

INSTITUTIONAL CATERING

This is a most important aspect of Welfare Catering. All school meals served should reach the required nutritional standard. The aim of all local authorities is to provide a certain heat energy value of dietary components for a child in his mid-day meal. The energy value of food is measured in Joules. The average school meal should aim at the following energy contents:

1. Under 7 years - minimum of 2090 joules (500cal)
2. 7 - 11 years - minimum of 2720 joules (650cal)
3. Over 11 years - minimum of 3350 joules (800cal)

The aim of the menu is to provide as much variety as possible. No main course meat dish should appear more than once in a two week period. Salad and raw vegetable appear as often as possible and either the 1st or 2nd course is always a hot dish. In infant schools small concentrated meals are required containing plenty of protein and less carbohydrates.

The problems of providing a meal according to the standard briefly outlined above are many and varied. It is sufficient to say that the school meals service is subsidized and has been growing steadily over the last quarter of a century until at the present time we have a growth rate of somewhere in the region of 25 million meals per year, involving the School Meals service in a net annual expenditure of over Rs. 100 million at the end of the financial year. To this has to be added a yearly estimated increase in costs of five and a half million rupees. There is a need therefore to have a new look at and approach to the school meals service.

There are many problems to overcome if the School Meal service is to pay its way more than it has done in the past. These may be listed briefly as follows:

1. Labour problems - shortage of trained and unskilled staff. - Labour costs which are certain to rise.
2. Many of the large items of cooking equipment are used far less than a quarter of the time available and the rest of the time stand idle. They are under used, therefore and are not giving full value for money.
3. Staff spend a greater percentage of their time involved in the menial tasks of washing up, clearing up and preparation as opposed to actual cooking. This takes time and therefore money.
4. A fantastic amount of capital is invested in kitchens and their equipment to provide one meal a day from Monday to Friday.
5. For approximately 12 weeks each year - school holidays - the kitchen does not function. might not this staff and the kitchens and equipment be utilised in some other way to cut down much wastage of labour, materials and space.
6. Costs of transport to deliver meals from a centralised kitchen to schools in the area. This cost alone can amount to thousands of rupees per annum. Where this is the case it is generally not feasible to build a kitchen in each of the schools concerned. Therefore alternative methods for the provision and service of school meals will have to be found.
7. Washing up in many schools is a problem as it has to be done by hand. This again involves cost and time and causing great difficulties in the kitchen if for some reason the washer-up does not arrive. Is the answer here the use of disposables? This is now Being looked into as a thought for the future. It would also do away with the problems of storage and breakages.

Although differing from one another in certain aspects, the welfare catering sector has a number of characteristics which are common to many of these types of operations:

1. They are governed and affected by national and local government changes in policy. Establishments such as state schools, hospitals and prisons are part of the public sector of the catering industry and are directly affected by government changes in financial policies, level of subsidies, nutritional standards, etc. Recently passed government acts in particular have had a significant effect on the school meals and hospital services; their implications are dealt with in more detail later in this chapter.
2. Financial budgeting is tightly controlled by national and local government authorities. Until recently public sector catering operations have been controlled through government designation of cost limits and budgets, suppliers that may be used, wages set through national trade union agreements, etc. The historical trend is now being altered by the introduction of financial control to individual schools, and to local health authorities.
3. Nutritional standards are particularly important in the welfare sector. When school meals for example, were introduced in the early 1900s, they had an important role to play in providing adequate nutrition to school children. Today, although the school meals service has altered greatly, nutritional standards are still important. Hospital and prison catering, too, has a large responsibility in this field, particularly where patients or inmates do not have alternative catering facilities available to them, and are therefore reliant on the institutions for their total feeding requirements.
Welfare catering is also faced with the problem of providing sufficient variety and choice in the number of menu items that may be made available, working within limited financial budgets. Variety of choice has particular relevance in captive market situations such as welfare establishments.
4. The social importance of the welfare catering service. Initially, the social role of the school meal service was to provide school children with nutritionally balanced meals at lunch time. Today, its social role has expanded to accommodate a number of identifiable current trends; these include an increase in the number of smaller, snack-type meals being taken, a rise in the percentage of working mothers, an increase in the number of families no longer sitting down together in the evening for their main meal. In many cases this has led to school lunches becoming the children's main meal of the day and one of the few social meal occasions that may be had; because of this many schools still see school meals as an important part of their pupils education.
5. Mixed markets are often catered for in welfare catering operations. In commercial situations, different market levels may be identified using criteria such as social, age, geographic, income, etc., and the different market segments catered for accordingly; in schools, hospitals, old people's homes and other institutions, such segmentation does not occur, all levels of markets are catered for together and in much the same way. School head teachers, doctors and senior medical staff may have separate dining facilities but in the majority of situations, all 'customers' are provided for together in welfare establishments. Thus, what may be acceptable and appeal to one school child, or hospital patient, may not appeal to another. In few other areas of the catering industry is a service faced with catering to such varied and possibly mixed markets within the same catering facilities.
6. Service periods are rigidly observed. Due to the strict daily timetable of schools, hospitals and prisons, meal periods are equally Strictly observed. In a school, for example, serving between two to three hundred children, the lunchtime service may only extend

