

Gateshead School Meals Service

Quality food in school, from Gateshead Council, with care

Customer Promise

We promise to:

- Offer a meal to every pupil in Gateshead who wants one
- Offer a friendly and helpful service in a safe environment
- Offer a choice of set meals in primary schools
- Offer a cash cafeteria service in secondary schools
- Offer value for money and make sure that our school meal price stays one of the lowest in the country
- Offer non-meat dishes and for those on special diets
- Provide menus and school meals information to pupils, parents and guardians
- Promote the use of systems which protect the anonymity of pupils on free meals
- Promote the use of systems and practices which reduce queuing times
- Encourage pupils to try new foods and make good choices
- Provide Customer Care training to all our staff
- Ask for your views on our service, be easy to reach if you wish to contact us, and inform you of the outcome of any complaints in accordance with our Charter Mark registration.

Food Policy

To ensure food quality, food safety and safeguard the nutritional content of our food, Gateshead School Meals will:

- Buy only quality products from experienced, reputable suppliers, and have inspection in place in schools to ensure that food is received in good condition and handled in a hygienic manner.
- Use fresh, locally sourced foods from sustainable sources wherever possible.
- Ensure, by nutritional analysis, that our menus exceed the Nutritional Standards for School Lunches 2006.
- Work with schools to ensure their compliance with the Standards
- Assist and support the development and implementation of Gateshead Council's Nutrition Strategy.
- Work with other agencies in promoting the Balance of Good Health to pupils
- Ensure that staff are appropriately trained in nutrition, food safety, catering and cookery skills
- Hold regular meetings with suppliers and test all new products prior to use
- Instruct suppliers that we do not accept foods which are known to contain GM [genetically modified] foods, MRM [mechanically recovered meat], modified proteins, and specified flavourings and colourings



Customer Service Excellence

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