

## Canteen Review Summary

# — C A N T E E N —

Many thanks to all parents who participated in our recent Canteen survey. Since the refurbishment of our kitchen, an additional serving outlet and changes to our menu, we have been keen to understand the impact of these in the eyes of our users.

The findings of the recent parent and pupil surveys have shown that:

- There continues to be an issue with the time it takes for pupils to be served
- We provide good value for money
- Parents prefer to use the school online payment system for topping up accounts as opposed to pupils bringing in cash
- The school is not letting parents or pupils know what the food is for each day / week
- Parents would like to know more about how to receive an alert when an account goes below a certain amount
- Parents would like to be able to know how to set a daily limit on spend in the canteen
- With the recent price rise due to supply costs, that considerations needs to be given to increasing the default spend limit
- The range of food available has increased since the last survey
- The quality of the food has improved since the last survey
- We have a higher level of satisfaction with food than the last survey
- The use of the canteen cards as opposed to biometrics for payment has improved queuing at the tills
- A wider range of self-serve options needs to be made available
- As a school we need to continue to encourage healthy food options such as low sugar / fat, vegetarian etc.
- Parents would like to know the eligibility criteria for free school meal entitlement.

Overall we are pleased with the feedback but accept that we need to do more to improve our offering and level of service. At this point we are currently looking at:

- A further till point
- A further food outlet
- Increasing self-service options to speed up service
- Ongoing changes in the menu to reflect food preferences across the 11-18 age group we serve
- Adding additional water fountains around the school
- The default maximum daily spend limit has been increased to £6 but note that this will not affect any separate arrangements for limiting spend that are currently on the system.
- The Cash machine will not be reinstated
- Improving communications via email, Classcharts and on the website to inform users of the menu for the week ahead and also around how SCOPAY can be used to receive alerts, monitor spend etc. and eligibility for Free School Meals.

Thank you for your support and we will provide further updates over the coming weeks.