

Secondary
School Catering Services Newsletter
~ July 2012 edition ~

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From Roger Eakhurst

Sorry I haven't written for the bulletin recently but here are a few updates for you.

The Lancashire Way Every month our managers report back their activity and stories about recognising people and continuous improvement and these are collated into a catering service report which is then submitted to County Hall. When I read the contributions I'm always amazed at how much fantastic work is being done in the areas and would just like to thank all the teams and managers who've 'gone the extra mile'. As team leaders it is important that you recognise your team members so please keep feeding your own stories to your managers so that they can be featured in future reports.

This month is 'Improve it' month but I would like to think that is something we (despite various obstacles) are trying to achieve every month. If you have ideas and suggestions, no matter how small, please let me know by e mailing me at roger.eakhurst@lancashire.gov.uk or by feeding back to your manager.

Meal Numbers Whilst April was a bit down I'm pleased to say that in May the numbers in primary and special schools were up 2.3% on May 2011 and in secondary schools our counter income was up by 5.7%. I can also report that the Jubilee promotions in the first week of June led to an increase in numbers of over 9%. Thanks for your efforts in making these events successful and the current round of Euro 2012 promotions.

Service Improvement Meetings I've agreed that the next round of meetings will be held in September instead of this half term. I would like some feedback on whether you find these meetings useful – please let me know your thoughts. Over the next two months, senior managers will be working on converting our business plan into smaller workable strategies so that your managers can communicate and discuss with you at the service improvement meetings.

Service Improvement Manager Vacancies It is likely (but not definite) that the service will be recruiting for new members of our service improvement team. Be thinking about whether you have the qualities for this area management role and look out for a message regarding applications before the end of term.

Supplier Performance The initial feedback that I've seen from the recent questionnaire indicates that two suppliers are perceived to have fallen a bit short in their performance. More details will follow once we've collated the results but I would like to re-assure you that we are addressing this with the supplier representatives. In the meantime, please remember that it is part of your role to monitor and act on any issues directly with the supplier and to register them on the system.

Finally, as this is the last bulletin before the end of term please can I wish everyone a great summer holiday and I hope the sun shines wherever you are.

Food News

Hi Everyone,

I hope you are all looking forward to a well deserved rest and hopefully a wonderful summer.

You will have noticed a different shape to the Farm Assured Ham you are using. This has been raised with the supplier although we are assured it is the same quality just that it is being cut with a different template.

A big thank you to Sean at Alder Grange and Sharon at Longridge for all their hard work and the dedication they have put in to testing and preparing your new menus ready for October half term.

French Day July 13.

Please find enclosed marketing posters and recipes for the upcoming French day promotion on July 13th. Recipe is as follows;

Chicken or Quorn chasseur

Garlic and rosemary roast potatoes

French beans

Followed by Baked French toast

Vanilla ice cream

As a footnote the baked French toast minus the ice cream is a nice item to sell on your break time tariff.

Buffet function menu

Please find enclosed all your new recipes for the new buffet function menu. You should have most of the recipes in your files so these are just the ones that are new.

The menu has now been circulated to all the school business managers so please expect all new functions to be from the new menu. For any new orders placed for functions please use the new function crockery that has been delivered.

Salad bar recipes

For those units that are currently using salad bars please find enclosed a few salad recipes that you might want to use on your salad bar. These recipes are not intended to replace anything you are currently doing; they are merely sent as a guide and is not exhaustive.

I hope you all have a lovely summer holiday and i will see you in September.

Thanks Diane Throup

Supplier Update

No Updates this month, please return here next month.

Thanks, Nigel Craine

Payroll updates

Our business support team has moved to One Connect in Ormskirk and subsequently have different telephone numbers. Please find the new details with the useful contacts information on page 7

Thanks, Sue Aspey

Finance Update

No Updates this month, please return here next month.

Thanks, Kath Hardiman

Premises & Equipment

School Kitchen Premises Equipment Repair Requirement Requests

Please would you check, if this is not obvious, if the item that requires attention is still under warranty - this information should be available on-site from the time of installation and could vary with different items of equipment e.g. Dishwashing Machines, Cooking Equipment, Refrigerators and Freezers

These should be reported directly to the Equipment Supplier e.g. ACME, Caterware, CKS, Harmony

Please be sure to include the following information when reporting Equipment Repairs requirements - particularly when reporting non-warranty items through the BECON system

- Make (and preferably the Model) of the item that requires a repair
- - please try and be specific, and whether Electric or Gas e.g.
- Oven Range (includes the cooking top)
- Steaming Oven (i.e. usually the 6 shelf Falcon or Moorwood Vulcan)
- Combination Ovens (usually either Lainox, Angelo Po, Convothem, Falcon)
- Dishwashing Machines (Pass through or Front Loading)
- Please report faults and repair requirements for Cook Servery
- Regeneration Ovens (either Moffat, Burlodge or Colston)
- directly to Kelly (01772 646852) or Lisa (01772 646820)

Should it be necessary to investigate any repair history etc it is also important to record your reports of repair requests, and their outcomes in the Kitchen Log Book for easy reference

Thanks, Geoffrey Wignall

Premises & Equipment cont'd..