from 12.30 - 1.15 p.m. A commercial operation serving a similar number of customers may remain open for up to three times that service time. Welfare establishments often do not have the flexibility to serve for longer periods - the school hall may be used as the dining room and needed for other activities after lunch; doctors' visits, medical check-ups have to be adhered to in hospitals, etc. In commercial operations a greater degree of flexibility is available.

7. Large-scale production methods are used. Because of the large number of customers that have to be served within a limited service period, large-scale production methods are often employed and utilized by welfare establishments, in particular cook chill and cook-freeze. These methods have led to many operations, but not necessarily all, making savings due to economics of scale.
8. Meals may be served in non-restaurant surroundings and by non-catering staff, for example patients in hospital wards, children in school gymnasiums, halls, classrooms etc. Increasingly, however, where space and finance permit, restaurants and cafeterias of a more permanent nature are replacing antiquated school dining facilities, and able hospital patients are encouraged to eat their meals in a communal dining or lounge area, away from the ward environment. Frequently meals may have to be transported considerable distances to satellite kitchens and so mobile trolleys may also serve as temporary service counters.

The School Meals Service:-

- a) Pre-1906. Meals provided only to some children on a voluntary basis by charities.
- b) 1906. The Education (Provision of Meals) Act, empowered local education authorities to provide and aid the provision of meals free and at reduced charges for necessitous children and at a charge not less than the food cost for other children.
- c) 1914 - 1918. Provision of school meals temporarily expanded on a great scale but declined from 1915 with the government discouraging the provision of meals.
- d) 1919 - 1938. Expenditure on school meals and milk rose fourfold, while the parental contribution decreased from 73% to 42% reflecting the emphasis on free and subsidized meals.
- e) 1939 - 1945. The government encouraged the development of the provision of school meals. In 1943 grants up to 100% to build and equip school canteens were given. The 1944 Education Act and the Provision of Milk and Meals Regulation required local authorities to provide school meals in all maintained schools.
- f) 1955 and 1966. Nutritional standards of school meals were updated. Methods of food service and the range of meals provided were increased.
- g) 1967. The school meals service was financed by the local authority rate support grant and not solely by the government.
- h) 1973. Re-organization of local government from 197 to 115 bodies.
- i) 1976 - 1979. The government reduced its contributions to the cost of school meals.
- j) 1980. The Education Act no longer required local authorities to provide meals of specific nutritional standard. More emphasis by some authorities was placed on the provision of snack meals and a variety of meals at varying prices. Parental contribution increased as local authorities no longer required to provide school meals except for children of families receiving supplementary benefit.
- k) 1983. The NACNE Report (Committee on Medical Aspects of Food Policy) published its report 'Proposals for nutritional guidelines in Britain' recommending a reduction in fats, sugar, salt and alcohol and an increase in dietary fibre; it also set nutritional guidelines to the year 2000.
- l) 1984. The COMA Report (Committee on Medical Aspect of Food Policy) published its report 'Diet and cardiovascular disease' outlining recommendations for a healthy diet.
- m) 1986. The Social Security Act was introduced and free school meal arrangements changed, cash payments were introduced to families receiving family credit.
- n) 1987. Under the Local Government Act, local authorities were obliged to open Direct Service Organization (DSOs), for example school meals, to compulsory competitive tendering, that is, allowing both private commercial firms and 'in-house' caterers to compete for school meals catering contracts.
- o) 1988. The Education Reform Act introduced Local Management of Schools (LMS), developing financial responsibility to some school heads.
- p) 1992. The School Meals Campaign was launched calling for the introduction of nationally agreed nutritional standards for school meals; supported by more than 50 national organizations.

