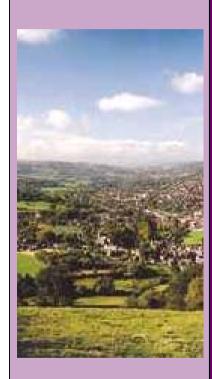
Children's Services





 Sharing data with clients and turning customer feedback into action

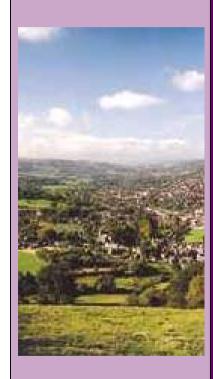
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#### **Derbyshire School Meals Service**

- Shire authority with rural and urban areas
- >379 schools in contract
- ► 103 dining centres
- >1500 staff £21m 50,000 meals

Children's Services

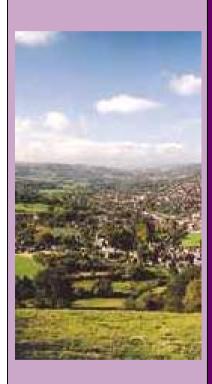


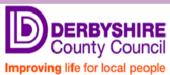


# Schools Annual survey

- ➤ 292 responses from 416 schools ➤ 44% HT, 33% BM, 19% Gb + others
- ➤ Other methods of customer feedback
  - **≻**QA Monitoring
  - ➤ Website, Call Derbyshire, Parent Surveys

Children's Services

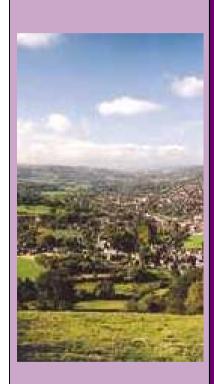




# **Benchmarking data**

- **>**APSE
- Shires
- >LACN

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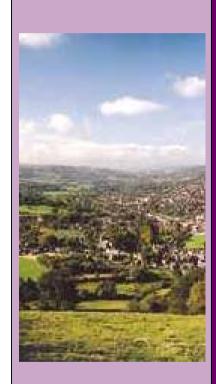




# **Analyse the survey**

- ➤ Question; Are the local authority prices competitive compared to other providers?
- ➤ Response; Yes 43.4%, No 28.3%, other 28.3%

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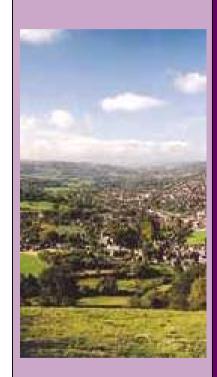




### What does this tell us?

- ➤ Can schools compare?
- ➤ Need to demonstrate Best Value
- ➤ Where do they go to get this evidence (the Market)?
- ➤ What will that research tell them? (Better/cheaper option)
- ➤ How will they react to Benchmarking gaps

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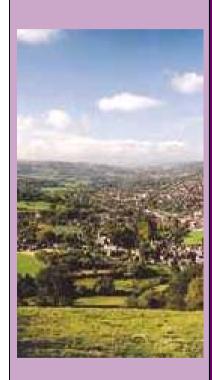




#### Continued...

- We can head this off by providing the evidence they need
- If there are gaps we can invite them to work with you to fix it (build relationships)
- ➤Or do you want to be an "ostrich"?

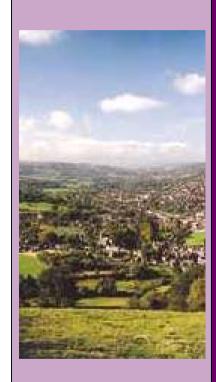
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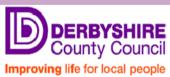




- ➤ Agree to share the data
- ➤ Remember to make the data time period clear, previous year
- ➤ Select the data
- >Select the method
- ➤ Has to make sense, not too much, can always add in the next year

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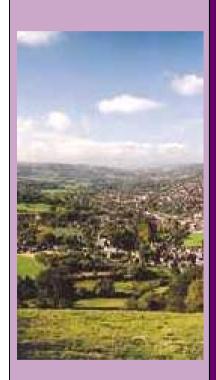


#### **Data shared**

- **≻**Letter –
- >Confidentiality clause
- ➤ Overall Meal Uptake (Primary and Special)

Number in	Highest in	Average	Lowest in	Our Score	Standing	Quartile
Group	Group	for Group	Group		in Group	Achieved
15	65.80%	49.10%	38.15%	51.00%	6	2

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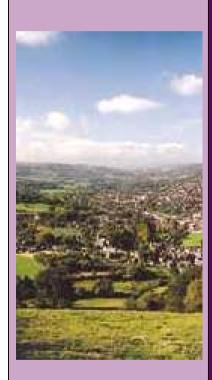


#### **Data shared**

# ➤ Total Pupil Meal Uptake – Secondary Schools

Number in Group	Highest in Group	Average for Group	Lowest in Group	Our Score	Standing in Group	Quartile Achieved
7	62.00%	50.00%	40.00%	52.00%	2	N/A

Children's Services



DERBYSHIRE County Council

- ➤ Thank you
- >Any questions
- **≻**Tim Blowers
- >tim.blowers@derbyshire.gov.uk