

PARENT & CARER SURVEY

Thank you very much to all 874 parents who completed our survey, we are extremely grateful as it is important to us to know what our customers think of our school meals service.

Lots of you were kind enough to offer support for the meals and admin team and that was most encouraging.

Local Food Links, a not for profit organisation, was formed in 2006 to reintroduce hot meals to Dorset schools. Many schools had lost their kitchens and packed lunches had been the only option for many years. A delivered in service was created as many schools are still without kitchens and this has worked very effectively.

We wish to address some points that have been raised to explain why we work in the way that we do:

Portion Sizes

The government introduced the School Food Standards in 2015: https://www.schoolfoodplan.com/wp-content/uploads/2015/05/School_Food_Standards_140911-V2e-tea-towel.pdf

These standards also address portion sizes for primary and secondary pupils. We are not allowed to deviate from the portion sizes and, indeed, most food is weighed to ensure that the correct amount is sent. The primary portion size means that the same amount of food is sent for Reception to Year 6 pupils, some schools choose to give slightly less food to younger children and more to the older children, but that is a school decision and nothing to do with LFL.

Please note that portion sizes have not diminished. Food costs are extremely challenging, but we have not reduced any portion sizes, we adhere to the food standards as we have always done. NB Years 7 & 8 in the middle schools receive larger, secondary portions and we do not charge any extra for this.

Packed Lunch Requests

The School Food Plan, published in July 2013, determined that primary aged pupils should be encouraged to have a hot school meal, rather than a packed lunch. Research published in 2010 by Leeds University revealed that only 1% of packed lunches meet the overall nutritional standards that currently apply to school food. For this reason, many school caterers focus on hot meals rather than packed lunches. All of the schools we work with allow packed lunches to be brought in from home, if the pupil would prefer this.

Puddings and Fruit Options

LFL sends a pudding every day for all hot lunch orders. There is also a small percentage of fruit sent (in addition) for those pupils that do not wish to have the pudding of the day.

This has become a contentious issue! Some parents tell us that they do not wish their child to be offered a pudding every day and others tell us that just fruit is not enough and they would like a proper pudding to be offered. We will continue to engage with this – one option is to drop the number of puddings sent to around 80% of orders and increase the amount of fruit sent to schools.

Gravy/ Custard/ Sauce

There were several comments asking for gravy, custard and sauce to be sent separately. Gravy is always optional, so is custard and most of our sauces. Pasta and Bolognese are sent separately so that pupils who don't like their food to be mixed can still eat their lunch. Please note that school staff serve the meals, so requests of this kind should be addressed to the school.

Halal Meat

The meat on our menus is always British (normally from the South West) and not halal. Any requests for halal meat are dealt with separately.

Third Options Meals

Some parents asked for jacket potato meals to be offered every day and others asked for fewer jacket potatoes and more roll/ baguette type meals. We offer a mixture in an attempt to please as many customers as possible!

Fourth Option

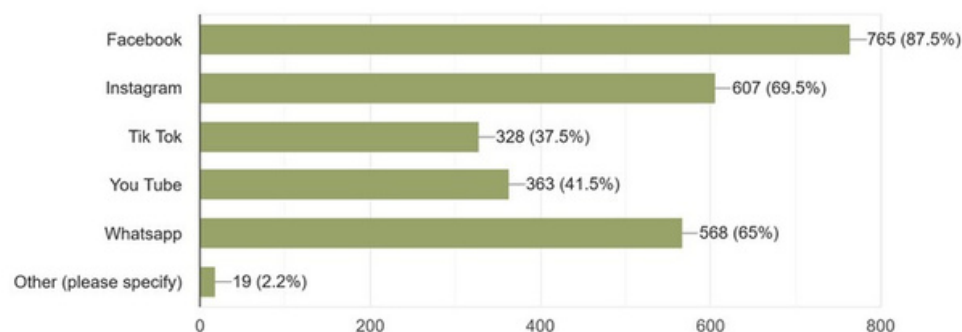
Some parents asked for a 4th option to be offered. I am sorry to say that this will not be possible. All the meals are transported in insulated boxes and the choices already fill 11 vans, most of which are used more than once a day. Another choice would just be too much in terms of delivery and would also complicate service for schools.

