

QVS Catering committee Minutes

Date: Tuesday 10th March 2020

Present: Mr Adams, Rhaea, Charlie, Rachel, Cameron, David (SBS)

Agenda, notes and action points

Matters Arising:

QR feedback overview:

All reps were provided with overview feedback sheet.

Of the 18 entries, 11 - complaints, 6 - requests and 1 - compliment. Since the start of the QR code feedback sheet, it was felt that this was a low level of complaints received for the amount of pupils eating 3 times a day at school. However, the SBS team wishes to reduce this number.

It was agreed that it appears that the quality of food is not particularly being questioned but rather the availability. David agreed that and explained his team are continually looking to address this matter.

QR coding for feedback:

The catering reps agreed that QR feedback sheets should be available to access either within or just outside in Central Hall, as sometimes pupils forget to provide feedback.

SA reminded reps that as a 'back up' there is a hard copy feedback form available in the dining room. SA showed the reps the folder - 2 entries had been recorded. SA asked the reps to remind pupils of this option.

Action: SA to put up more copies in and around the catering area.

SA asked reps to brief pupils how to use QR code feedback form, if they were unsure.

Action: Reps to brief pupils re QR code feedback and folder in dining room.

Roast dinners – David and the head chef are looking into costing for this request. Hoping to trial 1 Sunday per month. David will provide further update in due course. The Reps thought that was a positive step.

Puddings: Ongoing problems of pupils taking more than one portion. Unfair on other pupils and an unhealthy choice to make. It was agreed that a trial would be put in place for puddings to be served by Catering staff. Start Monday 16th March.

Action: David to brief his staff and set up. SA to inform pupils.

Wv: No matters to report (NMTR)

Tr: NMTR

Hg: NMTR

Cn: NMTR

SBS: Request for Feedback sheets to be made available to all pupils, to ensure pupils are aware that their views are being heard and acted upon.

It was agreed this was a good idea. SA would anonymise the feedback sheet.

Action: SA to anonymise sheet and provide 2 copies per house.

Reps to make visible in houses.

Next meeting:

Tuesday March 31st 2020.