

## Lancashire Catering Services – Getting it Right!

Providing your school  
with an individual, high quality and  
'fuss-free' lunch service.

### Lancashire Catering Services

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## Why Lancashire Catering Services?

We are a **Lancashire-based team of professional, specialist caterers** dedicated solely to providing high quality catering services to all schools across Lancashire and surrounding areas.

We service over 530 individual SLA's across Lancashire and neighbouring authorities and are unrivalled in terms of our size and staffing structure.

A knowledgeable, local management team focussed on meeting the needs of your school/academy/college.

Aware of the high profile that school meals continuously achieves, and passionate about food, service and education, our high levels of skill and professionalism give you the confidence to concentrate on managing your school, safe in the knowledge that the **reputation of your catering service is in trusted hands.**



## Social Responsibility

Using only the **best local and seasonal ingredients**, we recognise that it is not enough to simply provide excellent food and service. At Lancashire Catering Service (LCS), we work with schools to devise successful strategies aimed at increasing meal uptake whilst making pupils more receptive to new foods and tastes.

Rather than confuse the healthy eating message by labelling certain food groups as 'unhealthy' we aim, by providing delicious, home-cooked meals, presented in a manner that is attractive to them, to encourage all children to strive for balance in their diet.

Committed to providing quality food to the children of Lancashire and supporting the local economy.



Each day, around 65,000 pupils enjoy our tasty school lunches. We do not take their (or your!) business for granted. Our development team work hard to ensure that we remain **industry leaders**. We aim to ensure that each day, every pupil enjoys a positive lunchtime experience and has something fun and new to look forward to.

We're not only feeding the future, we're investing in it too!

To make lunch service ever-more efficient, we have introduced an electronic kitchen management system to all school kitchens. By assisting with the dissemination of key data, improving communication and increasing the accuracy and processing of financial and other management information. Our electronic kitchen management system will enable us to manage and develop your service to even greater levels of efficiency and effectiveness.

### Our Vision

- ✓ To improve and educate the well-being of the next generation and positively influence their diet and food choices by making healthy eating easy and interesting.
- ✓ To provide consistent, high-quality and nutritious food that is appetising, freshly cooked on site and ethically-sourced – we will always consider where the food on your plate comes from and how it was produced.
- ✓ To deliver continuous innovation in order to meet both your current and future needs.

**Our management team will work in close partnership with you to determine how best to deliver this vision at your school.**



## Your School Meals Service – Your Way!

It is important that your lunch time is tailored to meet the exact needs of your school. By offering a range of varied service options, LCS can ensure that 'best fit' is always achieved at your school by tailoring to exact needs.

## Managing Costs, Rather Than Cutting Quality

We view effective and responsive management support as a priority under any contract. It is the key function that schools wish to purchase. Consequently, we have structured the management team to provide you with **easy access to both an experienced Catering Operations Manager and a Service Improvement Manager.**

Your Catering Operations Manager will meet with you to agree a development plan for your service and to ensure that our delivery remains in line with both the practicalities of your school day and your general ethos.

### No surprises. No hidden costs.

We are an organisation with sound business acumen. Delivering quality is a continuous process. Our locally-based managers are consistently on hand to provide the close operational and financial management support that your school meals service demands. It is only by doing this that we ensure maximum quality and efficiency at minimum cost. Our open book policy ensures that, at every stage, you know exactly what you are paying for!

**"Just a note to say thank you for your approach to customer service!"**

We would like to highlight your helpfulness and willingness to assist with invoice queries. You are 'an asset to your team and you really make a difference' – well done and thank you..."

“I could not be more pleased with the service received from Lancashire Catering Service.

All of the staff are fully trained and have regular updates, held at our school, which means that they produce high quality meals for the children as well as for the teaching staff! The kitchen team are wonderful with the children and will always try and accommodate any specific needs whilst maintaining a pleasant and welcoming demeanour at all times. Our Chief Cook is also looking at how we can further develop our dining area to make the whole of lunchtime a more pleasurable experience for everyone. A great service!”

