

**Prepared with passion,
Delivered with pride**



AVERAGE
20%
INCREASE
IN SCHOOL
MEAL TAKE UP*

Food is our passion

Our experienced team enjoy making sure schools and colleges provide a broad range of catering services - from nutritious everyday meals, to snack counters, deli bars or theatre cooking stations.

We have a long history of working with schools. All demand the highest standards. Budgets are tight and the pressure is on everyday. We'll help you balance the delivery of healthy, tasty meals with income generation.

Our extensive knowledge has been built from working with primary and secondary schools as well as colleges for more than 20 years. We understand that every contract is different and so approach each client using our experience, up to date analysis and innovative ideas. In a nutshell, we help develop a catering offer for you, and then we deliver it.

LTS Catering Services is a commercial team which is part of Leicestershire County Council, one of the largest local authorities in the UK. Our customers like the transparency, stability and security of our

organisation and the knowledge that any profits generated are fed back into the public sector.

We use our breadth of experience to give your students well-balanced great tasting food.

“We use our breadth of experience to give your students well-balanced great tasting food.”



* Based on LTS data 2016-17. Schools using LTS Catering Service see an average 20% increase in children having school dinners.



YOUR VISION
We can make
it a reality

Enhancing your offer

Customer driven, customer experience

Our catering support for schools starts with an audit of your existing services. We'll talk to you and your customers to find out what is going well and where there is a need for improvement.

We build a unique tailored package that is based on improved customer experience. Getting this right means increased take up and revenue for the service.

Continued feedback from students and parents plays a key part in successful school catering. We have the knowledge and experience to build successful and profitable food and catering services, but true success only happens when the student population leads changes.

Menu development tasting sessions for parents, younger children and students as well as monthly parent lunches in primary schools mean that ideas are tested and there is continual improvement. Student feedback in secondary schools and colleges is gained by involving young people across the full spectrum of catering services - menu design, layout and events.

Increasing value

Enhancing your catering offer increases its value for you and your customers. We help to maximise revenue, but balance quality with value for money. An example of this is the use of local ingredients - reducing both food miles and bills at the same time.

Our proposals outline financial incentives that in turn help to build in efficient, customer focused catering services. We look at fees, capital expenditure, the cost of service improvement and innovation and training.

To continue good growth during a contract, we supply marketing materials for a minimum of two theme days or promotions a month. A yearly calendar is produced by us and supported by two newsletters in line with new menus twice a year. These initiatives increase revenue whilst still maintaining great value for money.

Adding innovation

We develop menus and purchasing ideas that fit with a school's ethos. This could mean developing a menu that is unique for your school or looking at on-trend offers. We'll also include ideas for promoting the health and social wellbeing of students through their meal times.

Working sustainably

We have always enjoyed using local, seasonal ingredients for their freshness and taste. This is only part of our approach to work sustainably. Recycling and promoting incentives for you and your customers to re-use and cut down on waste is also at the heart of what we do.

Our accreditation with the Soil Association Food for Life programme proves that we take sustainability seriously. We are very proud to have been awarded a silver accreditation in 100% of our primary schools, and gold at one of our primary sites.

Food for Life aims to make sure that everyone enjoys healthy, tasty and sustainable meals everyday - 'reconnecting people with where their food comes from, teaching them how it is grown and cooked, and championing the importance of well-sourced ingredients.' (Food For Life). The accreditation is not just about food. It is a philosophy for life - making people aware of leading healthy, sustainable lives and caring about animal welfare, social wellbeing and communities.

We'll make these values part of your catering offer so that healthy, innovative, great tasting food is at the centre of your young people's lives while they are learning.

“Getting excellent, nutritious food to customers is the second step after developing your offer.”

31,750
AWARD
WINNING MEALS
served every day



Refining your delivery

Getting excellent, nutritious food to customers is the second step after developing your offer. Our broad experience means that we make sure the food we deliver is as healthy, safe and efficient as possible. Customer care is at the centre of what we do meaning we are able to effectively respond to new guidance and standards as they are issued.

First class ingredients

Healthy and nutritious food is our passion. We only use high quality ingredients sourced in line with the Soil Association Food for Life campaign. We are proud to have been awarded a silver accreditation in 100% of our primary schools, and bronze awards in the senior sector. The menus we produce contain a minimum of 75% freshly cooked food, so the use of bought in processed items is kept to a minimum.

We source our products from local suppliers who share our dedication and determination for good food. We expect high standards of animal welfare and crop production and use only British meat and poultry - fresh from our local butcher. We also offer and promote organic produce at no extra cost on certain days throughout the term. All fish we use is Marine Stewardship Council (MSC) certified (making sure that it is fished in a sustainable way to safeguard seafood supplies for the future) and our eggs are free range.

These links with local producers not only bring you and your customers the best possible food, they continue to support the local economy and reduce food miles.

Location, location, location

Feeding lots of people in short periods of time takes planning. We help speed up the flow by carefully designing your dining hall.

