



Be all you can be

Hayes School

School Dinners Consultation with Parents and Pupils - July 2018

Hayes School is committed to providing the best possible catering service to all pupils, staff and visitors. The school dinner consultation was designed to find out how people felt about dinners and how to improve the catering service overall. It was provided to all pupils in June 2018, with sections for both children and parents to complete.

Summary of responses:

90 consultation forms were received, from 49 boys and 34 girls. 80 (95%) of respondents did not have any dietary requirements. 1 child had allergies. 74 (86%) had school dinners at least sometimes. Those who did not have school dinners said it was because they liked packed lunches (16 pupils, 44%), queues were too long (8, 22%) or they did not like the choice of meals (5 pupils, 13.9%).

When asked what they thought of school dinners, 37 (46.3%) said good or very good, 36 (45%) said OK. 7 (8.75%) said poor or very poor.

When asked what people were happy or unhappy with, 81% were happy with the taste of food, 72.5% were happy with the amount, 63.5% were happy with the choices, 73.75% were happy with the time they have to eat and 80% were happy with who they sit with.

62 (84.9%) said they usually get the meal they want. 75 (89.3%) said the kitchen staff listen to them.

Meal types preferred were Italian (pasta, pizza, lasagne), followed by English (shepherd's pie, roast dinner), then Indian (korma, tikka masala), then jacket potato, Chinese (noodles, sweet and sour), Afro-Caribbean (Cajun/BBQ chicken, peas and rice) then "Other". "Others" preferred were chips, chicken nuggets, sausages, fish/fish fingers, rice, pasta, wraps and sandwiches.

31.8% said they would not choose a school packed lunch, 11.8% said occasionally, 31.8% said maybe and 24.7% said yes definitely.

Suggestions to improve school dinners included more choice and variety (31%), well-cooked food (10%), cleaner plates and tables (8%), less queueing (8%), bigger portions (6%), more menu changes (4%), to get their first choice (2%) and more time to eat or to sit outside (2%).

59.5% of parents felt their children were able to have the daily choices, 39% said sometimes and 1.4% said not at all.

Regarding satisfaction with school dinners, 82% were satisfied with the service overall. 82% were satisfied food was healthy, balanced and nutritious, 71% were satisfied with the quality of the food, 72% were satisfied with the cost of food, 71% satisfied with time allocated, 72% satisfied with menu choices, 73% satisfied with availability of food.

Only 32% were satisfied with knowing what and how much their child eats and 31% were satisfied with catering for special dietary needs. 46% satisfied with arrangements (supervision, queueing, service, seating).

85% were happy for their child to choose their meal each day.

The main concerns about dinners were (in descending order with the most responses first) not knowing what and how much children eat, food being good quality and healthy, portion sizes, more choice, food running out, queueing and not enough variety.

The main suggestion for improvement was to provide more variety and choice for children. Other included a termly menu, trying different things, more consultation with children, less queueing and longer time to eat.

What we are going to do differently?

1. Review meal times with a view to reducing queueing times
2. Review process for choosing meals and implement wristband process to ensure quantities can be properly planned according to orders, that portion sizes are adequate and that children can always get the food they ordered. They will choose their meal at morning registration and be given the appropriate wristband to hand in to the kitchen at lunchtime.
3. Ensure menu changes only happen in exceptional circumstances.
4. Ensure dinner menu is added to website by first day of term and that parents are informed where it is.
5. Arrange taster days for children (and parents) to try new things.
6. Ensure salad and fresh fruit is available at every meal time.
7. Review recipes and future menus with a view to ensuring they are more healthy and nutritious.
8. Provide feedback to parents routinely where any concerns are raised about a child's pattern of eating, including having the same meal each day.
9. Ensure the results of this survey are provided to all parents.
10. Provide contact details for parents to regularly feed back on concerns about school dinners.