*Paul Slater, Headteacher, Trumacar Nursery and Community Primary School*

“We have worked with Lancashire Catering Services since September 2014. I have always found them to be helpful, supportive and professional. LCS are extremely knowledgeable and use their expertise to offer the school support with all areas of catering. LCS respond quickly to any queries raised and are always willing to work with us and our pupils to find solutions. The management support team in place are an invaluable part of the service and go the extra mile to ensure the catering service meets both school and pupil needs.”

*Andrea Barnes, Business Manager, Penwortham Girls High School*



Fresher+ Menus – The Key to Success



Fresher+ Menus – The Key to Success

Make Choosing Your Lunch a Highlight of Your Day

### Why Fresher+?

The name reflects our commitment to providing your pupils with delicious meals made from only the freshest, top-quality ingredients.



### Constantly Evolving

Our Menu Development Manager and Skills and Standards Trainers continually strive to find new, innovative and attractive menu items that both meet existing customer demand and stimulate new interest. We work hard to strive for a balance between **traditional favourites and new and exciting tastes** and explore imaginative methods of presenting and serving our food to make it easy for even the youngest pupils to select and enjoy.

We screen all foodstuffs for ingredients and nutritional value against a strict set of criteria and ensure that products do not contain any undesirable additives, food colours or Genetically Modified ingredients.

### Food for pupils, chosen by pupils

At LCS, we have a unique approach to creating menus. We understand that there is no nutritional value in a meal that is simply thrown away. To gain a place on our serveries, each dish is tested by a focus group of pupils.

They must consider that it looks appetising, tastes delicious, and that it will appeal to a wide variety of their friends and fellow service-users. Armed with this information, our specialist team then evaluate how well it contributes to the achievement of a balanced diet. Only then will it be included within our menu cycle.

### Delivering Parent Approval and Pupil Delight!



Meet our Menu Development Team - the people behind our fantastic menus

### Market Awareness

By keeping abreast of developments through regional and national catering associations, trade exhibitions, working with a network of Shire authorities and carrying out competitor research, we closely monitor food trends both within the industry and on the high street.

**The result of all this hard work is dishes and food concepts that are fun, relevant and of course, top quality.**

To make the best of seasonal produce we change our menus a minimum of twice a year.

Our three-week menu cycles have maximum customer appeal.

### Special Diets and Allergies

We are able to supply a wide range of special, medical and cultural diets.

Special diets are diets for pupils with a medically diagnosed requirement; not just a dislike of certain foods or food groups. It is our policy to provide a service for those pupils with medically diagnosed food allergies, food intolerances or a medical condition which affects eating requirements. All of our menus are available as Gluten or Lactose free alternatives and where required, local arrangements can be put in place for those with other specific allergens and intolerances.

For further information regarding allergens and special diets, please contact [cateringservices@lancashire.gov.uk](mailto:cateringservices@lancashire.gov.uk)



“Our children enjoy healthy balanced meals containing lower fat, protein items and plenty of starchy carbohydrates, accompanied by lots of seasonal vegetables, salad and fruit. All meals meet the Government’s food standards as well as encouraging good healthy eating habits. Menus can be negotiated so we can be sure our school favourites are always available and our small number of vegetarians are well catered for. Themed meal days are a huge success as we link the children’s learning topics with tasty, motivational menus.”

Steve Robinson, Headteacher, Westgate Primary School and Childrens Centre.



### Having Your Say

In order to effectively promote your service, it is essential that you are proud of the food and menus that are offered. We will work with you and your pupils and parents to develop menus that are to your complete satisfaction.

Your Area Operations Manager will schedule regular meetings with you in order to discuss and share views about and ideas about menus and all other aspects of your service.





## The Importance of Good Food

### Fresher+ – What ‘Good’ Looks Like

We have been awarded the Silver Food for Life Catering Mark in recognition of the following achievements:

- ✓ Over 80% of our food is freshly prepared and cooked on site\* and all our menus are compliant with the Government’s ‘Food Standards for Schools’.
- ✓ 100% of our suppliers are classed as local.
- ✓ 75% of the food we purchase is produced in the UK.
- ✓ We are fully committed to animal welfare and only use meat that is classified under a farm-assurance scheme. We only use free-range eggs in our cooking and baking.
- ✓ All our fresh milk, pasta, rice and flour is organically produced.
- ✓ All our fish is MSC certified- meaning it is sourced responsibly and comes from a certified sustainable fishery. This protects and safeguards seafood supplies. All our tuna is dolphin-friendly.

