



# Barrowby Church of England Primary School Hot School Meals Survey 2024

Dear Parents/Carers,

At Barrowby CE Primary School, we believe that:

As a Church school family, we strive for excellence, ensuring that we all feel happy, valued and loved. We aim to provide an exciting, innovative, and relevant curriculum that enables all to 'shine' and develop as creative, respectful and independent citizens. We seek to promote equal opportunities for all so that each individual is encouraged to achieve their full potential and become lifelong learners who can make a positive contribution to society.

As part of our continued 'strive for excellence' at Barrowby Church of England Primary School, we asked you to provide feedback so that we can evaluate our current hot school meal provider and its service to our school family.

In January 2024, we asked all parents to complete a Hot School Meals Survey. We received 172 responses. Each response represents 0.6%

Have you ordered a meal for your child/ren this academic year (since September 23)?	Yes	69.8%
	No	30.2%

**Thank you for your comments:**

It is pleasing to note that approximately 167 children have benefitted from the meals provided by The Farm Kitchen, since September 2023.

One parent acknowledged that they had started using the service but had stopped due to reports from their children.

As a school, we will continue to support all families so that all children can benefit from a hot school meal. This includes:

- Liaising with parents and offering guidance/support;
- Using a Food Diary to monitor individual children's food consumption;
- Offering sample taste menus for our parents/

**Responses from The Farm Kitchen:**

Moving forward, we look forward to holding a taster event for parents later in the year and hopefully any parent who has any question they would like to ask in person can do so at this time. We hope by offering the taster session we will encourage more families to benefit from our hot school meals and increase pupil uptake.

How would you rate the customer service (telephone/email communication) that The Farm Kitchen provide?	Excellent	20.9%
	Good	29.7%
	Poor	0.6%
	N/A	48.8%



**Thank you for your comments:**

It is pleasing to note that of those parents/carers that have needed to use the customer service that The Farm Kitchen provide.

Parents acknowledged that on the whole the Customer Service is efficient with issues being resolved. One parent commented that there was an adaptation to the meal served in school from what was ordered and they did not get reimbursed for the change.

We would recommend for Parents/Carers to continue to liaise with The Farm Kitchen so any difficulties can be resolved to the satisfaction of both parties.

**Responses from The Farm Kitchen:**

Moving forward, we welcome feedback from parents/carers. Please feel free to contact us if you have any questions.

How would you rate the range of:

Main Menu Choices	Excellent	12.8%
	Good	43.6%
	Poor	14.5%
	N/A	29.1%
Desert Menu Choices	Excellent	11.0%
	Good	43.6%
	Poor	14.5%
	N/A	30.8%

**Thank you for your comments:**

It is pleasing to note that 56.4% of service users rate the menu choices as Good or better.

A few parents have commented and expressed concern that:

- the menu choices are a little repetitive and that there are fewer choices for the main and desert course than previously;
- they disagree with a packed lunch option as this can be provided from home;
- they would like menu choices which appeal more to children.

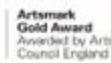
We will liaise with the Farm Kitchen to explore how our menu can be adapted to cater to these responses.

**Responses from The Farm Kitchen:**

In terms of the menu choices, it is very fine line to balance making sure the meals are popular and healthy but also encourage children to try new flavours.

We offer a 4-option menu that includes a packed lunch style meal. If we were to offer more hot options this would mean there would be less of each menu item, which we would be concerned could lead to the meals dropping in temperature.

Following the discussion with Mr Batey regarding the questionnaire we have suggested that we will ask your Food Ambassador Group to put forward some ideas and thoughts of meals they would like to see on the menu for September 24.



We will also speak to the school to agree on a selection of these to be trialled as bespoke meals on your menu in the Autumn term. In doing so, we hope that more children will want to try the meals and benefit from a hot school meal.

We always encourage parent feedback and we will always happily respond to any parent who has any specific dish enquiries, or more general overall menu queries.

Does your child/ren enjoy the hot school meals?	Yes	53.5%
	No	17.4%
	N/A	29.1%

***Thank you for your comments:***

A few parents have commented and expressed concerns that:

- portion sizes are small and the children are often hungry afterwards, and
- on occasions the food cools down and is not hot when served.

The hot school meals are delivered into school at approximately 11.45am. On arrival the Midday Supervisory Team prepare the dining hall and arrange the food containers ready to serve. The food comes in two serving batches: Service 1 for Reception, Year 1 and 2 and Service 2: Year 3, 4, 5 and 6.

As children arrive in the hall for the 1<sup>st</sup> service, the food containers are opened and their temperature is checked. School food should be 63 degrees Celsius or above and in many instances it is recorded as being over 80 degrees. Our records are maintained and shared with the provider. At 12.30pm, 2<sup>nd</sup> service starts and the temperature of the food is taken, before service to the Year 3 children. Temperature of the food has not been an issue with this provider, however, we will continue to monitor the temperature of food.

Recently we received a Healthy & Safety Visit from Lincolnshire County Council who were checking the food provider and our Food and Hygiene standards at lunchtime. They were completely satisfied with The Farm Kitchen and the way our school staff monitor, prepare and serve the food to the children.

***Responses from The Farm Kitchen:***

We are really pleased to hear how many of the children enjoy their school lunches.

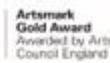
Any other comments to improve the quality of service?

A few parents have commented and expressed concerns that:

- cups and cutlery need a better clean;
- default desert option to be either fruit or yoghurt rather than sweet pudding;
- the meal provider website is clunky.

When we moved to the new school meal provider we replaced all our water jugs, cups and cutlery so they were new. These are collected daily by The Farm Kitchen and cleaned at their facility and returned to school the next day.

Our school's Midday Supervisory Team who prepares and serve the food on its arrival conduct daily checks on the crockery and cutlery used by the children, ensuring that it is clean and usable. Any items that are not suitable for use would be taken out of use and this would be communicated to the meal provider. This has not needed to be done, as the daily checks identify the crockery and cutlery are cleaned to a good standard.



Our menu choices have been discussed and agreed by The Farm Kitchen and the school. For ease of ordering there are agreed preset default choices for main and desert courses, which default to Option 1: main course (non-vegetarian) and Option 1: desert (hot pudding). We would always encourage parents to review the menu choices with their children and order accordingly, not relying on the default settings.

**Responses from The Farm Kitchen:**

There are various blogs on our website that are relevant to our discussions and would also provide parents with more background to why we make the decisions that we do:

- [Why we cook our meals from scratch every day \(thefarmkitchen.com\)](http://thefarmkitchen.com)
- [Going above and beyond the School Food Standards | The Farm Kitchen](#)
- [Are school meals right for my child? | The Farm Kitchen](#)

In terms of the cost of a meal – I have attached a comparison sheet – this article is also very relevant - [Nutrition: How do packed lunches compare? | The Farm Kitchen](#)



We will continue to liaise and share the feedback from our parents/carers with The Farm Kitchen so together we can continue to evaluate our hot school meal provision for the benefit of all.

Thank you for your cooperation and assistance in completing this survey.

I look forward to working with our school family, as we continue to strive to enhance even further our provision and opportunities available to all.

Yours sincerely

Mr L Batey-Headteacher