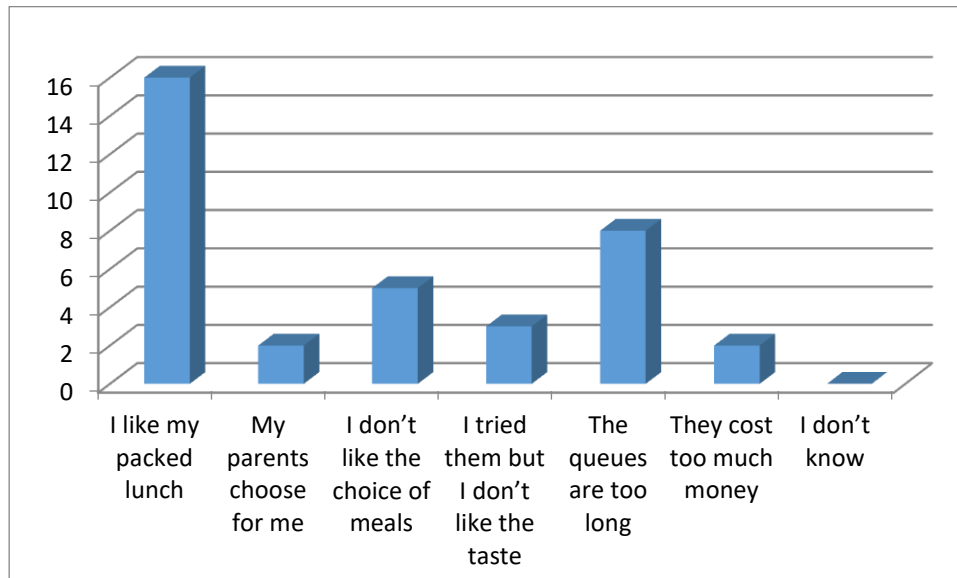
Appendix 1: Detailed responses:

Q1: Do you have school dinners?

There were 86 responses: 38 said always (44.2%), 36 sometimes (41.9%) and 12 (14.0%) did not have school dinners. Overall 86.1% did.

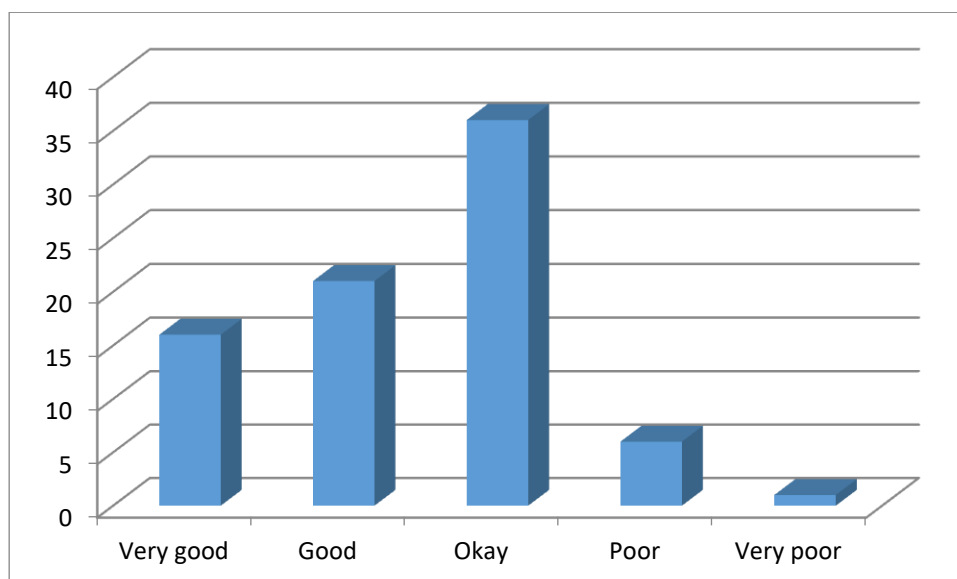
Q2: Why don't you have school dinners?

Of 36 responses, the main reasons were: 16 (44.4%) liked their packed lunch, 8 (22.2%) said queues were too long, 5 (13.9%) did not like the choice of meals, 8 (8.3%) did not like the taste and 2 (5.6%) said they cost too much.



Q3: What do you think of school dinners?

80 people answered this question: 16 (20.0%) said very good, 21 (26.3%) said good, 36 (45.0%) said OK, 6 (7.5%) said poor and 1 (1.25%) said very poor.



Q4: At dinner time, which of these things are you happy or unhappy with?

80 pupils answered this question.

