

Devon School Meals Review

Charlie Werner - Chair of the
Customer Satisfaction Group

Background

- Around 24 million Adults in England are now overweight or obese
- The proportion of obese children aged 6 to 15 has increased 29% in 5 years
- More than 20% of adults are obese
- 25% of children are obese
- Obesity will shortly overtake smoking as the worlds biggest killer

Obesity

- Obesity is associated with chronic diseases and social problems
- Obesity can shorten life expectancy
- Researchers have warned that we could start seeing parents outliving their children.

Reasons for a Devon Review

- National Concern of obesity and health
- Disatisfaction about food quality and nutrition standards of school meals
- Withdrawal of Schools from DDS
- Audit Commission view - Devon SMS quality between poor and satisfactory
- Growing evidence that diet impacts on behaviour and attainment

Devon School Meals Review

Key Objective

- To provide a school meals service that meets the needs of the customers at a price they are willing to pay

Devon School Meals Review

Objective

- Determine the County Council's vision and strategy for the future of catering in primary schools
- Develop a policy for high quality, nutritionally enriched school meals
- Consider the most appropriate and cost effective way this policy can be delivered.

Devon School Meals Review

Objective

- Through the evaluation of options, determine the future role of Devon Direct Services

What we need to find out

- The present state of affairs
- Satisfaction levels of present arrangements
- What kind of service do we need for 21st century?
- How much are customers willing to pay?

Customer Satisfaction Group

- Questionnaires for pupils (can be accessed online)
- Questionnaires for adults
- Questionnaires returned to room 132 County Hall by 26th January
- Visits to 14 selected schools by members of the review group

The Composition of the Review Group

- Health Issues Working Group
- Customer Satisfaction working Group
- Finance Working Group
- Purchasing Working Group
- Human Resources Working Group

Review timetable

- January - data collection
- February - develop options
- March - develop shortlist of options
- Finalise - options, policies, measures
- May - produce report
- End of May - publish report

School Meals review

- So what kind of School Meals Service do you want?