



14th October 2019

Chartwells – A fresh dining experience

Hello! We are Chartwells the people who provide your child's school meals !

Chartwells is the leading provider of contract catering and support services to the education sector in the UK. We have the honour of now being the caterers for The Thinking Schools Academy Trust (TSAT) since September 2019.

Our team prides themselves on innovation and commitment to finding imaginative new ways to increase meal uptake and enhance student experience, making school food tasty and appealing.

Part of our commitment to every child is to make sure they have the choice of freshly prepared, healthy, balanced, nutritionally compliant school meals that provide excellent value for money.

Chartwells ethos is for every pupil to be able to choose their food at the counter and not restricted by pre-ordered selections. It is because of this philosophy that we will making the following changes to the pupils dining experience.

Eat with your Eyes



We understand you eat with your eyes and have invested in both new, colorful display ware for every school and staff training to deliver great-tasting and attractively presented food. We want the pupils to be excited about lunch and it is our commitment to deliver this every day.

One way we will deliver this is to remove the morning pre-order made via Cypad within the classroom. Pupils will now select their name and confirm that they want to eat with us on the day. This will allow every pupil the opportunity to make an informed decision once they have seen the offer. We have been recording the choices made daily in every school since we started in September. This has given us a better picture of the preferences within each school and we will use this data to make sure there is always enough food.

This new system will be implemented after the half term **W/C- 4th November 2019**

We currently work with over 2,300 education units including primary schools, secondary schools, academy schools, independent schools, colleges and universities and produce and deliver approximately 975,000 meals each week, 38 million meals annually, with the vast amount of these meals served using this method.

We've always taken **food allergies** extremely seriously. If any pupil has a special diet and selects a meal on the day, Cypad will automatically update the kitchen and the meal as per special diet will be prepared.

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Food Ambassador



I would also like to take this opportunity to introduce the TSAT Food ambassador – Robert.

Robert is here to ensure more children have a healthy diet & lifestyle and will be on hand to deliver lots of interactive activities within your child's school including:

- Regular visits to ensure food quality is up to the Chartwells Standard
- Menu tasters for parents and pupils- we really value your feedback
- Parent and pupil interaction in the playground, using pop-up stands
- Food and nutrition education sessions- parents' evenings, assemblies and classroom workshops
- Exciting theme days and menus, including invite your parent/ career in for lunch!
- Our very own Food Superhero character visits, including Casey Carrot and Brains Broccoli
- Educational resources and flyers

Why have we invested in the Food Ambassador?

PUPIL PERFORMANCE- A healthy school meal provides the appropriate nutrients and energy for a child, which may help to improve behavior, concentration and ability to take in new information

HEALTH- Children who have positive experiences at the school are more likely to eat a range of foods. The nutritional content of a school meal is often far greater than an average packed lunch

Social Skills- Food environment can have a huge impact on the eating habits and social skills of children. A whole school approach, which includes eating together, making informed choice at the dining counter, and using staff and older students as positive role models, can help with this impact.

CURRICULUM- Our 'Beyond the Chartwells Kitchen' Food Programme supports young peoples learning, the National Curriculum and feeds into OFSTED.

Storage – It takes away the worry of home packed being food safe to eat at lunchtime

Yours Sincerely

David Findlay

TSAT Account Director

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