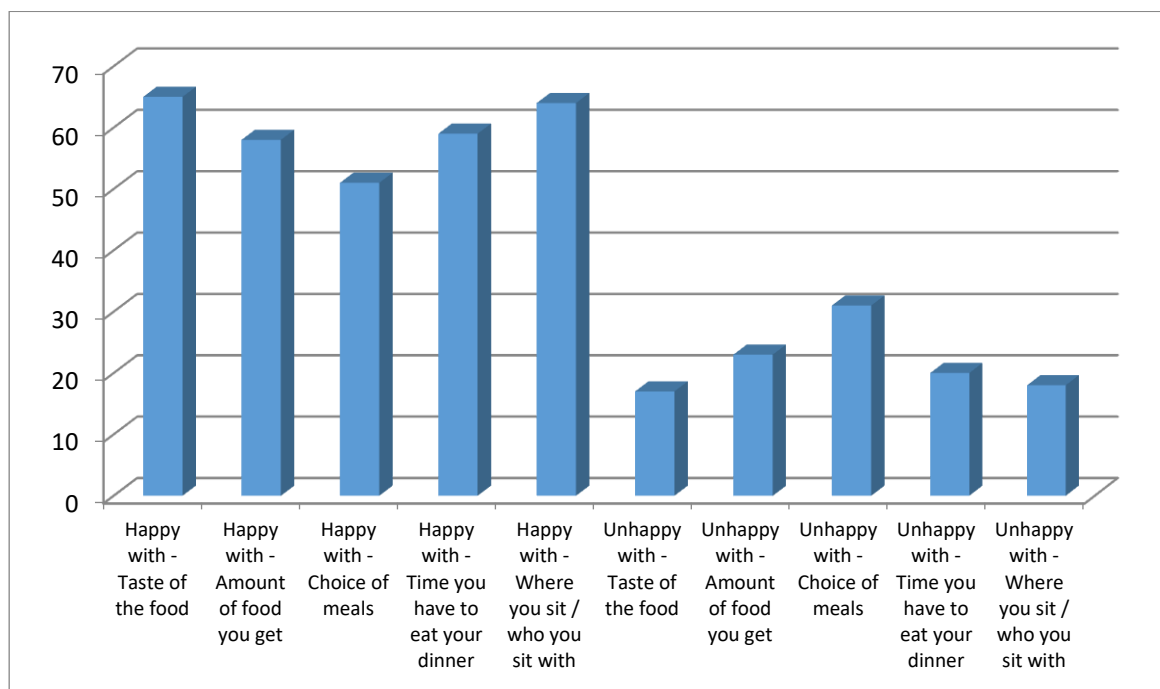
65 (81.3%) were happy with the taste of the food. 17 (21.25%) were unhappy with the taste.

58 (72.5%) were happy with the amount of food and 23 (28.75%) were unhappy.

51 (63.75%) were happy with the choice of meals compared to 31 (38.75%) were unhappy.

59 (73.75%) were happy with the time they have to eat their dinner and 20 (25%) were not.

64 (80.0%) were happy with who they sit with and 18 (22.5%) were not..



Q5: Do you usually get the meal you want?

Of 73 responses, 62 (84.9%) said yes and 11 (15.0%) said no.