We continually work to increase our use of environmentally-friendly and locally-sourced products

\*A small number of schools have kitchen facilities which, due to their size and limited equipment, are unable to produce the full Fresher+ menu and are excluded from these standards

Feeding the future of Lancashire - by encouraging good eating habits in children

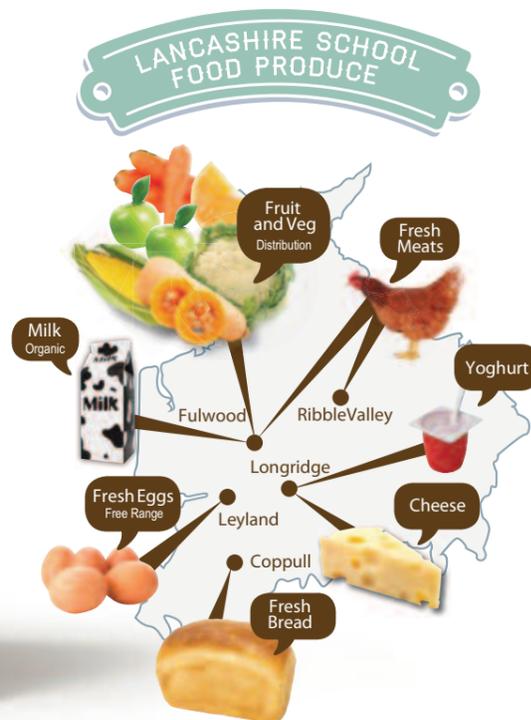
It is now commonly accepted that, in addition to aiding their physical development, consuming the right foods in the correct quantities **improves children’s behaviour** and their **abilities to concentrate, learn and interact with others.**

Good food comes from good ingredients

Nutritious, fulfilling and creative

Fresh, appetising and delicious

We are committed to offering our customers food which has been sourced and produced in the safest and most ethically responsible way.



## Confidence Guaranteed

### Celebrating Quality

Our comprehensive range of professional quality and standards systems ensures that every school kitchen is subjected to a number of rigorous and formal audits across each academic year. Measuring established kitchen management processes and procedures for compliance with our required standards and statutory health and hygiene, safety and work-based regulations, means that our managers are able to guarantee both the quality and safety of your school meals service.

Our audit programme follows a linear approach, beginning with the receipt and storage of foodstuffs and continuing through every aspect of the entire food production and service process. Should non-conformances be identified, then the appropriate corrective actions are agreed and quickly put into place. In order to identify any possible trends, we also aggregate the results of our audit activity. In this way, we secure ongoing continuous improvement.

Our frontline catering teams are given all the necessary training to ensure that they can adhere to our clearly-defined standards. The extensive professional development programme is continually refreshed to reflect any and all appropriate changes within the industry.

In addition to food-based training, our catering operatives are subject to Enhanced DBS clearance and Safeguarding, Prevent and Wrap training.

To ensure their safety, along with that of their customers and the food they serve, catering staff are fully equipped with uniforms, including safety shoes and all necessary personal protective equipment.

LCS is quality assured, meaning that the service and systems to which we operate are subject to independent as well as in-house audit. Professional, third party accreditation provides you with further reassurance that the safety and delivery of your catering service is continuously checked, reviewed and, when necessary, improved.



What the HA says about LCS:



“Face-to-face interviews allowed us to quickly gain an overview of how the business is on a journey of excellence, which we are pleased to report is reflected in a score of 75.7% which is regarded as world class”

“This front line service delivery team are extremely well-trained, dedicated and have ample opportunity to develop with career progression readily available.”

“Building sound client relationships remains a key focus of the service and this was clearly evident from the clients that the assessors met during the unit visits.”

“An increasing emphasis on local sourcing, provenance generally and the use of organic foods.”

“The overall standard of the business collateral is colourful, visually attractive and promotes a very professional image.”





