

Q11 What changes or improvements do you think should be made ...

- 1 Menu changes, communicate menus, desk delivery service, card payment as I never have cash, layout
- 2 Having a card machine / or a free cash point at the Civic Centre.
- 3 Ready made salad pots (like Coastline Cafe), I love the fruit pots on offer with the trolley service
- 4 less stodge and unhealthy options - salads are uninspiring - go out and look at what innovative canteens do
- 5 I can pay different amount for exactly the same food, difference can be up to 90 pence more/less
- 6 have a coffee shop open after 2pm
- 7 Move away from school canteen style catering. Minimise waste. Make seating area more hospitable.
- 8 I would like the salad bar expanded and more options with fresh veg available.
- 9 more competitive pricing and the trolley is worse 85pence for a packet of crisps!!!
- 10 The staff are so nice. You used to publish a menu, !This box is too small to fit all my comments...!
- 11 More selection, same week in week out. Sandwiches only have ingredients in the middle
- 12 more like the Coastline Cafe
- 13 Prices should be cheaper
- 14 More healthy options
- 15 Charge a little more & increase portion sizes of the primary items.
- 16 I find the variation in pricing strange, some things are very reasonable, others expensive i.e salad
- 17 More healthy options
- 18 Cheaper and nicer facilities.
- 19 Improve quality of sandwich fillings and baguettes
- 20 Less stodge. Even the salads have pasta and mayo on them!
- 21 Give them more staff. The Civic canteen staff are run off their feet most of the time.
- 22 Food offer could be better
- 23 Simple homemade soups and bread, good quality salad bar, sandwiches/baguettes with more variety
- 24 Canteen food should be subsidised for staff. I could get cheaper bar meals than I often pay inhouse.
- 25 Staff canteen should be subsidised. Prices are not competitive and discourage many from using facilities
- 26 Layout of the canteen could be improved massively as well as value for money
- 27 Greater range of foods, available later than 2.30pm
- 28 Open up to service users on site like the NHS does. Don't be a cafe- make canteen the USP
- 29 More vegetarian food. More hot food. Lots more fresh vegetables - not just cold salads
- 30 I think the trolley is good, perhaps tea/coffee could be added to it? Other than that, all is great.

- 31 dont know, but a great improvement is the trolley that comes around the offices
- 32 SOME STAFF VERY GRUMPY
- 33 Card payments, coffee loyalty cards, more choice for breakfast
- 34 As a former chef an outside caterer would be more cost effective with hot food needing to be limited
- 35 quality ie buying toast that been sitting there for ages. Food is slightly overcooked & tasteless
- 36 lower charges - some times if you have a small portion of a couple of vegs it gets expensive
- 37 higher quality food, more diverse, modern range of healthy food, and more vegetarian choices
- 38 Leafy green veg available daily along with popular items like curry and chilli
- 39 The quality of the food available is poor. EG the cheese is tasteless.
- 40 quality and selection of food .. more choices
- 41 Improve the food quality at lunch - breakfasts are good
- 42 salad bar costs too much, main meals should come with vegetables in price
- 43 card payment would help,
- 44 The daily menu used to be on the internet. Could this be reinstated? Wasn't always accurate though.
- 45 None
- 46 More choice. Send menu of hot food available each day on daily email to staff. Staff are excellent
- 47 Do all possible to support & encourage catering staff, who do a great job on limited resources
- 48 more options for vegetarians, vegans, lactose intollerant and celiac. Recycleable packaging.
- 49 Not charging for carton when buying a jacket potatoe, more healthy options and bring down the prices
- 50 Home made chips. More peas made available oftener than on a Friday. Change menuchoice on a Friday.
- 51 Set charges for full meal choices, more fresh products used/healthy options available
- 52 More varied selection.
- 53 Seems to be less choice if you go at 1pm rather than 12pm
- 54 Less easy to cook food i.e. oven chips
- 55 Cooks should be more imaginative. Would be great to have proper chips not oven ones
- 56 The trolley service provided by Kimberley is excellent. Just more selection of veg sandwiches!
- 57 Vegan & healthy options
- 58 Improved sandwich fillings & salads (not all covered in mayonnaise); also eating environment
- 59 lower the prices, and make sure the cook knows how to have chips ready by 12.
- 60 Need to stop being too traditional, curry and fish every Friday for the last 30 odd years.
- 61 none
- 62 Tables are too close together, reopening the Café.