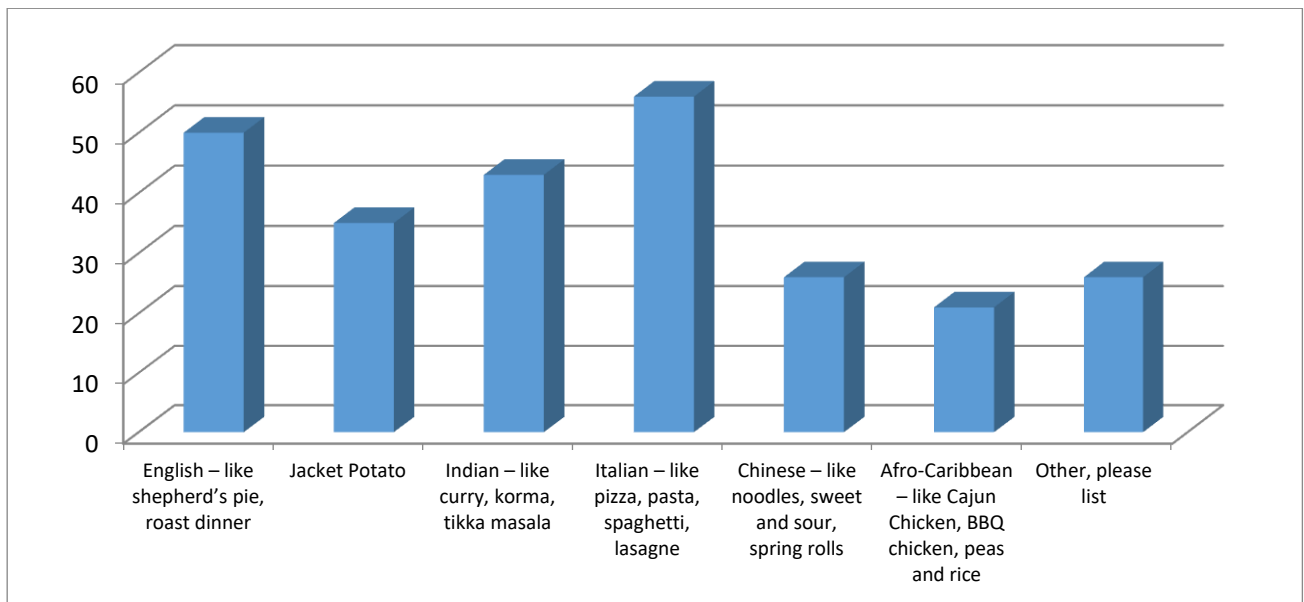
12 comments: 5 said they only eat jacket potato (1 said sometimes no jackets are left), 2 said what I want is not available, 1 wanted the same every day, 3 said their choice was gone or there was a different choice to that advertised on the menu. 1 pupil said they preferred the choice with a packed lunch.

Q6: Do the kitchen staff listen to what you want for dinner?

Of 75 responses, 67 (89.3%) said yes and 8 (10.7%) said no. Of reasons given, 2 pupils felt rushed and under pressure due to long queues and pushing. 1 felt too much food was given and 5 said the wrong choice was given.

Q7: What sort of meals do you prefer?

56 preferred Italian (pizza, pasta, lasagne, spaghetti). 50 preferred English (shepherd's pie, roast dinner). 43 preferred Indian (curry, korma, tikka masala). 35 preferred Jacket potato. 26 preferred Chinese (noodles, sweet and sour, spring rolls). 21 preferred Afro-Caribbean (Cajun chicken, BBQ chicken, peas and rice). 26 said "Other". This included chips (12), chicken nuggets (8), sausages (6), fish/fish fingers (5), rice/egg fried rice (3), more choice well-cooked pasta, wraps/sandwiches (2), tacos/fajitas (1), cottage pie (1), more pizza (1), 1 salad and fresh fruit, 1 brown sauce, 1 cottage pie.



Q8: Would you choose a packed lunch provided by the kitchen if this was available to order?

Of 85 responses, 21 (24.7%) said yes definitely. 27 (31.8%) said maybe sometimes, 10 (11.8%) said occasionally and 27 (31.8%) said no.

Q9: Please tell us what we can do to make your school dinners better?

Of 48 responses, the suggestions given were:

15 (31.3%) said they would like more choice and variety. Suggestions included soup, English breakfast, more varieties of curry, more pizza varieties, more choice of drinks, more sauce

14 (29.2%) said nothing and they were happy with school dinners.

5 (10.4%) were concerned about the way food is cooked (over-cooked, lumpy)