Our team survey your eating areas, courtyards and enrichment areas to make sure that space is used to its best. We look at the position of service counters; we look at technology. Signage, digital screens, lighting and cashless payment systems all help to make choosing and buying faster and easier. This in turn helps to attract and retain customers.

“Getting excellent, nutritious food to customers is the second step after developing your offer.”





Motivated, caring, expert staff

We plan, hire and train catering teams to deliver exceptional and successful food services. Our wide range of training packages reinforces our aim to serve the best. Training acts as a great motivator for existing and new staff - helping to broaden knowledge and a focus on customer care. Courses range from core certificates on catering standards to front-of-house skills.

We also offer the expert knowledge of our dieticians who work at the early stage of menu development. They make sure that all nutritional requirements are met. Creating meals for pupils from a range of cultural backgrounds or with a variety of dietary requirements is a priority for us.

Theatre kitchens, equipment and methods

Bringing the excitement of cooking to students is possible through our state of the art theatre kitchens. These mobile units become part of theme days, and allow those pupils with an interest in catering to become part of the team for events.

Behind the scenes, our experience of creating catering environments means that we set up economical units that operate efficiently. We keep abreast of new equipment that makes life in the kitchen safer and easier.

Standards, compliance

All our services are designed to make sure the highest levels of quality and hygiene are met and that you operate legally.

Our training options help staff stay ahead of new legislation. Tried and tested good practice becomes part of the kitchen's culture. Our environmental health audit package ensures schools achieve the five star rating which is displayed in their reception area.

Trouble-shooting

From bringing in staff to sourcing ingredients, we have a wealth of experience that helps smooth out difficult operating environments. Call on us at any point to get first hand advice from our team who have all worked at the front end of the service.

“From bringing in staff to sourcing ingredients, we have a wealth of experience that helps smooth out difficult operating environments.”

Making changes

Making the change from one provider to another is a big step. We help clients do this all the time. A typical pre-opening programme looks like this with a spotlight on products, people and procedures.

Our Products

	w7	w6	w5	w4	w3	w2	w1	OPEN
Client mobilisation meetings	█	█	█	█	█	█	█	█
Finalise menu	█							
Finalise layout of service counters	█							
Arrange tasting session with pupils/staff		█		█			█	
Complete site customer survey		█			█			
Assess kitchen & any changes relevant to meet needs		█						
Agree branding/style of new concepts	█							
Agree marketing calendar	█							
Agree hospitality/free issues	█		█					
Agree purchase of equipment/order/install	█		█		█	█	█	
Agree light equipment purchases and order	█		█					

Our People

	w7	w6	w5	w4	w3	w2	w1	OPEN
Mobilisation team briefing	█	█	█	█	█	█	█	█
TUPE meetings arranged		█		█		█		
One to one meetings with all employees			█				█	
Provide new starter packs for completion			█			█		
Set up hotline number to support new employees		█						
Set up payroll				█				
Skills audit assessments completed				█				
Order uniform			█					
Agree hours/rotas etc						█	█	
Carry out training with staff							█	█
New equipment training							█	█
Assign 'buddy' to catering manager						█	█	
Share LTS targets/performance with employees						█	█	█

Our Procedures

	w7	w6	w5	w4	w3	w2	w1	OPEN
Complete internal opening notices	█							
Agree KPI's with client	█							
Agree with client format for invoicing		█						
Assess IT requirements, PC, cashless, phone & install			█		█	█	█	█
Set up supplier accounts/files				█			█	
Organise delivery schedules				█				
Set up waste contract					█			
Register food business with EHO					█			
Organise security/banking					█			
Assess site requirements for cleaning materials					█		█	█
Starter pack - policies/procedures etc to be collated			█			█	█	█
Signage/Marketing/Merchandising completed			█	█	█	█	█	
Recipe file				█				
Special diet requirements - forms completed						█	█	



Customer service excellence

This is where we excel. We care about customer satisfaction - in our service to you as well as to your students, staff, governors and parents and carers. All our staff have hands on experience of all aspects of catering.

We have in-depth knowledge built from working with a range of venues and understand that every project is different. We listen to you and your pupils, and develop a plan that is tailored to provide the best.

Your initial enquiry comes through to our small, friendly team who also work on tenders for contracts. We'll talk through your needs and look at them from a number of different angles - offer and delivery - including menu development, management, revenue generation, customer care, staff support and delivery. We prepare and present a proposal for discussion that forms a foundation for a contract.

We'll work as your partners and are experienced in transition phases where a contract moves from an existing supplier.

“We listen to you and your pupils, and develop a plan that is tailored to provide the best.”

WE HAVE
91%
CUSTOMER
SATISFACTION

Based on surveys



CASE STUDY

The Hall Primary School, Glenfield

LARGE PRODUCTION KITCHEN

Meals cooked and transported to two further schools
Menu and special diet options offered for all

 **230** MEALS DAILY PLUS **50** AT EACH OF THE SATELLITES

The Hall Primary School runs a large production kitchen which serves meals for pupils based there and hot dinners for two other local primary schools - Newtown Linford and Richard Hill primary schools.