Catering for Every Need



Catering for Every Need

LCS provides much more than a traditional school meal. **We offer a complete catering service - with no hidden costs!**

## Adding Value to Your Catering Service

We are committed to providing a catering service that meets the diverse requirements of all Lancashire's schools

LCS understand that managing a school kitchen can be a challenging, time-consuming, costly and unnecessary distraction to the daily management of a school. Utilising LCS' complete catering service frees you from any such aggravation. It gives you total peace of mind that:

- ✓ your school kitchen is being operated in accordance with statutory requirements,
- ✓ staff are trained, as a minimum, to legal and local authority standards,
- ✓ staff are being paid at Foundation Living Wage rate or above,
- ✓ highly skilled procurement and premises teams will be utilised to help support and manage any special projects – whether large and small,
- ✓ your menu is produced with high-quality, ethically-sourced ingredients,
- ✓ requirements for bespoke menus, including for special diets, whether medical or cultural, can easily be accommodated.

## Changes ahead?

When planning changes to your school day, or considering the provision of additional services, a quick call to your local Catering Operations Manager will provide you with all the professional advice and support you need to make sure that these can be implemented quickly, efficiently and cost-effectively.

**You can be assured that your catering service is being delivered to a moral standard that takes account of much more than just the meal on the plate.** It is a service which embodies the values and principles of the Lancashire family.



## Breakfast Clubs

It has been suggested that breakfast is the most important meal of the day, yet it is the meal most regularly missed by children. Studies have shown that eating breakfast can improve a child's problem solving abilities, memory, concentration levels, visual perception and creative thinking. Punctuality and school attendance can also improve.

A nourishing breakfast may mean that children are tempted to reduce their intake of confectionery and sugary snacks.

**We can provide a bespoke breakfast club service upon request**

## School Trips

The responsibility to provide a free meal to each child entitled applies equally when out on school trips. We will ensure that every pupil enjoys a healthy, nutritious and delicious packed lunch.

## After School Clubs

We can supply a range of light meals or snacks for any children attending after school clubs.

## Hospitality and Functions

From the 'quick and simple' to impressive VIP buffets, we can provide hospitality for all occasions. **We have a wealth of experience to ensure a high quality and 'worry free' event.**



## Don't take our word for it!

We have been awarded, by The Institute of Hospitality, the prestigious 'Hospitality Assured' certificate. This is the only standard within the hospitality industry that focuses on the quality of the service from the customer's perspective.



## Providing the Right Environment

When asked, pupils often tell us that where they eat is as important to them as what they eat. Providing them with a welcoming, user-friendly space for dining gives children even more incentive to try healthy food.

### Creating fantastic spaces for children to eat

Getting this right is a huge challenge, especially for those schools without a separate dining room. We have an expert in-house team who can transform even the most basic of facilities into a dining room you can be proud of. Our Service Improvement Managers will work closely with you to create an appealing, user-friendly lunch-time environment for your pupils while at the same time remaining practical and adaptable for use by the wider school.

LCS - Working in partnership for the benefit of your pupils



## Training Excellence

At Lancashire Catering Service we believe that achieving excellence involves continuous improvement. We not only ensure all of our employees have the mandatory training required to carry out their work but invest in developing individuals to encourage personal progression.



LCS provide a range of practical and knowledge based cookery courses for primary school children as well as providing basic food hygiene for Year 5 and Year 6 pupils.

Below are a selection of courses we regularly undertake:

- **A comprehensive 3 week induction programme for new team members**
- **Basic Food Hygiene and Health and Safety**
- **Allergies and Intolerances**
- **Safeguarding**
- **Master Classes**
- **Workforce Development Programme (accredited)**
- **Customer Care**
- **One to one support and development**

Evolving your catering experience, investing in the future



## Keeping Your Pupils Interested

Our definition of marketing is: 'A way of managing the business so that the current and future needs of the customers are met at every level and optimum value for money is achieved'.

At LCS, we believe that however good the food, service and environment, we need to keep doing that little bit more in order to maintain customer interest.

We will market and promote your service on your behalf. We are confident that strong partnership working, combined with our innovative marketing and development strategies will continue to deliver, along with improved lifestyle choices, high levels of meals uptake, reduced meal charges and increased customer satisfaction.

## Theme Events

In addition to our annual theme day programme, our experienced team will work directly with your school to schedule a range of bespoke events, allowing you to tailor lunch time promotions and themes around your curriculum timetable. This approach helps optimise the take up of school meals and the benefits to pupils that they bring. **In addition, school staff and pupils will always have something to look forward to at lunch time.**

Keep them coming back!

