



- Sharing data with clients and turning customer feedback into action



# Derbyshire School Meals Service

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



# 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



# Benchmarking data

- APSE
- Shires
- LACN



# Analyse the survey

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



# 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



# 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”?



- 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





# Data shared

- Letter –
- Confidentiality clause
- Overall Meal Uptake (Primary and Special)

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



# 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

**Derbyshire  
County Council**

Children's Services



- Thank you
- Any questions
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