How can these problems, or most of them, be overcome in the future. One answer would be to have centralised food production with a working unit working to full capacity for 8 hours a day. All meals produced would be immediately blast frozen sealing in both nutritive value and flavour with no loss of colour. The meals on distribution would be reheated by placing in a forced air circulation oven. This oven takes the same length of time to reheat all forms of food from custard to chips. This then means that the meals would be transported from a centralized kitchen to the various schools in their frozen state in insulated containers. The only item of equipment then needed is the forced air circulation oven to reheat the meals ready for service. Washing up would virtually be eliminated by the use of disposables and beverages to be served could possibly come from an automatic vending machine. If this system came into operation nationally it would mean a complete reversal of old ideas of a new kitchen with very new school, and would be a great saving in space. This system is already in operation in some hospitals. The other main advantage is that meal production could be carried on for 8 hours per day, 5 days per week and right throughout the school vacations, thus utilizing the food production unit, both staff and equipment, to the full. The deep freeze store holding the frozen meals acts as the link between preparation and service. On average no food would be held in a frozen state for more than 8 - 10 weeks. Quality of all meals would be standardised from the food production unit. This is looking to the future but these are the possible developments.

We have mentioned briefly that there is the possibility of using disposables in the schools meal service of the future. The 'Top Tray' or Meal-on-a-tray system where the tray is discarded after consumption of the meal is the first possibility. Here there is a space and labour saving advantage because frozen food is being used. Also a competent hand can more than double the meals she is able to serve when the meal-on-a-tray system is used as against the conventional kitchen catering and service methods. Other savings are in labour for washing up, water heating, cost of detergents and capital expenditure on equipment and breakages. A further major consideration is hygiene. Young children are very vulnerable to illness and the spread of all forms of infection. The use of disposable plates, cutlery, place-mats and cups would cut out the possibility of cross-infection from handler to consumer. The use of disposables in schools is the farthest growing sector of the vending industry.

The meals-on-wheels service, another aspect of Welfare Catering is also very slowly turning over to this method of producing and serving meals.

The likely changes in the School Meals Service are great but it will be a slow and gradual process as development must be accepted by parents and children alike. It is possible that by present conventional kitchen production and service set up as history and accepting frozen foods, blast trays, micro-wave ovens, disposables and may be even a refined 'micro-vending automatic meal service' as common place in all our schools.

SPRING TERM MENU MY SCHOOL LUNCH

ONLY
Rs. 85/- Daily

TERM DATES
JAN 6th - FEB 14th
FEB 24th - MAR 27th

Week - 1

Fishy Feet with Waffle Potatoes, Peas & Sweet Corn
Butterscotch Tart with a Creamy Topping

Cottage Pie
Crispy Cabbage & Mixed Vegetable
Chocolate Sponge & Chocolate Sauce

Home made Pizza & Half Jacket Potato
Coleslaw & Salad
or
Spaghetti in Tomato Sauce
Strawberry Whip

Slices of Roast Pork & Gravy
Roast Potatoes
Cauliflower & Carrots
Wholemeal Shortbread Cookie & Milk

Oven baked Sausages with Chips
Baked Beans or Salad
x-----x

Week - 2

Spaghetti Bolognaise
Green Bean & Mixed Vegetables
Spicy Apple Cake & Custard Sauce

Turkey & Sweet Corn Pie
Creamed Potato
Broccoli & Fluted Carrots
Rice Pudding & Jam

Slices of Roast Lamb with Gravy & Roast Potato
Crispy Cabbage & Cauliflower Crumb
Jam Tart & Raspberry Sauce

Bacon Roly Poly with Gravy
Country Style Potato
Peas & Sweet Corn
Jelly & Creamy topping

Tasty Burger with Chips
Baked Beans or Salad
x-----x



Week - 3

Toad in the whole with Gravy & Creamed Potatoes
Cauliflower & Mixed Vegetables
Arctic Roll

Sliced Roast Turkey with Gravy & Roast Potato
Brussels Sprout & Carrots
Gingerbread & Vanilla Sauce

Fish Fingers with Chips
Baked Beans in Tomato Sauce or Salad
Chocolate Fudge Tart with a Creamy Topping

Lamb & Broccoli Bake
Green Beans & Sweet Corn
Mandarin Gateau

Cheese & Egg Flan with Potato Bites
Peas or Green Salad
x-----x



Week - 4

Oven Baked Fish Burger
Jacket Potato & Baked Beans or Salad
Pineapple Sponge & Vanilla Sauce

Tasty Lamb Pie served with Gravy & Creamed Potato
Crispy Cabbage & Mixed Vegetables
Toffee Whip

Sausage & Tangy Tomato Sauce served with Pasta
Peas & Sweet Corn
Carrot Cake with Creamy Topping

Sliced Roast Gammon served with Gravy
Roast Potato, Fluted Carrots & Cauliflower Crumb
Semolina & Grated Chocolate

Oven Baked Turkey Steaklet with Chips
Spaghetti in Tomato Sauce or Salad
x-----x

Week - 5

Sausage served with Onion Gravy
Creamed Potato with Peas & Cauliflower
Choc Chip Sponge & Chocolate Sauce