Award winning, caring, expert - our six strong team at The Hall is led by award winning cook supervisor, Marilyn. She works closely with the headteacher to make sure pupils are happy and settled when it comes to meals times. They make sure that the enjoyment of healthy, nutritious food is part of school life right from when pupils start in Foundation Stage until they leave for secondary school.

Marilyn also takes time to attend induction meetings for new parents, offering them 'tasters' and reassurance. She is trusted by pupils and works with the school council and our dieticians on menu development. Outside of the midday meal times, the catering team add to school life in general by offering their own time for charity events and competitions.

Adaptable, flexible - meals for two other local schools are also prepared in The Hall's large production unit. Each school chooses their own menu options from our core menu plus those for special dietary needs. Food is cooked from fresh ingredients each day and packed, transported and placed in heated counters ready for service. This means that around 50 meals are provided to each school every day of term on top of the core delivery of 230 meals on site.

"Our highly thought of and dearly cherished cook supervisor was awarded the national Peter Blakemore Public Sector Award for her dedicated service to catering and her customers. Following nomination, a representative from the award team visited The Hall to witness her work for Leicestershire Traded Services and talk to school staff. We congratulate Marilyn on her achievement as overall winner for public sector catering." Miss Sally Hayden, Head of School

"Food is cooked from fresh ingredients each day and packed, transported and placed in heated counters ready for service."

Miss Sally Hayden, Head

CASE STUDY

St Martins Catholic Academy, Stoke Golding

MODERN DINING CENTRE

Complete Service overhaul

 **110** MEALS DAILY  RISING TO **300** PER DAY

St Martins Catholic Academy appointed us to provide a bespoke catering service for its pupils.

Customer driven, customer experience - our team consulted with students and staff to find out what they wanted for a new look, fit for purpose catering service. From this we developed a 'making the change' plan - ideas, timings and logistics.

Location, location, location - we've worked together to develop menu ideas and look at different purchase points. We wanted to make it easier for pupils to get healthy, on trend meals during the short slots of time that they have available. To help this two new service locations were found. The first was a log cabin in the grounds of the school. This provides hot and cold meals and is ideal for those who want to take a break outside. A second, more personal dining area, The Studio, was created specially for year 11. We've also fully refurbished the main kitchen and dining hall so that they reflected the contemporary high street experience everyone wanted.

Service development, partnership - our work together extends through to school fundraising events. A profit share scheme is in place for all outside events so everyone benefits.

"We've awarded the Leicestershire Traded Services catering our new five year contract because they listened to our needs and acted so quickly. The helpful team were excellent in all areas. In school, our LTS catering manager continues the delivery of delicious food. The quality is excellent and she is always on the look out for new ideas. We've also received great feedback from parents who are offered buffets at evening events." Lindsay Lester, Business Manager, St Martins Catholic Academy.

“The menu is exciting yet carefully planned to encourage positive healthy eating habits.”

CASE STUDY

Falcons Primary School, Leicester

SPECIALITY MENUS

Panjabi and western style egg-free vegetarian menu



Falcons Primary School appointed us as their school catering service after discussions and a presentation of our offer with their governors. The school was keen to have a choice of western and Sikh style dishes.

Specialist menu development - to fulfill this we developed a menu with our dietician to make sure all nutritional needs were met. Trials of the new recipes were made over a three-week period, tested by pupils and further developed following their feedback. Any necessary adjustments were made taking on board their comments.

Staff training - all staff in the kitchen have been trained on site and are familiar with the Sikh style of cooking.

Customer care - we work closely with the staff at Falcons Primary. We check on feedback about the new menus and as part of this have a monthly 'parents in for a meal' day which is a great success.

"The menu is exciting yet carefully planned to encourage positive healthy eating habits. Vegetarian meals lead to many benefits including dramatically reducing an individual's carbon footprint, significant improvement in long-term health, as well as fulfilling one of our core values of compassion."

Jasbir Mann, Head of Falcons Primary School

"All staff in the kitchen have been trained on site and are familiar with the Sikh style of cooking."



What's included

What's special about us

- We offer a complete, excellent quality, value for money catering service
- We educate children to eat well to succeed
- Accredited with the Silver Catering Mark
- Accredited with Customer Excellence Standards
- Freshly prepared locally sourced products
- Farm assured meat
- Menu flexibility at a local level
- Professional dietary support for special diets
- Marketing and promotions
- Customer surveys and consultation
- Local Government Pension
- Living wage implemented 2016

Safeguarding

- Safe recruitment practice
- Enhanced DBS checks
- Safeguarding training as part of induction
- Right to work documentation

Staff management

- Operational and HR management
- Training and development
- Sickness cover

Legislation compliance

- Food based standards
- Food allergen information
- Food safety management system
- Health and safety compliance
- Environmental health registration

Enhancing your offer

- Customer driven, customer experience
- Increasing value
- Adding innovation
- Working sustainably

Refining your delivery

- First class ingredients
- Space planning
- Staff training
- Equipment, methods
- Standards, compliance
- Trouble shooting



“We offer a complete, excellent quality, value for money catering service”



For a free, no obligation quote, call

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www.leicestershiretradedservices.org.uk



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