- 63 use local produce. make the curry spicy and use proper fresh meat in it.
- 64 More seating
- 65 More seating. Location of lower floor
- 66 healthier options, separate serving area and utensils for vegetarian options
- 67 allow card payments and continue with sandwich trolley!
- 68 Better quality meats & not just crusts available at breakfast time
- 69 More healthy eating options, including diet-specific e.g. low sugar/carb (diabetics), gluten-free
Greater separation of meat and non-meat items, and more veggie offering. Being a veggie, it is very annoying to see tongs being used for toast and meat products. I have asked a number of times to change this, but things
- 70 revert back meaning I do not but anything..
- 71 More pre-prepared salad & healthy options; lower prices
- 72 fresher vegetables, more fish choices
- 73 fresher, better cooked veg e.g. Brussel Sprouts, more fish options
Change the approach to food being served. Paninis, fresh sandwiches on crusty bread and rolls, salads (greek,
- 74 tuna nicoise, grilled chicken etc), Better fillings with jackets (like cost cafe). Basically increase the quality of food
- 75 Allow card transactions
meal deals rather than pay for each item individually eg: roast dinner have to pay separately for each veg portion
- 76 which makes the dinner option expensive
- 77 A menu available online for the upcoming week
- 78 On the few times i have visited the choices was very good
- 79 more variety especially in Coast Cafe. Food very expensive and same thing every day
Better range of healthy, vegetarian and vegan options - alternative grains for instance like quinoa and
- 80 buckwheat. dressing for salads!! Proper coffee machine/barrista style. Good range of herbal teas such as Pukka
- 81 Consistent charging would be good i can pay £2 for something today but be charged £3 tomorrow
Make the pricing less confusing and affordable, Salad for instance you pay if you have two items that are green?
What's that all about? The salad is also very bland and obscure. You have to have rice with your curry or its an extra £2 with chips. I would definitely make the Salad bar more interesting like you see in Morrisons. I also feel
- 82 very strongly in the food being thrown out when there are many charities that would take it.
More healthy options to be made available e.g. low calorie mayonaise, healthy salads. Improve queuing system,
- 83 bagette/jacket stall often results in long queue, when all that is required is a jacket potato.
- 84 The vending machines on the ground floor need fixing/replacing as they are constantly jamming food or
- 85 Decaff coffee and meal offers (such as a bacon roll or bacon on toast for £1, rather than individually priced items)

fresh chips (not chilled), and 100% swap the veg servery with meat servery - this will help the flow of people
86 through the servery and prevent an accident happening

I think the changes already made are good i.e. the facility to have a sandwich/baguette/toastie made to order,
87 same for baked potatoes.

The changes already made are positive e.g. Freshly made to order sandwiches/baguettes/toasties and the
range of baked potato fillings. Desired changes would be: it would be useful if staff could pay by debit card as in
the Cafe in Civic foyer. Too many items in the salad bar contain mint, I would have this option much more
frequently if there wasn't so much mint used, also offer onions as a choice for those who like onions in the mixed
88 salad. The main course should come with one side included in the price, having 'a la carte' pricing in a works
89 I like more healthy options lunch time or snack like beans on toast I eat my main meal with family in the evening
charge for a set meal, not for every portion of veg you have with the meat, very expensive for a dinner when they
90 charge you for gravy on top of every portion of veg.

Would prefer a Costa Coffee Machine and more choice of fillings for freshly made sandwiches especially towards
91 the end of the service

92 More staff to serve your meals at the counters

Need more staff to serve the Meals and not be walking around, no presence of staff most of the time. Also don't
understand why its is more expensive to have a take away as you have to pay for the box and the food is still
the same price if on a plate and then your told to use plastic cuttlery. Annoying when no cuttlery available for a sit
down meal. Meals are labled as cheep but are not when you get to the till as it all adds up should have a price
93 for fish, chips and maybe peas or side salad not just the fis. Prices are very deceiving.

94 Have the menu available online (inc the days specials)

let someone with a catering qualification manage the service ask the staff to watch a catering programme and
95 use some imagination

96 Online lunch menu

more emphasis on healthier foods and meals - when I worked at Jubilee Court we had a French Chef who did
97 healthy meals with very little the food and quality was excellent!

98 Better selection and cost

Better range of foods e.g. most salad items covered in salad cream or mayo (which we don't all like). The new
99 sandwich bar is great but expensive.

