

Student Voice Minutes

Please continue to use the Student Voice email to ask questions or give feedback that we run out of time for in meetings.

Black notes came from KS4/5 meetings, [blue notes from KS3 meetings](#).

1. How well do you think the services and the food offer are marketed e.g. are you aware in advance what is available each day on the Main Counter and Deli Bar, do you always know when there is a 'Special/Theme Day' on?	
Notes <ul style="list-style-type: none">• Could reminders be given in register notices?• Majority of students know when a theme day is happening from paper notices (but not electronic notices) though some are not aware in advance• The meals are often not what was advertised, but special days are well advertised• The menu does not always match what is available• The menu can be confusing to read as it is so big• The screen only shows foods they don't sell rather than what they do sell• Students are not always sure what type of cakes are on the cake cart	Actions and Feedback <ul style="list-style-type: none">• Register notices are a difficult format for the daily menu and we don't want to overuse the notices as then some things don't get read out. However, we will try to put notices in for theme days.• There was an error with the scheduling of the menu this term. We apologise for this and will put steps in place to ensure this doesn't happen again.• We will look to reformat the menus that are circulated to forms to make them clearer to read.• We will speak to Harrison Catering about what they show on the screen.• The cake cart is designed to be a pop up event and therefore there is supposed to be a surprise element. However, we will try to make sure the produce on the Christmas cart is better advertised.
2. What do you think of the variety, quality, presentation and cost of the food offer available across the services e.g. is there a good choice of items including vegetarian, does the food look appetising and taste good?	
Notes <ul style="list-style-type: none">• Some food is overpriced	Actions and Feedback <ul style="list-style-type: none">• Prices are set as low as possible but we have to ensure there is

- Break snacks are expensive (eg fruit pots)
- Paninis are sometimes halved but still full price
- Healthier options should be available at a better price
- Leftovers should be offered at reduced cost the next day
- Drinks are overpriced
- There is not a big enough range for vegetarian/free from foods
- They don't cater for halal meat
- It should be more identifiable if 'free from' foods
- They run out of vegetarian options quickly, particularly at lunch
- More vegan/vegetarian options should be available, not just cheese
- Not much for gluten free/allergies
- We would like more halal food
- The labels are not very clear (especially for vegetarian stuff)
- We would like to bring back popular food that has stopped being served
- Trial different foods
- Can we have more seasoning?
- We would like less oil
- It is very greasy/oily (eg pasta pizza)
- Can we have vegetable pots as well as fruit pots?
- We would like fully melted panini cheese
- We would like good food sold quickly (eg pizzas, wedges)
- The muffins/ jacket potatoes are sometimes undercooked
- We would like more variety at break
- The food sometimes looks more appetising than it is
- We would prefer main meals to be take away or in boxes
- We would like alternative pizza toppings
- It is the same thing most days
- It does look appetising and tastes good
- Choice is inconsistent

enough profit made to cover the running costs of the business. Harrison Catering do benchmark their prices nationally and the school independently verifies this.

- The school has previously investigated other food types, such as halal and kosher, but felt that these students are catered for with the vegetarian options. We will ask Harrison Catering to consider this option again to see what it would look like.
- We will be speaking to Harrison Catering about monitoring the availability of different meal types, such as vegetarian.
- Different food is trialled from time to time and we do make judgements of how much of a certain product we sell to decide if we should make it again. If there is something you would particularly like us to try, please tell one of the catering team.
- We are restricted with seasoning because of school food regulations. We will speak to Harrison Catering about the quantity of oil used.
- We will speak to Harrison Catering about these comments and see if they can trial some vegetable pots in the new year.

3. What is your experience of using the Dining Room e.g. what are the queues like, are the catering staff helpful, and are you always able to find a good choice available?

Notes

- Staff can sometimes be scary
- Catering staff are inconsistent
- Staff can be rude and we aren't always told when to top up

- Unsure of why Sixth Formers don't have queue privilege
- Unsure of phone rule during study periods
- Sixth Form students can't buy food from the deli bar in the 10 minutes before lunch as the pre-ordered food is in the way at this time
- Unsure of when we can buy food in free periods

- The queue is too long (especially at break) - we sometimes don't get anything at break because queue is too long
- It is hard to find a table at lunch at the beginning
- Queues are bad but there is a good choice of food
- Some students eat packed lunches in the canteen, meaning those with hot lunches can't sit down
- Can we split the queue time into years with allocated times?
- Older students can push students out the way

- We should be able to pre-order for break before school

- Catering staff good but difficult to know which queue to go to

- The canteen sometimes runs out of food halfway through lunch
- The pre-order machine doesn't specify what type of cookie we are

Actions and Feedback

- Please do speak to canteen staff. They are sometimes busy and can't deal with your query immediately but they are very friendly once you chat to them!

- Sixth Form students have not had the privilege of pushing to the front of the queue for over a year now. There is no reason why they should be allowed to do this - it is not fair on the lower years. Sixth Form students do have the privilege of being allowed out at lunch which the other years do not have. Sixth Form students can buy food from 9.10am-1.30pm but the range will obviously be reduced. We will speak to Harrison Catering about making food available on the deli just before lunch.
- Mobile phones can be used in the middle of lessons but must be put away 5 mins before break and lunch as this is when the Dining Hall is used by all years.

- We will be trialling a Key Stage by Key Stage entry for Christmas Dinner to see if this alleviates the queuing times and congestion.
- Students with packed lunches should be eating these in their form rooms.

- We will consider this pre order but need to consider the feasibility of this.

- We will try to make it clear in the menus which counter has what food on it.

- We will take these comments back to Harrison Catering

ordering

- Our PIN can't be put on the preorder machine
- Can we have one member of staff stood to the side to answer questions so we are not holding the queue up?

4. If you could change or improve something in the Dining Room what would it be?

Notes

- More of steady flow of people
- Certain times for queue for each year
- Stagger entrance times to the canteen
- Vegetarians should have priority

- Preorder machine needs to be more specific on title of food
- Machines more accurate with describing food

- Put ingredients on food
- Ensure the cutlery is clean
- Cleanliness of cutlery/trays
- Bring your own container to put food in, for a slight discount
- More cheaper healthy cheaper options available

- Don't let those with pack lunches eat in the canteen

- Another water fountain

- Only pre order if you have a club

Actions and Feedback

- We will look into a staggered entry time to the canteen. This will hopefully help to alleviate some of the queue lengths.

- We will attempt to improve the descriptions on the pre-order machine.

- We will speak to Harrison Catering about these.

- Students with packed lunches should be eating these in their form rooms

- We will look later in the year about the location of another water fountain.

- We will be looking into the usage of the pre order system and seeing if we can make improvements.