

Dear Parent(s),

### **RESULTS OF LUNCH TIME SURVEY AND ACTIONS**

Thank you for taking the time to complete the meal survey sent out at the end of March 2015. Your responses have provided valuable insight into school meals and I will meet with Metro Catering to discuss the results and find a way to move forward so that the majority of parents are happy.

**There were 90 responses in total out of 108 school families:**

30 from F2

35 from KS1 (Y1/2)

25 from KS2 (Y3-6) – 12 (Y3/4)

1. 86% of those completing the survey had school meals.
2. 78% thought that the meals were well balanced, 10% didn't know. **(Identified a need to e-mail out the menu and put it on the website, as well as in the foyer and paper copies available in the office – the 4 week menu will also be placed in the F2 parent induction packs).**
3. 62% thought there should be one hot meal per day, but 38% thought there needed to be at least 2 options. **(See comments below, as many of the 62% didn't mind a second option as long as it was not just wraps and baked potato all the time).**
4. 86% thought that vegetables or salad should be given automatically. **(Majority agree and this can be actioned).**
5. 83% thought the cost of £2.30 was reasonable and would carry on paying this if KS2 or if KS1 would be willing to pay this in KS2. Some who were willing had conditions attached (see comments at the end). **(This will stay the same and we will try to keep it the same for at least 3 years).**
6. Our Pupil Premium parents who access free school meals from F2 to Y6 were all happy with the service.

### **Additional Parent Comments:**

- My child only eats jacket potato and cheese so not good value if this is the case every day x 3.
- Glad of the consultation.
- Sometimes the plates are wet.
- Mixed message from Metro on the Food Fun Day as the school were promoting healthy eating and Metro chose an unhealthy menu.
- Wrap/jacket potato not worth £2.30 if they choose this.
- Fully support the school is addressing school lunches and satisfied that Mrs Pearson has listened to parents' views and been proactive in finding an acceptable solution.
- Good standard of food – no concerns.
- Baked potato too often on the menu.
- Too expensive and not as healthy as packed lunches.
- The menu looks lovely.
- Younger children need support to select their food x 2
- The school cook is excellent.
- Too young to be given too much choice.
- Need more fruit and vegetables.
- Food runs out quickly and the children at the back of the queue do not get the choice they want x 13.
- Not fruit and veg every day.
- Can we pre-order?
- Less choice and compulsory fruit and veg would be good.
- Very pleased with food service offered and that there is a choice x 2
- Don't feel there is enough supervision x 3.
- My child enjoys lunch and is happy to try what is served.
- Great and well-balanced menu x 2
- At home our children don't choose a meal, they just have what is put on the plate so why give them a choice at school?
- Value for money, I wish I could have it.
- My child is happy with school lunches.
- Overall the school menu is fine, easy for them to put unhealthy combinations together x 6.
- Like my child to have more veg x 2 but not so they get upset about it.
- Prefer wrap and jacket potato removed as this is more of a snack x 3
- Including veg and salad along with the food is a good idea x 2
- Could a log be kept of what each child is eating?
- More meat and veg as it can run out at times.
- Would like meat more often as well as fruit and veg.
- Balanced menu but the problem is they can pick and choose.
- Think children should have more opportunity to learn about food.
- Concerned my son chooses a wrap and no protein or fruit or veg.
- Concerned about queuing outside in winter.
- I am happy with the dinner system.
- I think sugar free juice or milk should be a choice.
- We would like our child to have fruit and veg and be supervised.

- If choices are restricted what will they eat if they don't like the choice? Parents at home know what their children like when they put a healthy meal on a plate.
- Excellent school cook who is very accommodating.
- In the Rota, Y5/6 are always last.
- I am just glad my child has eaten and can concentrate in the afternoons – she has a proper balanced meal at night with food she enjoys.
- Packed lunches have a treat on Friday, hot lunches have one every day.
- For a healthy school there is a lot of pudding and cake.
- I would be disappointed if jacket potatoes were taken off.
- Survey should have been done on line to get instant results.
- My child very much enjoys school lunches and loves baked potatoes, wraps and veg.
- My daughter likes the meals.
- My child enjoys the meals but need to guarantee veg.
- Find it strange that the children can choose to put strange combinations together.
- Overall the quality of the food is good.
- Appreciate the opportunity to feedback, as well as the visit to see the school lunches – thank you.
- Additives in Metro menu need to be discussed with them for people with allergies.
- Plain food rather than spicy – but appreciate that you can't please everyone.
- Should be some control over combinations.
- Before FSMs KS1 could split the week and have some hot lunches and some packed but this stopped in September which is a shame.
- Need more variety.
- Meals not well-balanced.
- Fish and chip Friday a real success.