4 (8.3%) said plates and tables were not clean enough/more tables needed

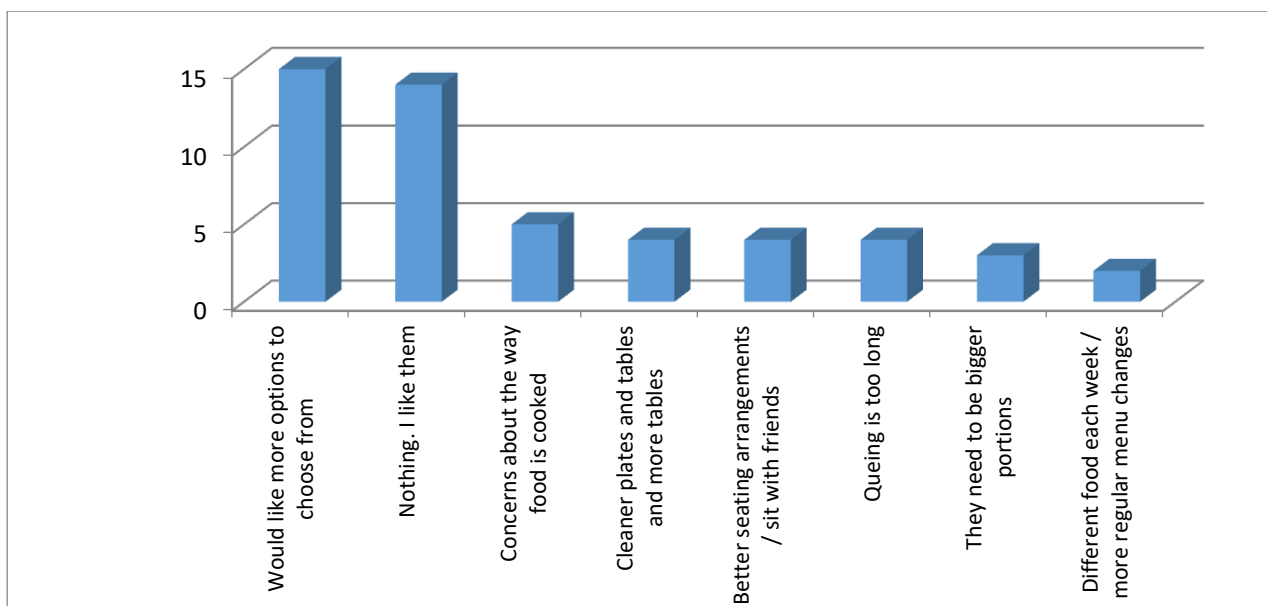
4 (8.3%) said queuing was too long.

3 (6.3%) wanted bigger portions.

2 (4.2%) wanted more regular menu changes

1 (2.1%) said they needed to be enough food so they could get their first choice

1 (2.1%) wanted more time to eat. 1 (2.1%) wanted to sit outside if it was sunny.



Parents' Survey:

Q10: Does your child(ren) have any special dietary requirements?

Of 84 responses, 80 (95.2%) said none. 1 (1.2%) said allergy, 3 said other (3.6%).

Other comments included child was a fussy eater so had a packed lunch. 1 did not want pasta or spicy foods. 1 said they did not want their child to have crisps and sweets but felt this was being ignored.

Q11: If your child(ren) has school meals, do you agree that the daily meal choices listed on the menu are available to your child?

Of 74 responses, 44 (59.5%) said yes always. 29 (39.2%) said yes sometimes. 1 (1.4%) said no not at all.

Comments included that the child felt their first choice might not be available.

Q12: How satisfied or dissatisfied are you with the following aspects of schools dinners?

Healthy, balanced and nutritious – 81.8% very satisfied or satisfied

Quality of the food – 70.7% very satisfied or satisfied

Cost of the food – 71.8% very satisfied or satisfied

Time allocated for dinner time – 71.2% very satisfied or satisfied

Knowing what and how much your child eats – 31.6% very satisfied or satisfied

The menu choices – 71.8% very satisfied or satisfied

Availability of food during lunchtime – 73.0% very satisfied or satisfied

Dinner arrangements (supervision, queues, service, seating) – 46.1% very satisfied/satisfied

