



## Catering Update

Dear Parent/Carer

### Cashless payments (Please set up ParentPay)

We have conducted a student survey and 722 students have responded. One of the concerns shared by students is that there is a queue at lunch times and break. To help to improve this we will be moving to a completely cashless system from **Monday 21<sup>st</sup> February 2022**. Can you please make sure that you are set up on our ParentPay system and that you have loaded money onto your child's account. Students will not be able to pay for meals with cash after half term.

We have produced some support materials to help you to get set up and load money onto the system. Please find these attached. If you have difficulties and require support, please do not hesitate to contact us and email our faculty support team, they will be happy to help.

[wsc-facultysupport@wrennschool.org.uk](mailto:wsc-facultysupport@wrennschool.org.uk)

### Using Student Feedback to make improvements

We have worked with our students to put together the questions for the most recent student survey. 722 students have then responded to the questionnaire and provided feedback on the catering service. Our catering providers Aspens have then met with me and reviewed the responses. We have agreed to put in place the actions and next steps shown below and we will be sharing and communicating this to our students over the course of this week.

Aspens have also asked for me to attach a copy of their Newsletter and a copy of the Wrenn School menu for this term. Please do take a moment to read through this.

Students have said	Next steps
<b>What do you think we can do to manage the space effectively?</b> 54% of students said that they would like a separate drinks machine. 18% of students said that they think shutters and an open counter will help speed up queuing. 97% said a separate vending machine to buy drinks without queuing.	Aspens have agreed to install a separate vending machine in the Hall at London Road. If this is successful they will look to add another at Doddington.
<b>How can the communication be improved?</b> 41% of students felt it would be helpful to have a menu displayed in the hall and information could also be added to plasma screens. 17% -said that an EduLink message would be helpful- this can be emailed to our students and parents either termly/weekly.	To make sure menus are displayed on a menu board in the Halls.  The school will send an email to parents and students regarding the questionnaire and menu for this term. We will then send out communication either termly/weekly moving forward.

<p><b>Students were asked about the Cultural Foods that they would like to see.</b></p> <p>The top 5 cultural foods selected by students included Italian (50%), closely followed by Chinese, Noodles, Mexican and an All-Day breakfast.</p>	<p>Aspens have agreed to add the most popular cultural foods to the menu.</p>
<p><b>Students wanted to know what is on offer more easily.</b></p> <p>66% of students would like to see a standard/ repeat menu each week. They would find it easier to know when cultural foods are being served.</p>	<p>Aspens have reviewed the menu for Wrenn and put in place the following for this term;</p> <p><b>Monday-</b> Italian day  <b>Tuesday-</b> Cultural day  <b>Wednesday-</b>Roast day  <b>Thursday-</b> Cultural day  <b>Friday-</b> Fish and Chips</p>
<p><b>Do you want a hot drinks machine?</b></p> <p>79% of students would like a hot drinks machine, they would like hot chocolate, Tea and Latte.</p>	<p>Aspens have agreed to install a drinks machine on London Road. They will need to look at the plumbing and the best option. There may be a 4-6 week wait.</p>
<p><b>Would students like a Breakfast Service from 8.00-8.30?</b></p> <p>62% of students would like a breakfast service and the most requested items are toast, croissants, fruit, Danish pastries, muffins and cereal.</p>	<p>Aspens have agreed to look at starting a breakfast service for students after half term.</p> <p>Sam Bayliss- said that she would be able to put together a breakfast £1.00 menu and would share this with me as soon as possible.</p>

I would like to thank you as always for all of your support. It was brilliant to see so many of you attend our virtual Sixth Form parents evening last week and I am really proud of the excellent work ethic our Sixth Form students demonstrate.

I look forward to seeing our Year 11 parents on Thursday 10<sup>th</sup> February, we are really looking forward to seeing you in person. It will be a fantastic opportunity for you to speak with teachers and discuss your child's progress and to speak about Sixth Form options and post 16 choices. I look forward to meeting and speaking with you all next week.

Yours Sincerely



Marianne Blake

Principal