I think the salad & healthy options could be alot better, such as having decent meat, cheese or eggs to go with it.
100 I dont mind paying for a good salad but to be charged separately for everything gets a bit much and puts me off

- more staff are needed as never no eggs when I go, always have to ask for fresh toast and to pay as not many staff and always busy, its hard when you need to be quick. This is no fault of the staff but they are often grumpy when you go upstairs to the canteen as they are trying to do everything and there is not many of them. They are
- 101 not able to monitor when things run low and cook ready as they are so busy
Newspapers, Birthday cards or more apptly these days leaving cards and finally cold and flue remedies to keey
- 102 staff sickness rates down.
Perhaps add a bit more variety to choices, does occasionally feel 'samey' from one day to the next - could consider bringing in 'specials'. Perhaps have more than one veggie option occasionally, or consider making
- 103 dishes that are not specifically vegetarian, but are meat free.
- 104 being able to pay by card and be penalised or have a minimum charge
chips are dry and tasteless, more green veg should be offered eg peas? have new meal choices and not the
- 105 same each week eg fish and curry every friday should change
Remove the 10p charge for the container on takeaway food; stop putting mayonnaise on all the salad choices and using the waste vegetables/sausage in the salad bar; portions size are an issue, often too small. A roast
- 106 dinner should be a standard price and not per vegetable -which increases the charges substantially for those who
Much improvement needed in the segregation of vegetarian food from non-vegetarian and differentiation between
- 107 vegetarian and non-vegetarian serving implements. I would also like the daily menu placed on Staffnet.
Healthier food choices, fixed pricing. Meal deal offer (i.e sandwich and a drink £3.00) more variety and more food
- 108 cooked to order rather than sat there for 2 hours.
- 109 Clearer pricing on hot food items.
- 110 more healthy options
- 111 More choices of sandwiches, they are often soggy and tasteless
- 112 I would use the facility more if there was better quality food, even if prices increased
- 113 Sometimes the canteen seems very short of staff but those that are there do their best to provide a good service
- 114 card payments
- 115 Increase range, cater for more protein and reduced carb diets
- 116 dont think we'd miss them
- 117 More sandwiches, meal deals, less big meals.
- 118 Meal Deals could be introduced and/or a reward scheme e.g buy 9 bacon baps get 10th Free
- 119 There is very little on offer for alternative diets - e.g gluten free and dairy free alternatives
- 120 Meal Deals could be introduced and/or reward schemes eg buy 9 bacon baps and get 10th Free
- 121 Card payment, more healthy choices, larger kiosk in the GH, customer service training

- 122 Cheaper and Healthier meals
- 123 The food in the kiosk needs an overall with more choice and better quality foods
- 124 Franks still isn't great. Service is better but the staff still wander off while trying to order
- 125 Food at the Guildhall kiosk is not as good as at the Civic Centre. More options for vegetarians.
- 126 Difficult in Guildhall as the Kiosk is too small to compete against Franks but is cheaper than Frank
- 127 Bread options could be improved, care with sandwich dates
- 128 More choice, healthier options also.
- 129 In need of more healthier options in Guildhall Kiosk e.g. salad bar, fruit bar, breakfast bar.
- 130 More choice in the Guildhall. The Kiosk doesn't offer a very good selection and Franks is expensive
- 131 Open longer, offer delivery service
- 132 service is awesome if it is Shimmy or Pam
- 133 more healthy options better quality like victoria park
- 134 Healthier choices with better quality foods
- 135 Place the standard of service provided by staff in Victoria Kiosk in all of the other Council facili
- 136 To offer more healthy vegetarian and vegan food.
- 137 Better quality food e.g. bread, rolls, teacakes. Curry is to runny and very little chicken.
- 138 Kiosk
- 139 basic hygiene while serving (the kitchen itself is very clean) More sandwich filling choice
- 140 needs to be a moer professioanl service and bif differnce betwen venues
- 141 More variety of menus and sandwiches
- 142 It is hard to rate them all under one umbrella as they vary so much. Victoria Park Kiosk is best
- 143 More choices at Guildhall - staff are lovely - but limited choices
more healthy options! eg: caesar salads, egg + cress sandwiches and healthy snacks like cereal bars and fruit
- 144 salads: Also milk purchased often has a very short best before date
- 145 More cheaper and healthier options
- 146 Not so much butter on the sandwiches
- 147 Canteen type facility at the Guildhall
- 148 More fresh cooked foods and healthy options
- 149 This only applies to Victoria Kiosk - the quality in the GH kiosk is poor
- 150 CHEAPER FOOD - EATING IN OTHER LOCAL ESTABLISHMENTS ARE MUCH CHEAPER
- 151 the experience in the guildhall kiosk depends on who is working!!
- 152 more vaiirety/specials

153 Fresh bread or food with a realistic sell by date.

154 the catering facilities are fine

155 a cafe at heo;l yr Gors

156 n/a

157 Let FM run them

158 unable to comment

159 Healier and more diverse options

160 More healthy choices and better cooks.

161 unsure