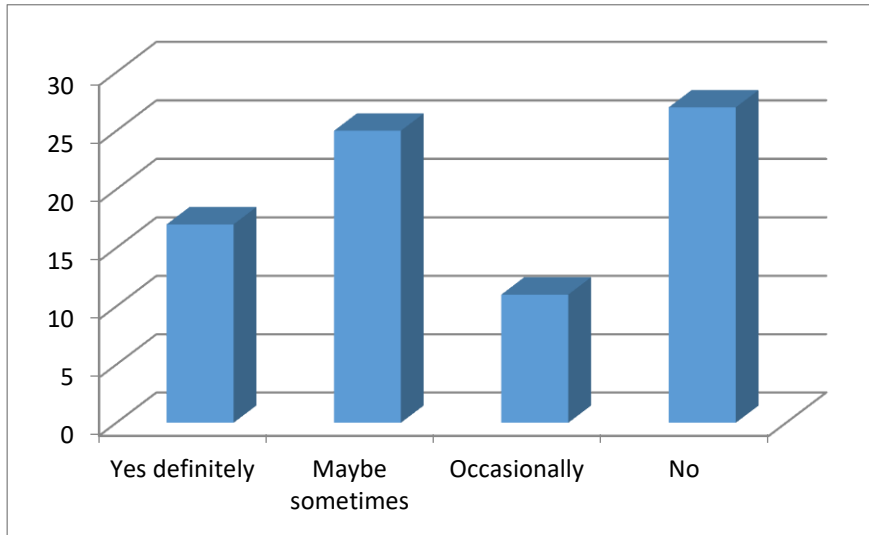
Catering for special dietary needs – 31.0% very satisfied or satisfied

Overall, meals at school – 81.9% very satisfied or satisfied

	Very Satisfied	Very satisfied %	Satisfied	Satisfied %	Neither	Neither %	Unsure	Unsure %	Dissatisfied	Dissatisfied %	Very Dissatisfied	V dissatisfied %	TOT
Healthy, balanced,nutritious	26	33.8	37	48.1	9	11.7	2	2.6	2	2.6	1	1.3	77
Quality of the food	19	25.3	34	45.3	8	10.7	10	13.3	2	2.7	2	2.7	75
Cost of the food	22	31.0	29	40.8	7	9.9	11	15.5	2	2.8	0	0.0	71
Time allocated for dinner	14	19.2	38	52.1	10	13.7	8	11.0	2	2.7	1	1.4	73
Knowing what and how much your child eats	10	13.2	14	18.4	18	23.7	10	13.2	18	23.7	6	7.9	76
The menu choices	13	16.7	43	55.1	6	7.7	1	1.3	11	14.1	4	5.1	78
Availability of food during lunchtime	14	18.9	40	54.1	7	9.5	9	12.2	3	4.1	1	1.4	74
Dinner time arrangements (supervision, queues, service, seating, etc)	9	11.8	26	34.2	14	18.4	18	23.7	6	7.9	3	3.9	76
Catering for special dietary needs	6	8.5	16	22.5	15	21.1	30	42.3	4	5.6	0	0.0	71
Overall, meals at school	18	25.0	41	56.9	6	8.3	2	2.8	4	5.6	1	1.4	72

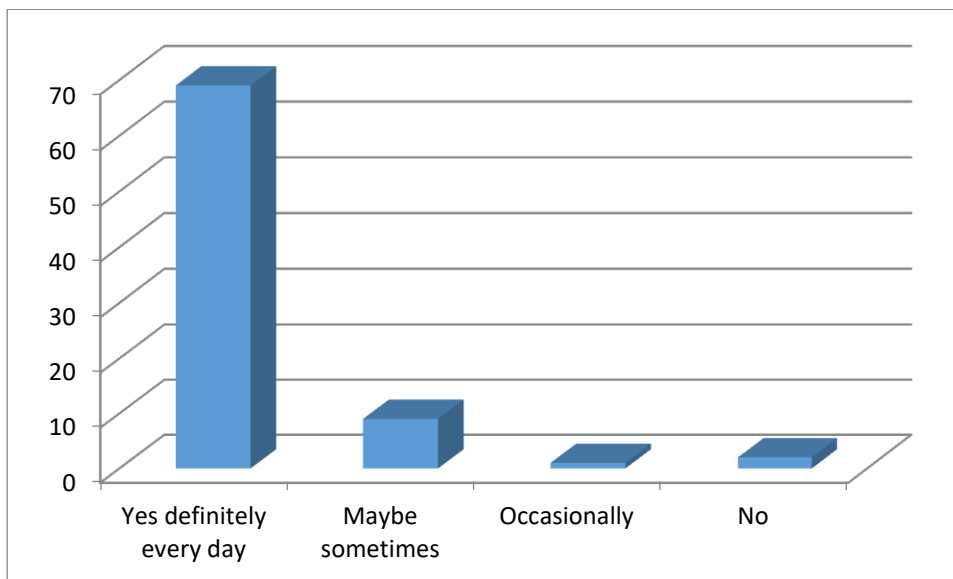
Q13: Would you choose a packed lunch provided by the kitchen if this was available for your child to order?

