
	<p>Catering feedback – Spring 2023.</p> <p>You said, we did</p>	
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A BIG thank you to all those students who filled in the feedback questionnaire before Easter. Over 400 of you let us know what you thought. Thank you also to the representatives of Student Voice who met with the catering team on 16th May to give further student feedback.

There were a number of questions that kept coming up in your answers - and we have tried to answer those for you below.

Why is the canteen food so expensive ?

As your parents have probably told you, **everything** is expensive at the moment. INFLATION is the process by which things become more expensive - you will have heard the term used a lot recently. Food inflation - the rate to which food ingredients are increasing in price - has been at 20% this spring.

This means that, for the last year, the price of the ingredients used by the canteen has increased by 20%. The price of some products has nearly doubled.

<https://www.ons.gov.uk/economy/inflationandpriceindices/articles/costoflivinginsights/food#:~:text=Prices%20are%20also%20rising%20in,from%2011.4%25%20in%20February%202023>

Cucina and the school cannot afford to lose money on the items sold in the canteen - hence why there needs to be price increases to pay for the extra cost of the ingredients.

We have tried to keep the costs as low as possible. Canteen prices only increased by 5% last autumn. The school has also asked Cucina NOT to implement a price increase planned for Easter 2023. Unfortunately a further price increase for September is unavoidable.

My cashless allowance often runs out, so I can't buy everything I want.

Each cashless account has a £5 spend limit. This is more than enough to enable students to buy a main meal at lunchtime, and a snack at break.

This allowance has not been increased since we introduced the system in 2012. We asked all parents last September whether they felt it was time for us to increase the allowance. Remember, it is their money you are spending !

Most parents did NOT want the allowance increased.

If you feel strongly that you want your allowance increased, please speak to mum or dad. If they are happy to increase it, they need to email their request to Miss Williams (Kwilliams@vynersschool.org.uk). We can then increase the allowance just for your account.

I can buy some things cheaper in Tesco's

Yes, you probably can. But this is because Tesco's, and the other big supermarkets make thousands of products at a time. They probably use machines to do it too.

The food in the canteen is made fresh every day for you, by real people. Those people have to be paid, whereas the machines used by the supermarket do not. This is why things are more expensive here.

If you want to compare prices, Wenzel's is a good place to pick. Most of their food will be made fresh by real people too. Check out their prices next time you are in one of their branches.....

I have seen canteen staff touching food with their bare hands, and that makes me really uncomfortable

[Cucina say](#).....Food safety is always top of our priorities, canteen staff always take appropriate measures to prevent contamination and ensure that the food we produce and handle is safe to eat.

Ultimately, the decision to handle food with or without gloves or using utensils in food preparation will depend on the type of food being prepared, the specific regulations in place and our own food safety policies.

In some cases, wearing gloves can actually increase the risk of contamination. This can happen if gloves are not changed frequently enough or if they are not used correctly, for example, if someone touches their face or another contaminated surface while wearing gloves.

Our team hand wash regularly, not only after handling/completing specific tasks that require handwashing, but also in addition every 20 minutes throughout the day

I don't like the fact that students often touch food with their hands without buying it

Please only touch items that you are going to buy. It is not very nice for someone to buy an item which you have picked up, and then put down again.

If you are picking up an item, please use a napkin to do so (they are in dispensers in both canteens) or use one of the plastic trays provided. If you are buying the plated main meal, using a tray is a much easier way of carrying your food.

Can we have plastic water bottles back ?

The school asked the canteen to stop selling single use plastic bottles at the start of this academic year. We all know that single use bottles are not very good for the environment. It is estimated that these bottles take **450 YEARS** to decompose in landfill. It is wrong of us as a school to keep adding to this problem, hence why these bottles are no longer sold. We will not be reintroducing them.

Please 'do your bit' by bringing a reusable bottle from home. This can be filled up before they get to school (with water or squash). Bottles can additionally be filled during the day at water fountains and via the generation juice machines in both canteens.

The canteen have a small number of reusable bottles in the canteen for sale. Please ask if you want one.

If you already have a bottle, please make sure it has your name on. This means we can return it to you if you lose it.

The food I buy isn't always hot.

[Cucina say](#).....All our hot food for sale is cooked to the temperature required within food safety law and held for sale at a safe temperature to prevent the growth of harmful bacteria.

If you believe that the food you received was not at a safe temperature then please return it to the Chef Manager who will provide a satisfactory resolution.

I am vegan / dairy intolerant or gluten intolerant. I cannot always find something to eat.

Cucina have installed a chalk board in both canteens. On this chalkboard will be written those products, on sale that day, which students (and staff) can eat if they have a food allergy or wish to eat a vegan product.

If you have another kind of dietary requirement – please just ask the chef. He is very friendly and happy to help. The caterers also have an allergy file which you can ask to see. It will give allergen information on every product being sold. Pre-packaged items will have labels on, with allergens marked in **bold** (just like in the supermarkets).