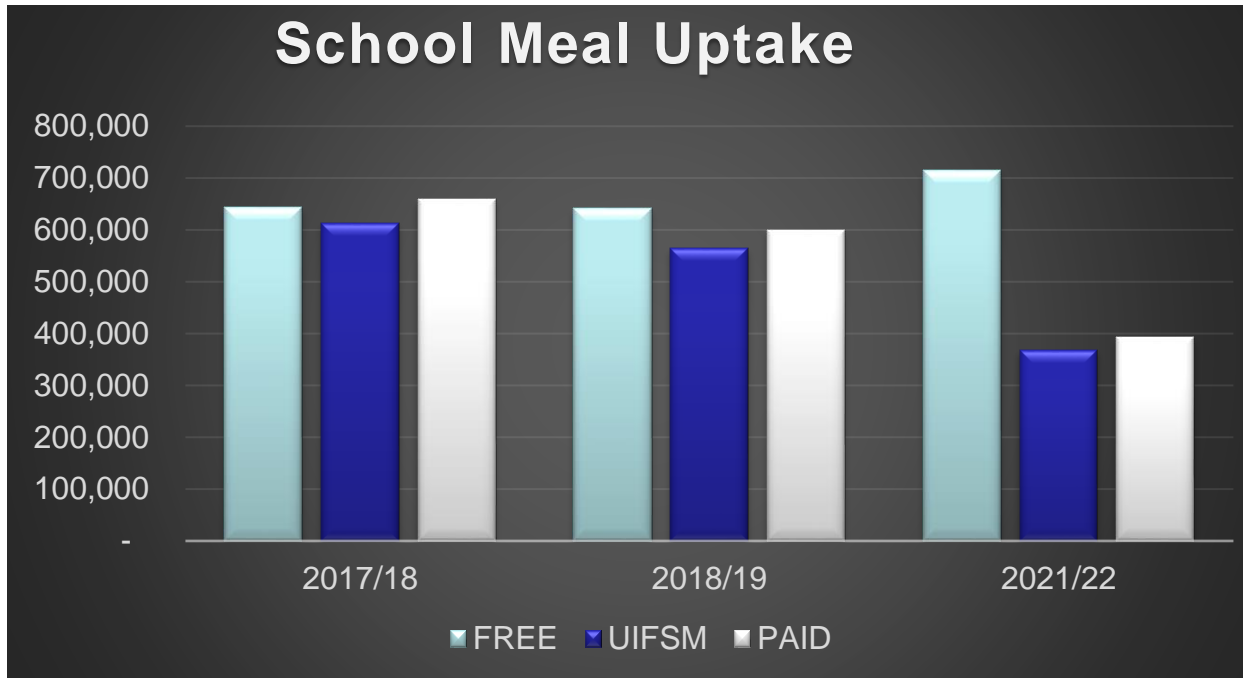




# INTRODUCTION OF NEW RECIPES

Middlesbrough have a high rate of free school meals and this has increased over the last year whilst the Universal Infant Free School Meals (UIFSM) and paid school meals have reduced. We are going to be working with our clients, student and parents to try to understand the reduction and lack of uptake.

In doing so, this will open doors to try different recipes and have an additional new item on the menu's, but this will have to be introduced slowly to the students.



The chart shows the last 3 full years meal uptake, I have excluded 2019/20 and 2020/21 due to Covid.

UIFSM - Universal Infant free school meals are for all school children in Reception, Year 1 and Year 2.

# WHAT HAVE WE ACHIEVED TO DATE

- Structural changes, introduction of new positions and apprentices
- Our school catering mascot is “Terry the Tomato” designed by a student
- New Branding for ***School meals for Middlesbrough*** is underway
- Creating a transparent open & honest culture
- Links with the relevant partnerships and charities to work together to ensure the children of Middlesbrough have the best to offer
- Building better relationships with the schools
- Focus groups and continuously improving our communication
- Improving on our Environmental footprint – reducing our food waste & plastic usage
- Linking with our routes to works teams (50 Futures) to providing experience in a kitchen to people that are unemployed.

# WHAT OUR FUTURE LOOKS LIKE?

- Moving school catering into a digital era
- All schools will have a 3 or 4 week Rota for school meals whilst running off the same menu to standardise our options (where possible)
- Continue to improve the training of our teams and work with suppliers to ensure the food we have is nutritious and exciting whilst meeting/going above the food standards where required.
- Reduce food waste and become more sustainable
- Reduce the amount of plastics and packaging waste
- Overall a service that is more updated and able to take on change throughout the journey

# THE FUTURE IS BRIGHT ..... THE FUTURE IS TERRY THE TOMATO!!!

