

## Student Voice 3 Minutes - Catering

If you have an idea of a topic you would like to be discussed at Student Voice, there is now a Google Form to put forward the suggestion to try and make it easier for you. Follow the links to Student Voice from the Student Homepage of the school website and the Google Form is near the top of the page. [Feedback from Harrison's is in red.](#)

Notes	Summary and Actions (from Cabinet)
<p>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 and vegan, does the food look appetising and taste good?</p>	
<p><b>KS3</b></p> <ul style="list-style-type: none"><li>● Limited variety every week</li><li>● Hot food runs out quickly</li><li>● Overpriced for what you get</li><li>● More vegetarian/vegan options<ul style="list-style-type: none"><li>- Could introduce meals with Tofu</li></ul></li><li>● Too expensive (especially popcorn)</li><li>● Suggestion of a Meal deal (main snack and drink)</li><li>● Less meals with cheese - there's a lot of cheese in everything in the canteen</li><li>● Friday fish and chips can take too long - makes you late for next lesson</li><li>● Pre Order queue takes up lot of space in the canteen</li><li>● Cheese in plastic pots are bad for environment - could be cheaper if just given on meal from behind counter</li><li>● Rice not properly cooked through</li><li>● £6 limit can be tricky - let parents set the limit rather than school</li><li>● Should be a bigger range of sauces for chips</li><li>● Recycling needs to be more clear</li><li>● Some pizza slices are bigger than others</li><li>● Panini's and pizza are too greasy and other food is oily</li><li>● Too much pizza</li><li>● People are charged for food they haven't bought</li></ul>	<p>Summary:</p> <ul style="list-style-type: none"><li>- Overall, it seems that the key issues seem to lie with the variety, quality and the cost of food available across the services, with presentation not really being a prominent issue</li><li>- The problems regarding the quality of food tend to reiterate the fact that there is a lack of choice in what the students can get there - making some students feel like they have to choose unhealthy and non inclusive options.</li><li>- Additionally, the price of the food offered doesn't seem to reflect the product. With one of the key concerns being for a while now the cost of the food, this can be because of small portion sizes and due to the fact that students are expected to buy extra things e.g. ketchup.</li><li>- Some of the products seem to be unnecessary, with the cheese pots becoming increasingly unpopular amongst the student body as many believe that the option of a cheese topping should be included in the price.</li><li>- There have been further suggestions for change; with the option of a meal deal allowing for a more cost-effective alternative, the possibility for parents to set limits as opposed to the school being a good option and separate queues depending on orders meaning that there is less overall traffic in the canteen</li></ul>

- Should get rid of the plastic forks - people don't know they are compostable
- More variety in terms of sauces - not just ketchup

#### KS4/5

- More halal food - use halal meat
- Food is too oily/greasy
- Fruit is too expensive
- Not enough vegan/vegetarian options
- More for people with a Lactose intolerance
- Not much variety of vegetarian sandwiches
- Too expensive
- Cheese in plastic pots? Overpriced - put straight on pasta
- All meat should be halal
- Portions are too small
- Shouldn't have to pay for ketchup, put a big jar of ketchup instead of small sachets

#### Actions:

- We need to address the issue of prices not being reflective of the product with Harrison's catering and ask them the following -how they set prices, why some prices are more expensive than in other places (eg Tesco) and whether they'd be willing to review these prices with us. (Key concerns are with healthier foods costing more as it encourages unhealthy eating)
- **The price of all foods is budgeted to the minimum, popcorn has been the same price for 4 years. We understand that if we compare this to the high street prices, we are a little more expensive. We have a smaller purchasing power than the likes of Tesco/Sainsburys and more so it is extremely difficult to price match against the high street competitors.**
- Need to address the variety - look at new options we can include that students prefer, ways to get students more involved in what food is on offer. We would like to arrange a working party of vegetarian/vegan students who can discuss menu options.  
**Please email Mrs Wilkes if you would be willing to be part of this working party.**
- **We have a large variety across the three counters we operate. We are happy to discuss with the students at AHS further so we can add in the items they would like to see on our menus.**
- **We will increase production for vegetarian/vegan items. Tofu has featured in menus over the years; however, we have found that this product uptake is quite low and it is quite expensive to purchase. We will look to have this on the menu again and seek further student feedback.**
- **We will certainly look into developing our sandwich range.**
- Everyone seemed to agree that there was little benefit of the cheese pots - we will ask if cheese can be served directly onto food for pasta and jacket potatoes though there may be a few cheese pots that remain as some people like to take them away.
- Need to address the lack of halal options in the canteen - we are an inclusive school and our food choices should reflect this.

