

# Improving the Dining Room Experience

Kay Johnson

Foodwise Training

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# Background

- Details of a briefing session for 25 dining room supervisors in Clackmannanshire
- Result of discussions between Catering dept and Community Dietitian
- Independent facilitator needed
- Aim to inform supervisors what's happening locally and nationally and to give them an opportunity to voice their views

# Programme

- Welcome and Introductions
- DVD – Class Cuisine
- Hungry for Success and Schools (Health Promotion and Nutrition) (Scotland) Act 2007
- Eatwell Plate exercise
- Dining Room Experience consultation and key issues
- H Diagram
- Actions to be considered
- Lunch

# Hungry for Success

- School lunches to meet nutrient standards
- Increased uptake of school meals and anonymity for pupils entitled to fsm
- Communication and partnership
- Continuous improvement of food provision
- Promote uptake of fruit and veg
- Ensure best possible lunch time experience
- Pupil involvement
- Consultation with parents

# Schools Act 2007

- Places health promotion at the heart of schools' activities
- Ensures food and drink served in schools meets nutritional requirements
- Ensures local authorities promote uptake and benefits of school meals, *especially fsm*
- Reduces the stigma associated with free school meals
- Gives local authorities the power to provide pupils with healthy snacks
- Requires Local Authorities to consider sustainable development guidance when they provide food or drink

# Dining Room Experience Consultation

## Questions

- *Where* I eat ?
- *What* I eat ?
- *Who* helps me ?

## Feedback

- Who is involved in the dining room experience
- Dining room improvements
- Improvements to the dining room experience
- Menu choice ideas
- Menu Layout
- Increasing uptake / Reducing waste

# Action Plan

- Children want to sit with friends
- Queuing time
- Parent / carer involvement
- Pupil involvement
- Training
- School-led improvements
- Communication and consultation
- Links with the curriculum
- Cost
- Menu choices
- Incentive schemes

# H Diagram

**‘How is the Dining Room Experience for you?’**

The main issues raised were :

- Lack of time
- Bad behaviour
- Lack of support from management
- Lack of space
- Food wastage



# Actions to be considered

- More support from teachers (rota)
- Separate dining area
- More kitchen staff
- Menu review
- Improved presentation of food
- Longer lunch break
- More support staff
- Review prices
- Staggered lunch break
- More communication : parents / teacher / children
- Regular meetings to discuss issues

# Evaluation

- What did you expect from the workshop ?
- Were your expectations met ; if not, why not ?
- What was the most useful thing you learned from the workshop ?
- What was not so useful ?
- What, if anything, do you think was missing from the workshop ?
- Any other comments ?

# Results

- More than half didn't feel that the information was relevant to their job
- Information on Hungry for Success useful
- More support from managers
- Good opportunity to discuss issues with others and would like to attend regular sessions

# Summary

- Participants had heard of “Hungry for Success” but didn’t know it was relevant to their work.
- More time needed to allow for a fuller insight as to what is “Hungry for Success” etc
- Supervisors need to feel part of the system
- Benefit to dining staff across the board to inform them of government initiatives and to provide them with a forum to voice their opinions.

# Any questions?

Contact details:

**Kay Johnson**

**Foodwise Training**

**07718901813**

**[foodwisetraining@yahoo.co.uk](mailto:foodwisetraining@yahoo.co.uk)**

**[www.foodwisetraining.co.uk](http://www.foodwisetraining.co.uk)**