#### **SCHOOL ACTIONS:**

- **Menu put on the website and e-mailed out termly if it changes.**
- **School to look at the rota system – the younger ones have to go first as they are so slow at getting through, but we can rotate Y3-6 and give them a day each to go first. Children who only have 1 day or limited days would still be given first place on one day.**
- **Mrs Pearson to talk to the cook about popular choices running out, once the menu and any changes from Metro's side have been made. Mrs Pearson will encourage the cook to monitor the most popular dishes weekly and record, in order to remember to make bigger batches once the 4 week cycle returns again.**
- **Mrs Pearson will insist to Metro that veg or salad and fruit is on the menu every day.**
- **Mrs Pearson will talk to Metro about getting rid of the wrap and only having baked potatoes as a main with veg and meat. We will trial 2 choices still, with children not allowed to mix the combinations i.e. baked potato with meat and veg or salad, or roast potato, Yorkshire pudding, meat and veg – with no option to mix and the wrap taken**

away. If parents have special cases where they find their child is not eating the food as they like the wrap, they can talk to cook, as parents with children with allergies or religious preferences do - she always accommodates and makes a few to keep at the back – same with the few vegetarians we have.

- I will ask Metro about sugar free juice – milk is available at morning break in the classes.
- Metro have apologised for the Fun Food Day – they did not expect schools to have Fish and Chip Friday that week and this was not stated clearly to all kitchen staff across the Wirral, not just in our school. One of our parents, who is highly qualified in this area, wrote to Metro and the school agreed with the parent letter.
- It would be very time consuming to pre-order and to keep a log of what all the children are eating on a daily basis. The school would have to employ someone to do this and there is not money in the budget for this.
- I have recently carried out 2 surveys – one on paper (this one) and one online. The reason for this was to make sure that we got just as high a response from the online survey. We got exactly the same number of responses to both, therefore all surveys in the future will be online, as this is less time consuming for myself and does produce instant results. Thank you to the parent who suggested this.
- I agree that protein is important and I will talk to Metro about more meat, however, there are other sources of protein - meat more regularly would probably push up the price. This links in with children not being able to pick combinations, so we will make sure they do get that balance – if this is addressed then their protein and veg will be guaranteed.
- Children are told to put coats/jumpers on over and over by staff, we cannot force them to if they do not listen in winter, as they say they are warm enough sometimes. We also tell the children that the system is that they play and wait for a whistle before queuing. If they queue before this Mrs Bradley as chief midday does send them away, but they come back as they want to be at the front before the whistle goes – more food provided with the popular choices and children knowing it won't run out will probably eradicate this.
- Children are well-supervised every lunch time by the middays in the hall and outside. Mrs Collins is at the hatch helping all F2 and KS1 children to choose every day – do come in and visit (book through the school office), if you want to see this in action as some parents did during the open survey. We also tell the children that they have to show us how much they have eaten and ask before moving onto the yoghurt, fruit or pudding – this is also the same for packed lunches. With packed lunches we do not let them throw anything away so that parents know exactly what they have eaten. The puddings are not every day, yoghurt, fruit is given. I have the lunches every day and the crumble for instance, is fresh fruit and crumble with no added sugar and the custard has no sugar added to it – it does

taste very unsweet. Also the cake is usually oat based and low fat, low sugar. In addition, yoghurts are always available as an alternative every day.

- Fish and chip Friday will continue as everyone (including myself!) looks forward to this.
- It is difficult to split the days for hot lunches in KS1/F2 as the government put the money into our budget for the number of children taking the meals. This would mean working out who has what and when each week and sending money back to them each week - again it would need an extra person to be employed a couple of hours each week to do this and would take monies away from other important resources for the children. In KS2 we are in charge of the money, therefore it is easy for parents to pay for what they want and the numbers to be sent to cook. In addition, we are trying to encourage as many as possible to have hot lunches, as we think this benefits the children in many ways and helps them concentrate in the afternoon, warms them up in winter with a hot meal inside them and once the menu is balanced and right and the majority are happy – promotes our healthy school ethos.

I hope all parents are happy with the above solutions and actions. If you have any further concerns, please contact myself or the Parent Council and we will endeavour to listen further and action anything that it is possible to do so.

Yours sincerely,

Mrs S J Pearson

Headteacher