## Open Days/Open Evenings

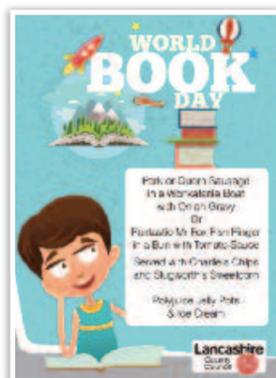
We are keen to support your school during parent evenings and open days. **This gives us a great opportunity to showcase your school's service offer.** As lunchtime is such an important part of their child's day, parents will appreciate the opportunity to discuss school meals with our staff whilst sampling some of the tasty dishes on the menu.

## Promotional Materials

Over the course of the year we will supply **a range of high quality promotional materials** including, colourful posters, competitions with exciting prizes, menu leaflets and other interesting and informative display materials. All promotional materials are also made available on the Schools Portal, allowing schools to easily add these to their websites and parental communications.

Each of our communications is designed to promote at least one of our six key messages:

**Fresh, Quality, Tasty, Healthy, Education, Ethical.**



## Communication and Engagement

### Our Website

Our website offers up to date information, breaking service news items, our latest menus and upcoming promotions, the latest information on nutritional standards and much more. We like to keep things relevant and local. For example, to help parents better understand their children's lunch time experience, we will be introducing a photo gallery where we will regularly post photos of the meals being served in school.

**Website: [www.lancashire.gov.uk/catering](http://www.lancashire.gov.uk/catering)**  
**Email: [cateringservices@lancashire.gov.uk](mailto:cateringservices@lancashire.gov.uk)**

### Menu Presentation

Schools are provided with an attractive 3-week menu twice a year. This is always available on our website, the schools portal and in leaflet format for parents.

Menus are planned to comply with School Food Standards and all new dishes are tested by children. Our fish is MSC certified and we also use a number of Free Range and Organic products throughout the menu. There is always fresh fruit and salad, bread and locally produced yoghurt available daily.

### Customer Focus

We are always pleased to attend meetings with School Governors

Partnership working with school focus groups and student councils

To make sure we fully understand what everyone wants from their lunchtime, we conduct regular surveys with all customer groups. The outcomes from these are used to inform our business and development plans and to set appropriate objectives for improvement.

### Did You Know?

**We can create bespoke fun learning activities at your school!** The following pupil feedback is from the recent 'Ready, Steady Cook' event at Woodland Community Primary School. Pupils helped to create southern inspired chicken, baked sweet potato fries, citrus bean salsa and lemon and herb-coated salmon with homemade ketchup.

"The salsa was nice. I loved it chef!"

"The sweet potato fries were unreal!"

"The salmon and sauce was so good. Never tasted anything so special in all my life."

"Really nice. Is it on the menu tomorrow?"

"At St Thomas' CE Primary school, between 75% – 88% of children have a school dinner on any given day. This is due to the excellent choice provided by our catering staff and the fact that they work hard to ensure all the children have a healthy, satisfying meal every day, catering for a range of dietary requirements. The food is home cooked and made with quality ingredients ensuring our Healthy Plus kitchen more than earns its status. Our cook and her team are dedicated to the school and frequently provide themed meals on special days such as – Red Nose Day or World Book day to further inspire the children. On these days we can have over 95% of children ordering a school meal. I cannot recommend the provision highly enough."

*Michelle Wright, Headteacher, Barrowford St Thomas' CE Primary School.*



## People Power

As much as any other factor, it is the people actually delivering the service that determine its success. We firmly believe that good food must be supported by strong customer service.

**We do not leave any aspect of your pupils' lunch time experience to chance.**

## Investing in People

We recognise that the workforce is our most important resource. As well as being directly responsible for delivering your service, they are often considered to be part of the school.

Our entire service is based upon the premise of putting the right people in post and then empowering them to deliver.

**Motivated, dedicated, caring staff, well supported by their managers**

At LCS, we take a very simple approach to the provision and management of the workforce:

- ✓ At each level, we generate a clear understanding of exactly what is required of our staff.
- ✓ We provide them with the appropriate skills and resources to do their job well.
- ✓ We provide all the required management support - Our staff benefit from working for an 'Investors In People' Authority.
- ✓ We audit performance regularly and fairly - and agree improvement plans where necessary.
- ✓ We give them a voice. We listen to their views and suggestions and value their contribution. Because they're in daily contact with our customers, we have created hundreds of experts. When they talk - we listen!

