



CITY
catering

FUELLING THE FUTURE

*Big enough to matter,
small enough to care!*

What We Do



FUELLING THE FUTURE

City Catering is the main provider of school meals in the Stoke-on-Trent area. We are delighted to offer our tasty and nutritious school meal service to schools, academies and colleges.

We believe that all children having the opportunity to eat well is essential for a healthy society. We provide quality, value for money meals, which meet statutory food standards. Our menus are designed to give a variety of flavour, colour, texture and appearance and support the issues of good nutrition taught through the curriculum.

Key Points:

Our menu is compliant with School Food Legislation.

All food products are analysed before they are added to our menu. Only approved products are used in our dishes.

Wherever possible fresh produce is delivered to sites daily including fruit, vegetables, meat and locally baked bread.

We are happy to cater for pupils with special dietary requirements.

Our staff are highly valued, we ensure they are all fully qualified and provide additional in-house training. They are also all DBS cleared.

We serve our meals on Staffordshire manufactured plates and bowls.

The health and wellbeing of pupils is and always will be our main focus.

City Catering holds:

- Food for Life Silver Award
- Eating Well to be Well Award
- European Kite mark for Manufacturing

Benefits to schools and other settings

- Not for profit organisation
- Open and transparent
- Dedicated professional team
- Years of experience in the Education Sector

Quality food using quality ingredients

Food specifications for every ingredient used are checked by our Healthier Eating Facilitator to ensure our standards are met and for their suitability for special diets.

All our recipes are tried and tested before they reach the plate.

We have an additive free policy which is specific to Stoke City Council and City Catering. This avoids synthetic colours, preservatives and anti-oxidants used by food manufacturers known to cause behavioural problems with children.

We source environmentally sustainable and ethically sourced foods which is endorsed by our Food for Life Silver Award.

There is no Monosodium Glutamate in our ingredients.

No Genetically Modified food on our menus.

All our disposables are biodegradable.

All food procured is as locally produced as possible therefore supporting the local economy.

We make the most of seasonality. Our fruit and vegetable suppliers work with local growers and we have regular 'blogs' on best prices and availability.

Our bread is delivered daily from a local bakery who work to our own 'low salt' recipe.

Food for Life Award

City Catering has achieved Food for Life Silver Catering Mark, this means greater emphasis is put on sourcing environmentally sustainable and ethically sourced foods:

- 75% of dishes are homemade
- The meat we use is farm assured ensuring animal welfare, food safety, UK origin and low food miles
- We only use free range eggs
- We serve fish that is Marine Stewardship Council (MSC) certified
- Support the 5 a day campaign and use local growers where possible
- A percentage of meat purchased is organic
- Healthier eating for our customers



Whole School Approach to Food

Integrating food into the life of the school and treating the dining hall as the 'hub' of the school underpins our approach to provision of service through the day.

We believe that all customers having the opportunity to eat well is essential for a healthy society. We provide quality, value for money meals. Our menus are designed to give a variety of flavour, colour, texture, and appearance and support the issues of good nutrition taught through the curriculum.

Menu Development

City Catering understands the importance of involving children in menu development, and works in partnership with schools to develop a three week bespoke menu cycle for each individual establishment.

The development of the bespoke menu is a continual process so that we can be sure that every school is satisfied and that our customers are happy with their lunches.

We believe that involving children encourages passion and excitement for food, whilst reassuring parents that their child is receiving a nutritious and enjoyable meal.

Allergens and Labelling

At City Catering, we believe it is incredibly important that any child suffering from a food allergy can eat a school meal safely without risk of reaction. All of our dishes and ingredients are extensively checked for allergens. Although bespoke menus for allergen sufferers are produced by our Healthier Eating Facilitator, each site we cater for is also provided with a comprehensive allergen folder containing all the information needed. In addition to this, due to the severity of the allergy, we also have a strict nut free policy to eliminate any risk of reaction.

Special Diets

City Catering has a dedicated fully qualified Healthy Eating Facilitator who meets with the parents of pupils who require a special diet due to medical conditions.

A bespoke menu is developed to accommodate the diet. Wherever possible the pupil will be provided with a meal similar to their peers.

Our menus can also be adapted to support ethical and cultural dietary requirements eg. vegetarian, vegan and Halal.



Taster Sessions and Live Cooking Demonstrations

Opportunity to engage with all service stakeholders is key to delivering a successful service. Organised 'taster' sessions for both parents and pupils is a great way to do this, sampling both traditional and new dishes from our menus. Encouraging pupils to try foods they might not always choose helps with confidence to widen their taste and food experience.

