



## Calling all parents and guardians!

**Hello from your school caterers – ISS Education.** We'd like to take a moment to update you on some exciting new developments taking place at school lunchtimes from 4<sup>th</sup> June 2018. Through working in partnership with the council and your school, we're pleased to tell you that we will be offering something different for the Key Stage 2 children which we hope will revitalise their experience of dining at school.

### Pupil & Parent Feedback Sessions

You may have heard that we have recently been holding both pupil and parent feedback sessions to find out more about what food pupils in Key Stage 2 would like to enjoy at school. Thank you to everyone who took part and shared their views, your feedback has been extremely valuable.

We would like to take this opportunity to share what we found during those sessions and to tell you how we will be taking action to improve your child's dining experience over the coming months.

### The Food: We are...

- Introducing an additional hot option from our Tiller & Hobs, secondary school range
- Enhancing the menu with an improved jacket potato, serving hot & cold toppings and unlimited salad!
- Updating the existing menus to include a more popular selection
- Increasing the portion sizes of accompanying item to the main so that junior school pupils feel well fed after lunch
- Adding a drink choice, as an alternative to a pudding – these fruit and spring water drinks include orange, apple, forest fruits and apple & blackcurrant juice drinks

### The Restaurant: We are...

- Creating a restaurant environment by laying the tables with cups, water jugs, cutlery and bread
- Introducing plates, bowls and trays – they will make the food look more appetising and will promote good eating habits

### Check out our full menu overleaf to read more about our food offer!

By introducing this improved service experience, we hope to see your children enjoying school lunches. Here are just a few of the benefits a school lunch can offer:

- ✓ The menus have been developed to provide pupils with a healthy, balanced and nutritious meal, every day
- ✓ Sitting down to eat a hot lunch encourages pupils to develop their social skills, i.e. using cutlery and socialising with friends
- ✓ The new menu includes secondary concepts, preparing pupils for dining at their next school and, subsequently, adult life

We're really excited to see how these changes improve the service and overall lunchtime experience for our diners. Thank you for your input and support. We will share our progress with you in a follow up communication; in the meantime, if you have any further feedback, comments or ideas to help us build upon what we've started, please get in touch!

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Best wishes,

George and the ISS Education Team in Portsmouth



**51% OF YOU SAID**  
"We would like more choice!"

**WE DID:**

1) We are introducing a fourth hot meal choice which will reflect the latest high street trends and change on a daily basis

**61% OF YOU SAID**  
"We don't like flight trays!"

**WE DID:**

We are introducing plates, bowls and trays

**46% OF YOU SAID**  
"We would like to see more drink options, not just water!"

**WE DID:**

We are introducing Aquajuce drinks to our range. Pupils can now enjoy apple, orange, apple & blackcurrant and forest fruits flavours. They taste great and are compliant with the School Food Standards!

**45% OF YOU SAID**  
"We think the portions are too small!"

**WE DID:**

We have increased the portion size of the meal

