

## UIFSM Culinary Advisers Report

<b>Culinary Advisers Name:</b>	Malcolm Warren
<b>Date of Visit:</b>	01/10/2015
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<b>School Name:</b>	Hillstone Primary
<b>Enquiry Number:</b>	ENQ 006A3
<b>Main Contact:</b>	Gill Sparrow

OBSERVATION POINTS	COMMENTS
<p><b>1. Areas of concern raised by the school and the focus for the visit</b></p>	<ul style="list-style-type: none"> <li>• The main area of concern, and ultimate aim is to maintain and then increase the uptake of the UIFSM provision.</li> <li>• To convert pupils choice of packed lunches to School meals</li> <li>• There are no specific culinary concerns identified by the school.</li> <li>• Provide a range of food choices that will best suit the varied needs and tastes of the pupils.</li> <li>• I will make observations on the overall dining experience</li> </ul>

## 2. Physical Resources areas of review

a) Efficient workflow?

b) Equipment large/small working effectively?

c) Adequate Storage?

d) Food Counter area-

e) how is the menu presented

- a) The workflow is efficient, avoiding any cross or direct contamination issues. The workflow could be improved if there was more work space surfaces. The provision of a mobile rack/trolley would enable food preparation surfaces to be freed up, for further tasks.
- b) The large and small equipment is in good working order, is clean and well maintained.
- c) There is adequate shelving and storage for dry goods, in the three pantries. Three fridges are available for storage of fresh foods. There is adequate shelving and storage space for the pots pans and light equipment. One freezer is currently out of working order and in need of repair or replacement.
- d) There are two separate food service areas including salad bar/display counters within the Dining Hall. There is one area for the Infant pupils and one for the junior pupils. They have Bain-Marie hot service units with heated under cupboards from which the main courses and vegetable accompaniments are served. At the servery counters there is an adjacent surface where the puddings and desserts are offered. There are a colourful food carts in the dining hall positioned at either end of the two servery areas away from the servery area, promoting fresh fruit and vegetables to the pupils. Fresh fruit, bread, cheese and crackers are also on offer.
- e) Currently there are plans to display menus and food information on a noticeboard by the entrance to the dining hall. There are plans to purchase and use two plasma screens to promote the food service offerings in the dining hall.

## 3. Staff Resources

a) Appropriate staff levels?

b) Skill gaps/training requirements?

- a) Matthew is happy with the level of staff he has and there is a friendly atmosphere in the kitchen. Matthew expressed a view that there was a good team spirit amongst the staff.
- b) The kitchen team are very competent, experienced and can be trusted and relied on by Matthew. Matthew enjoys good support from his 2<sup>nd</sup> chef Mo. Matthew is going to check the level of training amongst his team to assess the future requirements.

#### 4. Kitchen Management

- a) **Systems and procedures in place?**
- b) **Health & safety issues?**
- c) **Food safety temps- hot and cold?**
- d) **Adequate waste control systems in place?**
- e) **Issues re food supplies**

- a. Food management, HACCP/ due diligence working documents are in place and being used routinely.
- b. Health and safety procedures were being followed in accordance with legal requirements. No issues were discussed or found.
- c. Food temperatures were being monitored and recorded throughout the cooking process and at the point of serving. Fridge and freezer temperature monitoring and recording was taking place. The cleanliness of the fridges and storage areas was very good.
- d. There was regular removal of food waste from the kitchen and dining areas.
- e. Matthew is happy with the level of service he receives from his suppliers. He currently uses a local dairy, Brakes, Bookers and Blakemore's.

#### 5. Food Production and Service

- a) **Menu planning, content/compliant, allergen info?**
- b) **Cooking methods/staggered cooking?**
- c) **Time management**
- d) **Presentation of dishes**
- e) **Service- is it efficient and effective?**
- f) **Overall dining experience?**