School Kitchen Extraction Fans Survey

Please Note that a Response is Required by Friday 13th July 2012

We need to identify the type of the MAIN Ventilation/Extraction Fans that are located in each SCHOOL KITCHEN, not the wash up area.

Please notify us via the Complaints number via TEXT which is: 07814 181332 BEFORE 13TH JULY With the following information as an indication as to the system that is in place in the School Kitchen :

Please text your district and school number i.e. 01001 followed by a space and then one of the following letters:

- A For a - Wall/Window Fan only
- B For a - Ceiling Fan only
- C For a - Canopy and Fan(s)
- D For a - Canopy and Filter Bank

Thanks, Geoffrey Wignall

Premises - Projects

The Projects Team are busy as usual setting up new projects to go ahead during the Summer holidays, we still have a few weeks but the following schools have confirmed already:

- 02/009 St Mary's Fleetwood - Cook Servery Upgrade
- 06/030 St Matthews - Full Kitchen refurbishment
- 06/041 Sherwood Primary - Kitchen Refurbishment
- 11/057 Pendle Primary, Clitheroe - Kitchen Refurbishment
- 13/024 Higham Primary - Equipment upgrade & Dishwasher install
- 08/034 Cobbs Brow - Kitchen Refurbishment
- 02/049 Garstang CP- Redevelopment
- 02/013 Larkholme - New Build
- 02/101 Millfield High school - vending
- 04/052 Lytham hall park combi install
- 11/065 Sabden Primary - Combi install
- 02/006 St Johns Poulton - Full Refurb
- 01/036 Thurnham - Glasson Dock - Dishwasher

As per previous newsletters, if your school's Head Teacher or Business Manager has an interest in redeveloping the school meals kitchen, please ask them to call me, Debbie Ingham on 07825 063564 for an appointment.

Thanks, Debbie Ingham & Nigel Craine

Health & Safety

No Updates this month, please return here next month.

Thanks, Julie McCullagh

School News & Features

Thanks to all Catering teams for hosting the Jubilee celebration Lunch, all of which I am sure were a great success as well as a once in a lifetime experience. Special thanks to Sharon Forrest, May Pascoe and the catering team at Longridge High for providing a wonderful variety of jubilee cakes for the local Pensioners when they attended the school on Friday 1st June for a Jubilee party.



Useful Contact Details

Useful Contact Details

Mobile phones	Communications Team	Mark Cockburn	01772 530371
		Kay Fontana	01772 530895
Ask HR	One Connect Limited		01772 535355
Accident report	Health & Safety	Julie McCullagh	01772 538512 07800 680082
Equipment Breakdown	Premises	Kelly Beck	01772 646852
		Geoffrey Wignall	01772 646837
Bulletin / Stock sheet queries	Menu Development	Diane Throup	07974 173927

New Business Support Contacts

Sue Aspey	01695 587316
Fiona Boston	01695 587232
Gillian Lawrence	01695 587326
Sue Unsworth	01695 587317
Val Plant	01695 587322
Jayne Wilkinson	01695 587319
Becky Yates	01695 587325
Andrew Butterworth	01695 587321
Pam Taylor	01695 587318
Fatima Dadhiwala	01695 587320

Updates from the CEO Phil Halsall (11/6/2012)

Dear colleagues,

Local Government Pension Scheme (LGPS) On 31 May the future proposals for the LGPS were announced. As this is a profoundly important issue for everyone who contributes to the LGPS I've written a little more on this subject than I normally do.

Although it appears that negotiations have been long and tough, employers and unions have shared the same goal of ensuring that the LGPS continues to be sustainable into the future, developing a set of proposals that are intended to be affordable for local authorities and council taxpayers whilst being fair to members. For details of the proposals take a look at this ['At a Glance'](#) document.

The new LGPS 2014 will be a career-average scheme, but it doesn't necessarily follow that this will be worse than the current final-salary scheme. In fact, for a significant proportion of members the LGPS 2014 will produce a better pension than they would get under a continued final-salary scheme. Final salary suits some career patterns, usually those with a structured promotional scale, but career average is a much better fit for those whose opportunity for promotion is limited. Of course, individual circumstances will differ but there is nothing automatically worse about career-average schemes. In fact, the combination of an improved accrual rate in the LGPS 2014 and using the Consumer Price Index (CPI) as the 'revaluation rate' could mean that many members will build up better pensions in the revised scheme.

