

Table 4 – Facilitator: Jo Doek, Notes: Vicky Thomas

Scoring Matrix		
Model A: Transformed in-house	Model B: Local Authority Trading Company	Model C: Outsourcing
58	52	30

Summary/Key points

- Difficult to assess the performance of a combined service when financial information is difficult to break down
- In looking at a rationalised service, the Council should be mindful of meeting CSSIW expectation with regards to meal provision
- Likewise, in respect of gathering information for service users and residents with complex care and/or dietary needs
- Consensus that the Authority should be billing schools directly and take specific measures for improving debt recovery
- The revised service should focus on marketing to sell our school meal service to parents and also work closer with schools to better join-up communications to parents.
- Similar points raised to business case for improved staff catering offer: better environment, more convenient, greater menu choice

Table 5 – Facilitator: Cathy Murray, Notes: Gemma Whyley

Scoring Matrix		
Model A: Transformed in-house	Model B: Local Authority Trading Company	Model C: Outsourcing
66	65	35

Summary/Key points

- In order to do anything, we would want to transform in house to begin with but would really like to explore the opportunities around a trading company etc in the future.
- There was also an agreeance that marketing would need to be invested into in order to maximise income for the service and promote good practice moving forward.
- Secondary schools opting out - sit down with all secondary schools to put them all out or keep them all in? - impact on our service of them going and why are they going? - does opting out mean that the children are getting a less healthy meal? Nobody governs what food provision schools can provide themselves - is this about the wellbeing of our children or finance at school level - confusion over purpose of catering service (health eating vs value for money?)
- Opportunity to become more 'business minded' to SELL the SLA more and to tackle the reasoning behind the reduction in numbers.
- If schools meals is outsourced we NEED to govern the private companies who run it to ensure it is healthy etc.

Table 1 – Facilitator: Julie Archer, Notes: Andy Pearson

Scoring Matrix		
Model A: Transformed in-house	Model B: Local Authority Trading Company	Model C: Outsourcing
61	61	51

Summary/Key points

- Across the council, we don't think enough about catering's commercial opportunities. What buildings do we have – and how could we increase our income from them? Small catering units across our estate could support more vulnerable people learning more catering skills.
- We'd like to see how a combination of Variants 1&2 would look.
- This option simply taking the operation from one dept to another? I don't see how savings would be made. I doubt it's worth the effort, simply to make a large sideways move.
- Trading Company would may reduce red tape and would allow better purchasing options to decrease overall costs. It'd probably make good money which would be reinvested in the company.
- It could open up other commercial opportunities such as opening outlets in other places such as the high street.
- Outsourcing is not an option for Adult Services!

Table 2 – Facilitator: Carol Griffiths, Notes: Jamie Kaijaks

Scoring Matrix		
Model A: Transformed in-house	Model B: Local Authority Trading Company	Model C: Outsourcing
68	41	28

Summary/Key points

- Lack of business intelligence in social services and lack of a clear plan
- Merging Social services with education would be good, as it would share knowledge, support, and best practice. It would be good, if not to merge to emulate education model in social services
- It is difficult for social services to analyse demand as customers always change their minds, so have to have back up/alternatives. Increased frozen food capability maybe link with Can cook, freeze our own left overs (need advice from Catering on what can and cannot be frozen/reheated etc.) to have a supply of ready meals as back up.
- It is important that the food consumer picks the food choice
- Currently have poor branding & promotion of services especially with the security restriction of staff canteen. Many outside officers do not know Canteen there or cannot access.
- Improved Vending machines/location
- Potential for social services to buy consultancy off education if not merging
- If we created an arm's length company, would any surplus be reinvested into the business? Also if we transformed In house what would happen to surplus? Would it belong to catering or go back to the council?
- Potential to sell food to people to take home for an evening meal from schools/day care/staff canteen
- Waste - food thrown out at the end of the day, can we sell it or give to the community i.e. homeless? But we would need to know costs
- No appetite for outsourcing as whole service due to lack of control. Individual school may feel differently.
- Lack of data from the two schools that have outsourced catering. Is it cheaper? Quality? We should be speaking to them about their experience.
- Previous outsourcing e.g. IT have not been successful or cost saving. Paying for every extra!
- Unsure of whether we can deliver. Not a good track record in authority – slow to change

Table 3 – Facilitator: Kathryn Phillips, Notes: Chris Peters-Bond

Scoring Matrix		
Model A: Transformed in-house	Model B: Local Authority Trading Company	Model C: Outsourcing
64	41	25

Summary/Key points

- No catering expertise in care currently, so combined would bring that expertise.
- Centralised procurement bring additional efficiencies
- Need to ensure we are meeting the CSSIW expectations with regards to meals. Centralised admin may take the pressure off, however we would need to ensure that regulations are adhered to – people involved in decision making regarding menus, food, what training provided.
- Are pupils still involved in menu decisions? Schools committees used to be involved in deciding menus.
- How would you draw information about individuals with complex care or dietary needs together – meeting social care legislation
- Quick win for improving current system, cashless payment purely online and not machines in schools to put money in to top up. Money disappears en-route to school otherwise. Online will help promotion of school meals to parents. Marketing of meals service. Need to sell it to parents.
- Concerns that FM do not have the catering expertise. Similar position we are in now with regards social services.
- How can we encourage grab and go meal options for schools that allow children to be able to eat outside and make the most of their 'play' time.
- Would removing staff catering lower morale and productivity?
- Do schools use social media to promote catering? We need to work better with schools. Comms is disjointed. Messages to schools are not in line with the messages schools are giving parents.
- Differences in shifts between social services – 30 weeks and 52 weeks. Term time, split shifts. Opportunities for offering extra hours for those who want it. Would contracts need to be aligned?