Cooking demonstrations for pupils and parents allow the audience to watch a dish being produced from preparation of ingredients through the cooking stage to finished product. The dish can then be tasted with recipe cards available to take home and recreate.

Food Markets

Displays of food from around the world with tasters available for pupils to try new and different foods, broadening their food knowledge. Food markets can be tailored to complement a country of choice to support a curriculum lesson plan. Pupils enjoy trying new food as an educational activity.

This can be adapted to different age groups.

Nutrition Advice and Talks

Food and Nutrition talks can be arranged for primary and high school aged students.

Primary talks usually centre on the Eat Well Plate and learning where specific foods fit into the five food groups. This is seen as an opportunity to show foods (particularly fruit and vegetables) that students may not have necessarily come across, and getting them to understand what they are, how they can be used, try them and which food group they fit into.

High school talks consist of show and tell sessions and activities. Students are encouraged to read and understand food labels. Popular food and drink items can be shown alongside a physical display of what they contain for example fat and sugar. This can help students have a better understanding of what they are consuming, and contribute towards better lifestyle choices.

We also provide advice to parents particularly those of nursery aged children. This is an opportunity for parents to see the meals that City Catering provides. This visual demonstration can make the transition to eating at school easier for both the parent and the child. It builds trust as parents have the opportunity to find out more about our ingredients, dishes and policies. We give them a chance to sample a variety of dishes from our menu. Some parents also seek advice regarding fussy eating habits.



What City Catering can offer its customers as part of their contract:



Breakfast Service



Mid-morning Break Service



Hot and Cold Lunches



Coffee Bars



Salad Bars

Parent Evenings

City Catering actively supports parent evenings as a great opportunity to meet with both parents and pupils to share our menu range and service approach, and also answer any questions, or discuss any particular concerns or ideas they may have. The days menu will be on display with samples to taste.

Parent Afternoons

This is an opportunity for parents to meet with members of the catering team when they come to collect their children at the end of a school day. Using the same format as a parent evening together with light refreshments offered, we are available to answer questions about our menus and instil parental confidence and reassurance about the quality school meal service we provide.

Career Sessions

As Children move onto the next stage in their educational development, they may start to think about future careers. We are available to run Career Sessions, which aim to inspire pupils in Key Stage 2 to consider a career in the Hospitality, Catering and the Nutrition Industry. The sessions are delivered by a fully qualified Chef and Nutritionist, and by the end of the session, pupils should have a greater insight into the various jobs and careers within each industry.

City Catering's Junior Chef of the Year

The aim of the competition is to inspire young people to have an interest and passion for food,

meeting Ofsted and the School Food Plan objectives of food education. The competition is open to pupils in Key Stage 2, who are asked to design, prepare and cook a savoury dish for four people in 60 minutes. Recipes are judged on skill, taste, texture, appearance, creativity, best and most use of local ingredients.

Schools can run their own internal competition; winners from respective schools will go forward to the 'Cook Off' sessions or alternatively schools can nominate an enthusiastic pupil with a passion and interest in food to represent your school.

'Cook Off' sessions run over three/four days with the winners from each session going forward to a Presentation Day where the overall winner is announced as 'City Catering's Junior Chef of the Year'.



Theme Menus

Throughout the year we offer schools a range of celebratory menus to add interest and variety to the lunchtime experience. Standard theme celebrations:



In addition, and at no extra cost to our customers, we welcome the opportunity to provide bespoke theme days tailored to support curriculum classroom learning or simply as something different for pupils.

Examples of themes are presented below. We are happy to work with customers to create bespoke themes.



Employee Training

Training and development needs are identified through our performance appraisal review. At school level, the Catering Manager completes an annual team review. This is an opportunity to discuss the team's successes, issues, new ideas and input for future service development.

The Area Catering Manager also has a performance appraisal review with the Catering Manager. Financial performance against budget together with a range of key performance indicators which measure success are evaluated; also new ideas, trends, technological advancement as well as changes within the school environment are discussed to support continuous future service improvement and development.

All staff have the following training:

- Basic Food Hygiene Level 2
- Fire Risk Assessment
- First Aid
- Customer Care
- Safe Guarding Level 1

All Catering Managers have NVQ Level 2 in Professional Cookery or equivalent. Staff wishing to progress their career have the opportunity to achieve the qualification via our in-house training programme.

The majority of these qualifications are valid for three years then picked up on a rolling programme for all of the catering team.

Work Experience and Apprenticeships

City Catering offers the opportunity to learn all aspects of catering from education catering to function and hospitality catering through work-based learning. Candidates work in kitchens to gain practical skills and kitchen management experience while working towards national qualifications. All learning is supported by a mentor.