	<p>However, discussion with Harrison's on this is needed and if there is any possibility, we will organise a survey for students to see whether they'd prefer for all meat in the canteen to be halal. It should be noted that if we go to halal meat, this would have to be across the whole kitchen as it is not big enough to prepare both types of meat.</p> <ul style="list-style-type: none"> <li>- Our kitchen is not big enough to have a completely separate section for halal, as would be required. We would like to improve our vegetarian vegan range to address the lack of variety for students who eat halal meat.</li> <li>- Meal deals do already exist on a main meal and a pudding</li> <li>- Hot food running out - we admit that this can happen at times - however we always endeavour to cook more where possible.</li> <li>- Fish and Chip days are very busy and we understand that the demand is high and we will continue to do our best to get students through as quickly as possible. Please consider the pre-order section of our offer; this is always an option.</li> <li>- We believe the comments about cheese are for the during break service – we will look at offering items with less cheese.</li> <li>- Rice not being cooked - our team will check this issue and ensure this is not the case moving forward.</li> <li>- All of HCS's disposables are 100% recyclable and biodegradable within 12 weeks. We use a company called Vegware – and we ensure that all our disposables are purchased from this supplier at all our schools/businesses.</li> </ul>
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How well do you think items for sale are labelled, do you find it easy to identify what items are made from, which are vegetarian and vegan and the cost?

<p><b>KS3</b></p> <ul style="list-style-type: none"> <li>● Easy to tell what you're buying</li> <li>● Not made well known that you can get salad with a hot meal</li> <li>● No issue with labelling</li> <li>● Prices unknown until checkout in some cases</li> <li>● Sometimes overcharging occurs</li> </ul>	<p>Summary:</p> <ul style="list-style-type: none"> <li>- Quite positive as a whole, most people found the labelling to be quite clear</li> <li>- The lack of clarity came from not having prices clearly labelled on all of the products. This becomes clear when looking for example at the drinks machine where only a few of the drinks</li> </ul>
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<p><b>KS4/5</b></p> <ul style="list-style-type: none"> <li>● Labelling Isn't really an issue</li> <li>● Yes, easily identifiable</li> <li>● In hot meals make it more clear what's in it</li> </ul>	<p>have prices where others don't - leading to a lack of consistency of priced labels</p> <ul style="list-style-type: none"> <li>- In turn, we concluded that with the issue of overcharging, it is an issue we hope to avoid but it is the responsibility of the student primarily to raise this with staff straight away to resolve the issue</li> <li>- There is not enough clear labelling for hot meals and salads</li> </ul> <p>Actions:</p> <ul style="list-style-type: none"> <li>- Ensure that what is being done well with labelling is maintained</li> <li>- Making sure that all products for sale are clearly labelled - we will have another look at this</li> <li>- Students can always ask staff on ingredients of hot meals/salads</li> <li>- Reiterating to staff that overcharging should be avoided - trying to make sure it doesn't happen where possible</li> <li>- All students with allergies or intolerances – please see our chef manager who will be happy to help and accommodate you and your requirements.</li> <li>- Till issues - when this happens, at the time, please see a member of the catering team or the chef manager who will be happy to help.</li> </ul>
<p>What is your experience of using the Dining Room e.g. what are the queues like, are the catering staff helpful, do the catering staff help you if you have a food intolerance and are you always able to find a good choice available?</p>	
<p><b>KS3</b></p> <ul style="list-style-type: none"> <li>● Some people don't like how pushy the queues are</li> <li>● One dinner lady is unfriendly - puts people off</li> <li>● Supervisors talk to each other rather than managing the queues</li> <li>● Catering staff are helpful</li> <li>● Not many healthy options</li> <li>● Halal options need to be more available</li> <li>● People get told of for waiting/standing around</li> <li>● Different years at different times - helps with queues</li> <li>● Encourage people to be nicer to dinner lady's</li> <li>● Not much for people with intolerances</li> </ul>	<p>Summary:</p> <ul style="list-style-type: none"> <li>- Another key issue concerning the canteen has been the queues; while this cannot be completely fixed, some parts can be improved.</li> <li>- With the preorder queue seeming to be built up due to students checking their canteen balance, it seems more efficient to perhaps have a separate area for students to check their balance.</li> <li>- Issue of halal meat considered in first section</li> <li>- There are usually options for those of intolerances, but it isn't always clear</li> </ul>

- Pre-order could be picked up from somewhere else
- Pre-order isn't that efficient - still takes a while, annoying if you have a club
- Some people going to preorder to check their balance - need to have a separate area where students can check balance
- Queues at break take so long, not much left by the end of it

#### KS4/5

- Queue for meat and queue for vegetarian
- Bring back sixth form privilege
- Catering staff are helpful, are informed on ingredients in food
- If you ask they're helpful
- Vegetarian food not very tasty
- Not open in the time after exams or between exams
- Bring back calzone's and veggie burgers
- Staff are reluctant to give out cutlery

- Staff seemed to be friendly if students are friendly to them
- Idea of sixth form privilege - not sure if needed due to the fact that they usually leave lessons earlier anyway, with some have free periods before break/lunch.
- Lack of veggie choice

#### Actions:

- The school is looking at alternatives for expanding the ordering opportunities for the preorder system
- Reiterate to students to be kind to staff
- Perhaps speak to staff on some of the issues mentioned
- Need more veggie options - part of variety question. Could look into more options here. This will be part of the working party discussions.
- **We appreciate this is difficult at times, we will do our utmost to get the queuing times reduced and we will work with AHS to conquer this.**
- **We will look into alternatives for the Calzone and Vegetarian burgers. We removed these from our menus due to the quality and price – please leave this with us and we will research different options.**
- Cutlery is always given out for take away meals but shouldn't be taken for you own packed lunch.