- a) The menus have been created and developed by Matthew and his catering team. Matthew mentioned that he would be using the menu checking service to provide the analysis to ensure the relevant menu requirements, statutory food standards and allergen controls have been met. The menu has been adapted for the school with the pupils' specific needs and requirements in mind.
- b) Matthew and his team use combination of cooking methods, to achieve the best results for the dishes being prepared. Matthew uses a combination of batch and staggered cooking methods to provide fresh attractive food throughout the whole service. Particular attention is paid to the fact that it is cooked to maintain its colour and texture and flavour.
- c) Matthew demonstrated good time management, food preparation and cooking tasks and still had time to complete his administrative duties in a timely and efficient manner.
- d) Presentation of dishes in the servery unit is good, colourful and attractive. The chicken stroganoff, main dishes and vegetarian options were very attractive, with good colour and texture. The quality was that which one would expect to see in a hotel. This is a testament to the cooking skills of Matthew and his team. I have not seen such a variety of quality dishes, cooked and presented as well as these in any other school I have visited.
- e) The service was efficient and the kitchen staff, and teachers were friendly and helpful to the pupils helping them to make healthy menu choices. The service staff allowed children to try dishes that they were unsure of. Each pupil was given individual, information, advice and guidance, on their meal choices, in a friendly and reassuring way. The pupils were not rushed along, the service was pleasant and professional, the atmosphere relaxed, and the children, well behaved polite and content.
- f) The overall dining experience is a positive one, the pupils were happy, and had been well looked after. The quality of food was exceptionally good, hot, with good flavour texture,

and appearance. This schools food service is a model that should be repeated in other schools. The atmosphere is welcoming and friendly, there is

**6. Customer Service**

**a) Customer focused staff**

a) The school staff including the head teacher, catering team, food service supervisors, and teachers all have a positive, pro-active attitude. All kitchen food service supervisory staff were encouraging the pupils to eat a balanced meal and helped them with their menu choices.

**b) Queuing arrangements?**

b) Queueing is organised and successfully managed, the pupils did not need to wait too long. The pupils who were queueing did so in a well behaved manner. The pupils were confident friendly, talkative and interested in the food

**c) Menu Information clearly displayed to parents/pupils?**

c) Menus information is being displayed on the school website along with information on events and promotional menus. There will also be nutritional information made available to the parents on the specific menu dishes.

**d) Menu samples/tasting days?**

d) It was discussed that in future parents of reception pupils will be invited to eat with the children so they can experience the witness and enjoy the dining experience, and therefore encourage a higher uptake of school meals. It is also planned to continue to provide a display of food for sampling on parent's evenings, and get feedback from parents, their views and opinions on the provision.

**e) Promotions/theme days?**

e) Matthew is fully involved in the promotional events and is focussed on increasing the reputation of the school through the quality of the food on offer.

**f) Good support from all school staff?**

Matthew has developed a good working relationship with the school staff to gain full involvement from everyone concerned. I found all the staff I met were very friendly and helpful and the pupils were happy. Mrs Sparrow (Head teacher) was very happy with the appointment of Matthew as Catering Manager and the catering team overall.

I was very impressed with this school. The attitude and enthusiasm of the staff to provide the best for the pupils was refreshing to see.

- The vegetable growing club which involves the pupils, teachers and parents was an example that the school fully endorse and encourage the pupils to develop an understanding healthy food and lifestyle choices.

- Teachers and pupils sat at the same tables in the dining room eating from the same menu, interacting with each other and developing their social skills.

- The school also provides, free of charge a breakfast club and after school club.
- The school are starting regular S.N.A.G meetings
- The catering team have regular meetings were all issues are discussed and solutions found.
- Free breakfast provision is provided to encourage pupils to attend school
- Outstanding school dining hall attractive furniture, children eating from plates and bowl, not flight trays.
- Bright and cheerful décor
- Mathews skill levels reflect his hotel and catering background and as a result the food on offer at this school certainly stands out compared to other schools I have visited

**7. Recommendations**  
**Action points for moving forward.**  
**Useful resources / website details for future support.**

- I found it a very enjoyable visit, I was very impressed with the overall production and delivery of the food provision in this school.
- I strongly recommend you apply to become a host school and have attached information about how to do this. Other schools will definitely benefit from seeing your successful food operation.
- This schools attitude towards the overall food service it offers is a credit to all the staff involved and of great benefit to the pupils and parents.
- Continue to utilise the web-site, to promote the efforts of the school catering team.
- Include pictures/photographs of the dining halls as appear during service
- A description of the overall experience, (maybe described by the pupils) is a possible project for the pupils to engage in.
- Continue to have regular catering meetings with the school to develop a good working relationship with the school.
- Create an e-mail/ flyer to ask the parents why they currently do not take up the free school meal provision, and ask if there is anything the school can do to change this.
- Continue to try to encourage parents to complete the necessary paperwork/forms for the school to be able to claim Pupil Premium Funding.
- I see no reason why any parent would choose to give their child a packed lunch instead of taking advantage of the quality food offered by the school.

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