In conclusion, we try to please most of the people most of the time! Thank you for your continued support for our school meals service.

Team LFL

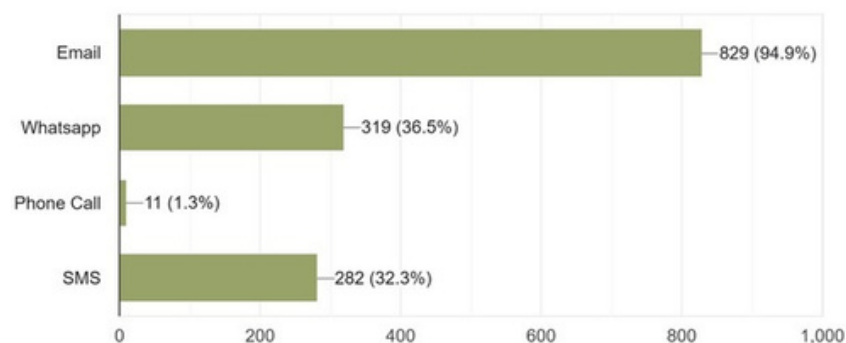
What social media platforms do you use?

874 responses

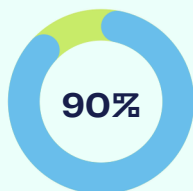


What is your preferred way of communication?

874 responses

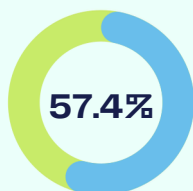


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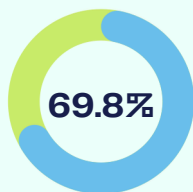
How likely are you to recommend school meals to other parents?

90% of our parents & carers are likely to recommend our school meals to other parents.



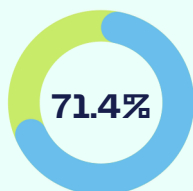
Do you follow us on social media?

57.4% of our parents & carers follow us on social media



Do you think we communicate enough via our social media platforms and emails?

69.8% of our parents & carers said they think we communicate enough via our social media platforms, with 27.6% saying not applicable and just 2.6% saying they don't think we communicate enough!



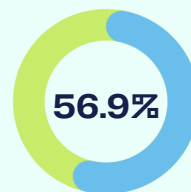
Do you think the price you pay represents good value for a 2 course meal?

71.4% of our parents & carers said they think the price they pay represent good value for a 2 course meal.



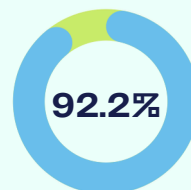
Would you like to be able to order lunches: Half Termly or Termly

Said they like to order lunches half termly (current) rather than termly



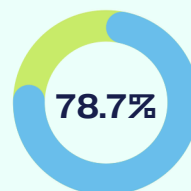
Have you subscribed to our email marketing?

56.9% of our parents & carers subscribe to our email marketing



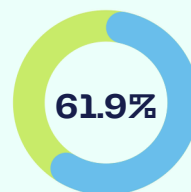
Do you get menu/order reminders from your school?

92.2% of our parents & carers said they receive our menu reminders from their school



LFL is a social enterprise (a not-for-profit organisation). Is this important to you?

78.7% of our parents & carers said that LFL being a social enterprise (a not-for-profit organisation) is important to them. With 6.5% unsure what not-for-profit means.



Are you confident that your child's special dietary requirements are being met?

61.9% of our parents & carers said they are confident that their child's special dietary requirements are being met, with 32.8% answering that it's not applicable to them and 5.3% saying they were confident!