Home-made Pizza with Chips
Baked Beans or Salad
Jelly & a Creamy Topping

Chilli Con Carne served with Rice, Broccoli & Carrot
Apple Doughnut & milk

Slice of Roast Pork with Gravy
Roast Potato, Mixed vegetable & Crispy Cabbage
Jam Roly Poly & Custard Sauce

Turkey & Bacon Italiane served with Pasta
Green Beans & Sweet Corn
x-----x

Week - 6

Cheese & Tomato Swirls
Country Style Potatoes & Coleslaw
or Baked Beans & Tomato Sauce
Sultana Sponge & Custard Sauce

Roast Turkey & Gravy with Roast Potato
Crispy Cabbage & Mixed Vegetable
Ice Cream & Chocolate Fudge Sauce

Swedish Meatballs served with Pasta
Green Beans & Sweet Corn
Iced Bun & a Hot Fruit Drink

Fish Cake with Tomato Sauce, Chips, Peas, Carrot
Creamy Fruit Dessert & Mini Shortbread Finger

Oven Baked Savoury Sizzle with Creamed Potato
Spaghetti in Tomato Sauce or Salad
x-----x



This menu will run throughout the Spring Term and dishes will not necessarily be served in the order printed. All menu items are subjected to availability.

AN EXAMPLE OF PROMOTIONAL MATERIAL SUPPLIED BY SURREY COMMERCIAL SERVICES DETAILING THEIR SERVICES

NUTRITIOUS MEALS

Today's busy lifestyle leaves many of us under pressure and short of time. Let our experienced, specialist catering organization take the strain for you throughout the day. A balanced and nutritious diet is essential to the health of growing children, and our varied menus place emphasis on:-

- ◆ Increasing dietary fibre.
- ◆ Reducing salt, sugar and fat.
- ◆ Careful consideration of up to date nutritional advice.
- ◆ The provision of well balanced menu choices.

EXCITING OPTIONS

We recognize that today's trends have a considerable influence on young people's tastes. Our aim is to satisfy every appetite. In addition to a freshly cooked two course Traditional Meal of the day other choices include:-

- ◆ Savoury Snacks and Sandwiches
- ◆ A variety of filled jacket potatoes.
- ◆ Vegetarian selections.
- ◆ Ethnic choices.
- ◆ Special dietary requirements.
- ◆ Variety of desserts and pastries.

PROMOTIONAL ACTIVITIES

To maintain interest and encourage awareness in the dining room, our marketing team are continually developing new ideas to enhance the service to our customers.

We organize:-

- ◆ Special Theme Days to compliment School activities.
- ◆ Fun Days with Competition.
- ◆ Money Saving Offers.
- ◆ Active Marketing of Healthy Diets for Young People.

CARING, QUALITY SERVICE

Surrey Commercial Service has evolved from a 50 year old history in Education Catering, and has achieved an expert understanding of the unique demands of this business and the importance of our customers needs.

We strive to provide the right atmosphere for relaxed sociable mealtimes - especially during an exciting but sometimes anxious period in a student's life.

Our policy of developing close partnerships between pupils, teaching staff and our on site catering teams enables us to tailor our Service to the individual needs of each School.

GOOD VALUE

We give you a great deal for your money! The strength of the Company's purchasing power with our Suppliers enables students and staff alike to enjoy the benefit of advantageous food costs reflected through the highly competitive tariffs we offer in School Dining Rooms.

Choose daily from:-

- ◆ Freshly prepared meals using quality ingredients.
- ◆ A range of home baked dishes.

We welcome the opportunity to speak to you at parent's evenings, why not come and see our Service for yourselves.

APPETITE APPEAL

Tasty well balanced meals are features of the extensive range offered in our Cash Cafeterias. Our menu compilation is constantly updated to reflect today's lifestyle.

For further Information Contact

SURREY COMMERCIAL SERVICES
HIGHWAY HOUSE
21 CHESSINGTON ROAD, EWELL, KT17 1TT
TELEPHONE - 0181-541-7391

"Dish of the Day"

Pork & Pineapple Pepperpot served with Rice
(Tender Pork in a Spicy Sauce)

◆

Vegetarian Choice
Vegetable & Bean Lasagne
(Layers of Pasta and beans in a creamy sauce)

◆

Individual "Pot" Meals
Cauliflower Cheese Au Gratin
(Served with a slice of crusty garlic bread)

◆

A Variety of Filled Jacket Potatoes
Tuna - Baked Beans - Cheese
Mushroom - Bacon

◆

Served with Seasonal Vegetables
or Salad of the Day

◆

Freshly Prepared Salad Bar

◆

Also Available Daily
Freshly made Sandwiches and Filled Rolls
Hot & Cold Snacks
A Selection of Drinks & Juices
Cakes & Pastries
Biscuits & Cookies

◆ ◆ ◆