That said, if you're currently a member of the scheme, it's important for you to know that all the benefits you have built up before 1 April 2014 will be protected and this part of your pension will still be based on your final salary at retirement using the current normal pension age of 65. In addition to this, an 'underpin' is proposed to apply to members who were within 10 years of normal pension age in April 2012. For these members a calculation will be done on retirement to ensure they will get a pension at least equal to that which they would have received in the current scheme.

Other proposed changes include rebalancing employees' contribution rates from the lower to the higher paid, although the average contribution rate remains static at 6.5 per cent of pay. There's also a new flexible '50/50' option, enabling scheme members to pay half contributions and receive half the pension. This may be an attractive alternative for those members who have already or may be considering opting out of the scheme, although the consequences will be paid for throughout retirement. No doubt the unions will be consulting their members about these proposals shortly and a formal statutory consultation is intended later in the year. However, early indications are that the LGPS will remain an extremely attractive scheme.

Finally, pensions are not something we can provide advice on; the law doesn't allow it. However, I'm determined that we will provide the opportunity for everyone to understand the changes in the LGPS so they can consider the consequences.

Sustainable employment for young people in Lancashire From pensions to employment for young people... last week the cabinet agreed to a programme leading to the employment of apprentices both within the county council and across individual employers in Lancashire. At present, the council currently employs over 400 apprentices as well as a significant number of graduates. The programme is a considerable investment in young people in Lancashire and will cost around £10 million over the next five years.

Updates from the CEO Phil Halsall (11/6/2012) cont'd.

Open Golf 2012 has been an incredibly busy year for the county in terms of big public events. We've had the Queen's visit to Burnley and Accrington, all of the Diamond Jubilee celebrations and the Olympic torch. So far all of these have gone well (despite the weather) and we still have both the Preston Guild celebrations and the Open Golf. With regard to the golf (which takes place from 19 to 22 July) the county council has been working with the R&A (the Open's organiser) and Lancashire Constabulary to put in place a smooth-running public-transport system throughout the event.

Director of public health You will recall from previous emails that the county council will take over responsibility for the public health service from April 2013. It's the single biggest additional responsibility given to local government since the present structure was created in 1974, with a spend of around £47 million. We have been working with the NHS, and the local PCT in particular, to prepare for the transfer and have been looking to recruit an executive director who would be responsible for the service post 2013 and sit on the council's Management Team. Unfortunately, we haven't been successful, which means that Richard Jones (our executive director for adult and community services), ably supported by his team and an interim manager (Aislinn O'Dwyer), will continue with the preparatory work.

Helen Denton - Morecambe Bay Trust I'm delighted to announce that Helen Denton, our executive director for children and young people, has been appointed as a director to the Morecambe Bay Hospital Trust. Those who live in the area or who have professional dealings with the hospital will be aware that it has been going through a difficult period and in recent weeks the chief executive and chairman of the trust have both resigned. In addition, a number of trust board members have also left.

On an interim basis, Sir David Henshaw (currently chair of Alder Hey Children's Hospital and a former chair of the Strategic Health Authority) has been appointed chairman. The trust has also brought in a number of interim managers to help turn their performance around. Part of this requires the recruitment of a new board and Helen has been appointed following a very competitive process involving a number of candidates. This is excellent news as we all know that Helen will play her full part in ensuring a positive turnaround in performance in a hospital which provides services to many Lancashire residents.

The Lancashire way You should be seeing some new posters and panels going up in all our buildings at the moment. They're part of a campaign to talk to all our staff about [the Lancashire way](#). Of course, I've mentioned the Lancashire way many times in this email, but we're going to be doing more over the coming months to talk to everyone about the changes you should expect to see happening in your working environment through doing things the Lancashire way - and also what's expected of you.

In terms of 'what' we do, we're here to serve the people of Lancashire - to [provide a great service](#). That means, for example, keeping the promises we make to our communities in our Corporate Strategy, which we'll be updating shortly. But 'how' we work is equally important. Clearly, as people who work for the council, we're people who care - we care about how we treat each other and the culture we have here. Our way of doing things is the Lancashire way. We've begun by working with our managers, because so much about our culture depends on them. But now it's time for everyone to get involved. You can expect to hear more about this soon, but you can find out more on [the Lancashire way site](#) about the changes you should expect to see and be part of. Best wishes, Phil Halsall

Update to 11/6/12 from the CEO Phil Halsall (12/06/12)

Dear colleagues,

In my email this week, I announced that Helen Denton, our executive director for children and young people, has been appointed as a director to the Morecambe Bay Hospital Trust.

Helen's work for the trust is in addition to her role here. The trust role is not a full-time one, but rather a non-executive position on the trust board. It's not uncommon for local government executive directors to share their experience and skills in non-executive posts such as these, for the benefit of the wider community, and, as I mentioned in my email, I know that Helen will play her full part in ensuring a positive turnaround in performance in a hospital which provides services to many Lancashire residents.

Best wishes,

Phil Halsall