Of 80 responses, 17 (21.3%) said yes definitely, 25 (31.3%) said maybe sometimes, 11 (13.8%) said occasionally and 27 (33.8%) said No.



Q14: Are you happy for your child to decide on their meal each day?

Of 81 responses, 69 (85.2%) said yes definitely every day. 9 (11.1%) said maybe sometimes. 1 (1.2%) said occasionally. 2 (2.5%) said No.



Q15: Does your child have free school meals?

Of 76 responses, 39 (51.3%) said Yes and 37 (48.7%) said No.

Q16: If your child is or were to be entitled to free school meals, do you have any concerns about them having them? Please explain.

No concerns at all were raised.

Q17: Would you like support in applying for free school meals or finding out if your child is eligible?

6 people requested support to apply for free school meals. 57 stated they did not need support.

Q18: Overall, as a parent, what is your one main concern about school meals?

The main concern raised by 10 parents (of 42 who commented) was not knowing what and how much food their child eats. This was followed by 7 parents who wanted to be assured that the food provided was good quality and healthy. 5 parents were concerned about portion sizes. 4 were concerned that their child eats the same meal every day. 3 felt food ran out or menus were changed so their child did not get their first choice. 3 were concerned about children being allowed to have jacket potatoes every day and 3 felt there should be more variety.

Not knowing what/how much they eat	10
Ensuring the food is good quality and healthy (not deep fried)	7
Portion sizes on a day to day basis - they are hungry / don't get enough	5
More choice of pasta	2
My child always eats the same meal	4
Food running out/ different menu so child does not get first choice	3
Being allowed to have a jacket potato with the same topping every day without it being brought to our attention.	3
Too much queueing	
Not enough variety (inc pasta varieties)	3
Rotation of menu	1
Better management of disruptive children. Behaviour chart not used/not effective	1
Not enough fresh fruit for pudding - many children like cake/ Jelly.	1
Children having packed lunches not supervised like others	1
Ensuring your child is being encouraged to eat enough	1

Q19: What do you feel could be done to improve school meals for your child(ren)?

More variety (soups, curries, veggie choices, vegetable sides, salads, ice cream, pancakes, british food)	8
Can we have a termly menu listing meals (email or page on website)	1
I wish my son would try different things	1
Children need to have a voice and list foods they'd like on offer & look at what other schools offer	1
Get the queueing system changed + let kids eat for longer	1
Right quantities so children don't miss out, plus more time to eat	1
Rotation of menu/ change of menu	1
Drinking water is warm, tastes metally and is unpleasant to drink. More cold water would be better for the children	1
Larger portions.	1
Removal of fried foods, cake & artificial sweeteners	1

Q20: Is your child a... please tick one box only

Of 83 responses, there were 49 boys (59.0%) and 34 girls (41.0%).

Q21: Which year is your child in . . . please tick one box only

The breakdown of pupil ages is shown below.

Year R	11	Year 1	13	Year 2	10	Year 3	17
Year 4	9	Year 5	7	Year 6	16		

Q22: To which ethnic group would you say your child belongs?

Of 81 responses, 68 children were white British (84.0%), 5 were Asian/Asian British (6.2%), 2 were Eastern European (2.5%), 2 were other mixed background (2.5%), 2 were Chinese (2.5%), 1 was other Asian background (1.2%) and 1 was White Irish (1.2%).

<i>White -British</i>	68
<i>Asian/Asian British -Kashmiri</i>	5
<i>Eastern European</i>	2
<i>Any other mixed background</i>	2
<i>Chinese</i>	2
<i>Any other Asian background</i>	1
<i>White -Irish</i>	1

Q23: Do you consider your child to have a disability? Please tick all that apply

Of 77 responses, 70 said none at all (90.1%). 2 said learning disability, 2 said physical disability and 2 said hearing impairment/deaf (2.6%). 1 said visual impairment/blind (1.3%).