Training Centre for External Candidates

PRICE ON APPLICATION

City Catering is a City & Guilds Accredited Centre and CIEH approved. Courses can be arranged for groups of candidates or individuals can be booked on to scheduled courses.

The Training Team can deliver:

- Level 2 Award in Food Safety
- Level 3 Award in Food Safety
- NVQ 2 in Professional Cookery
- Manual Handling
- Fire Risk Assessment
- First Aid



Cooking on the Curriculum

PRICE ON APPLICATION

City Catering can support schools to deliver cooking on the curriculum. We have fully qualified advisors available as a service resource to support your school and tailored lesson plans to meet individual requirements. Typically a session would average 30 pupils.

Key Stage 1

- Use the basic principles of a healthy varied diet to prepare dishes
- Understand where food comes from

Key Stage 2

- Understand and apply the principles of a healthy and varied diet
- Prepare and cook a variety of predominantly savoury dishes using a range of cooking techniques

Key Stage 3

- Understand and apply the principles of nutrition and health
- Cook a repertoire of predominantly savoury dishes so that they are able to feed themselves and others a healthy and varied diet
- Become competent in a range of cooking techniques (for example, selecting and preparing ingredients; using utensils and electrical equipment; applying heat in different ways; using awareness of taste, texture and smell to decide how to season dishes and combine ingredients, adapting and using their own recipes)
- Understand the source, seasonality and characteristics of a broad range of ingredients

City Catering will supply equipment for all cookery lessons, for the whole class, and prepare all lesson plans. A typical lesson would include:

- Origins of food - difference between vegetables and fruit
- Bread, from dough to pizza involving flour, weighing, volume with final pizza
- Dips and dippers, knives, hygiene, food handling and cutting techniques

Function Catering

PRICE ON APPLICATION

City Catering provides catering for a variety of functions on request. Our highly skilled and experienced team works hard to ensure that customers receive a service that meets their needs. Our buffet brochure has menu selections for all occasions.

Staff are happy to help and advise customers when choosing a buffet to ensure it is correct for the occasion or, if required, help to create a tailored option.

We also cater for school proms with menu choices available on request and customised to support any themed occasion.

City Catering strives to ensure that its customers receive excellent quality and value for money.



What they say

Lord Mayor was extremely pleased and many guests have also commented about the food. It was a lovely evening and I want to thank you and all your staff for the quality of the food, organisation and the delivery. Service was prompt and all staff looked extremely smart.

Just wanted to pass thanks to yourself and Julie for the buffet for our awards evening on Tuesday. First time we have done one and it turned out to be a lovely night and we had lots of nice comments about the buffet.

A fabulous Greek spread that both children and parents loved. The staff also provided information and great conversation about the food. I would highly recommend.

I would just like to pass on our thanks for the wonderful food that was served at our Prom last night. Unfortunately I was unable to attend but the feedback that I have received this morning has been lovely.

Very good selection of food. All fresh and of excellent quality. Staff who delivered the order were very friendly and helpful.

Just wanted to say a massive thank you! The buffet was unbelievable! Jason and Suzanne were brilliant! All our guests commented on the quality of the buffet! Thanks again!

The food and service was outstanding for our event. We enjoying working with City Catering as we are assured of a 5 star service.

Please can you tell your staff how amazing the food was - a fabulous afternoon tea! I certainly ate my share. The white chocolate and raspberry cake in particular was so very impressive and tasted delicious.

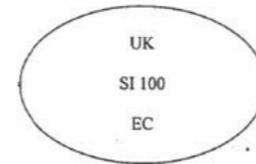
Awards and Recognition



Food for Life Silver Catering Mark. This award is independently endorsed by the Soil Association. It proves food served is environmentally sourced, sustainable and ethical. Over 75% of dishes on the menu are homemade.



Eating Well to Be Well. This voluntary initiative is aimed at encouraging all food outlets within Stoke on Trent to promote healthier eating to customers. Any food establishment can apply for the award which has a strict assessment process carried out by the Environmental Health Team. For example, customers should be offered healthier alternatives on the menu, a variety of fruit, vegetables and low fat dairy options made available and fat and sugar limited. All schools catered for by City Catering have achieved this award.



European Kite Mark for Manufacturing. Our Catering Production Unit is one of only 5 businesses in Stoke to have the award which allows us to trade with the public.



APSE Most Improved Performer in Education Catering Winner 2016



APSE Best Service Team: Catering Section Finalist 2016

City Catering is in the top quartile nationally for free meal take-up, paid meal take-up and productivity.



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City of
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