



## Pride Survey Results for East Sheen

You Said	We Did
More encouragement by catering staff for children to try new things	All of our team have been ask to engage more with the children and to be more persistent about trying something new , even just a little spoonful of the other dish alongside their chosen main course
Don't run out of popular dishes	The chef has been asked to make more portions of the well known favourites, but with a new menu it does take one cycle to see what the new favourite dishes are.
Bigger portions	Our portions are as per the School food standards, for example the range is 120-170g potatoes or 40-60g of veg or 50-80g of meat. We are now serving at the higher range on all ingredients.
Don't rush the children give them time to choose meal	All children are asked what they would like for lunch, staff do not put food on to a plate that a child has not asked for with the exception of at least one vegetable.
Please send the menu you to parents prior to the start of each term	The menu will be sent out electronically the first week of the new term
Female staff are abrupt and look miserable	All catering staff will have a refresher on customer care and reminded that even though they are busy a smile goes a long way.

More traditional dishes please	Our menus are written in conjunction with the School Food Standards which ensure there is the balance nutritionally, we do have a greater percentage of traditional dishes however we also have parents who wish their children to try other cuisines. Our role is also to develop children's taste buds and make food interesting and fun. In all of our schools we also need to ensure we cater for all ethnic groups.
Pudding should not be served every day-too much sugar	Pudding is not the only thing served , we offer fresh fruit and yoghurt everyday. We used fruit based dishes in the majority as a natural way to sweeten our dishes. Again our menus are balance nutritionally including pudding in accordance with the School Food Standards.
More parent contact with the catering team	Our catering team do get involved with social nights, Curry night for example , these can be more regular, we would also like to set up a parent/pupil food forum that meets once a term so we can collect feedback and suggestions for the next menu cycle.
Can reception have a little of each dish rather than having to choose?	This can be offered however many of the children like to be able to choose what they have and in our experience many of them do not like mixtures on their plate.
Can we have a jacket option each day	This is what we have in many schools we cater for however East Sheen requested that this was not what they wanted and requested some other snack option a couple of times a week. This also reduces the risk of children always going for a jacket option
Can we have tuna separate from the sweetcorn?	This can be changed on the salad bar
No added salt or sugar please	We do not add salt in any of our food. Many of our puddings are fruit based which is a natural sweetener, any dishes that use sugar are made using minimal sugar and are run through out Nutmeg food system to ensure a nutritionally balanced menu.

More info for parents in meals & content	All parents have access to the School food standards on the internet but we will put a link on the school website.
No more semolina	This will not be on the next set of menus
Curry too spicy	All of our curry's our very mild and chilli is not used. Some children are more sensitive to strong tastes than others, we always ensure that there is another choice for the children should they not want curry.
Roast Beef too chewy	The beef may sometimes be a little firmer than how we would like to eat it but we do not offer undercooked meat in our Schools, this may mean it is a little chewier than medium or rare roast beef. We only use the finest quality British Rump of Beef
Veg soggy	The catering team have been asked to ensure all vegetables are batch cooked so they remain perfectly cooked, al dente does not seem to appeal to the majority of children so we offer our vegetables the softer side of al dente but by no means should they be soggy.
More variety of carbs not just rice and pasta	When writing our next menu cycle we shall endeavour to incorporate Couscous, Barley and other starches such as sweet potatoes into the menu.