**As a major contributor to the Lancashire employment economy**, our stringent recruitment process ensures that we employ talented people who share our vision. Our specialist in-house staff development team build upon that raw talent by putting new recruits through a formal training plan. This ensures that they are given all the necessary skills to deliver excellence. Our training plan includes Workforce Development Programme catering qualifications, safeguarding, food hygiene, manual handling, sharing our vision and values and customer service

**At every level of our organisation, the focus is on taking ownership and delivering continual customer satisfaction.**

All staff are trained to be proactive, recognise emerging customer needs and to take appropriate and timely action.

**For our staff, there is no better reward than an empty plate**



**"As a new school we have been brilliantly supported in the recruitment of kitchen staff who very much feel part of our team and in setting up 2 new kitchens with the minimum of fuss and intrusion into school life. The quality of meals delivered to our children is the best I've witnessed in 25 years in schools."**

**Jill Wright, Headteacher, Trinity CofE/Methodist Primary School.**



## Why Lancashire Catering Services?

### A Few Less Things To Worry About – Our Promise to You

- **Bespoke provision** – We will work in partnership with your school to ensure that, as far as possible, all your specific needs are met. We can cater for lunchtime, hospitality, breakfast, staff room services and after-school clubs. Regular consultation and tasting sessions with parents, pupils and other stakeholders will ensure that we get each service just right!
- **Menu creativity** – Innovative menus that are refreshed regularly to encourage pupils to try healthy, new and interesting dishes. Should they be needed, your customers will have access to a wide range of medical, special and culturally diverse menus.
- **Consistently tasty food** – Your pupils will be served high quality food that looks appetising, is freshly cooked on site, ethically-sourced and of course, delicious!
- **Regular audits** – We will check that the meals we serve comply with The School Food Standards, that consistent portion sizes ensure all pupils receive the correct level of nutrition and that our menu mix guarantees adequate choice is available daily.
- **User friendly** – Pre-ordering services – electronic and manual, are available. Friendly, professional and approachable catering staff provide excellent customer service.
- **Added value** – We will work with you to carry out pupil cookery courses and other bespoke events.
- **Local management support** – Along with your dedicated Area Operations Manager, our Service Improvement Manager will be on hand to provide daily site management, staff supervision and other operational support.
- **Service promotion** – We will use our website and other forms of social media to keep parents informed and involved. Themed days will be promoted well in advance to maximise pupil interest and encourage them to try foods from around the world.

- **Customer consultation** – We will proactively seek customer feedback and ensure any concerns that may arise are dealt with promptly and professionally.
- **Full repairs service** – You can choose to benefit from our annual equipment service plan and comprehensive reactive repairs and maintenance service for all 'plant' and extraction systems. We guarantee 'Like for like' replacement of any key piece food preparation and storage equipment beyond economic repair.
- **Kitchen maintenance** – We will maintain the internal fabric of the kitchen for those schools who undertake the reactive maintenance service. We will schedule deep cleans and extraction ventilation cleaning as required.
- **Financial transparency** – We offer a sliding scale of meal charges for primary schools – meaning that your school will receive direct financial benefits for increasing the uptake of meals. There are no hidden charges. All financial variables are included within the agreed meal price.
- **Innovation** – Including paperless kitchens, meal pre-ordering, cashless payments and kitchen improvement plans.
- **Best Value** – To give you the confidence that you are receiving good value, we will regularly benchmark our service against other providers.

## Consistently Providing Excellence to Schools.

By using LCS, you can be confident that you have secured **Good Food, Good Service, Good Value, a Good Reputation** for your school and **Peace of Mind** for Yourself.



**The food provided by LCS is always good quality and the children are listened to about their preferred choices. The staff are attentive to the children's needs and know all their names and favourite foods, adapting the menu to meet their needs. LCS provide an excellent service with over 200 meals provided quickly and efficiently every day.**

**Christina Wilkinson, Headteacher, Oswaldtwistle St Andrew's Church of England Primary School.**

