



OVERVIEW OF PARENT AND CARER SURVEY 2024 FOR THE PROVISION OF SCHOOL MEALS

Annual Survey Review

This survey has been developed to gather feedback from parents/carers for both Primary and Secondary schools to help the Catering department to improve the service for the pupils.

The data collected is reviewed and the department make changes, retrain staff if required and improve the service where possible.

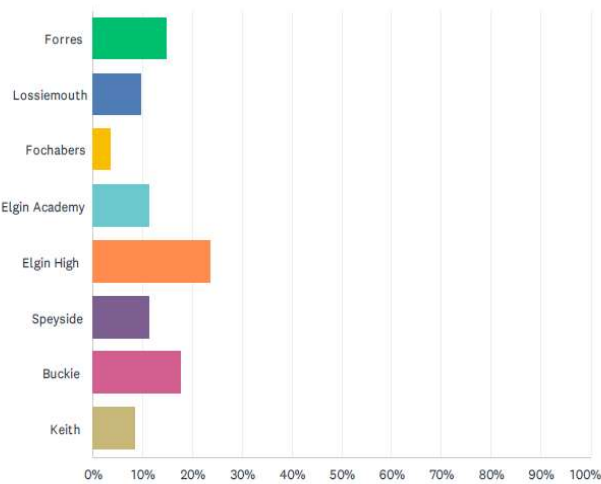
Below is the overview of the data.

The survey was shared with schools and put on social media for parents and carers to complete.

Overview of Parent and Carer Survey 2024

Q1 Please let us know which area your school is in?

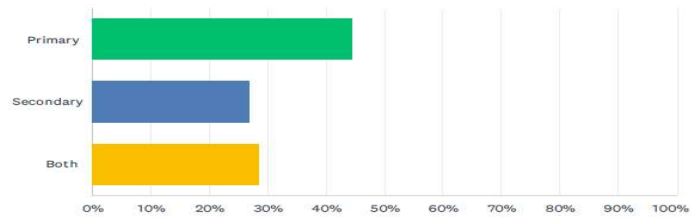
Answered: 431 Skipped: 0



ANSWER CHOICES	RESPONSES	
Forres	14.85%	64
Lossiemouth	9.74%	42
Fochabers	3.71%	16
Elgin Academy	11.37%	49
Elgin High	23.67%	102
Speyside	11.37%	49
Buckie	17.63%	76
Keith	8.58%	37
Total Respondents: 431		

Q2 Does your child/ren attend primary/secondary or both?

Answered: 431 Skipped: 0

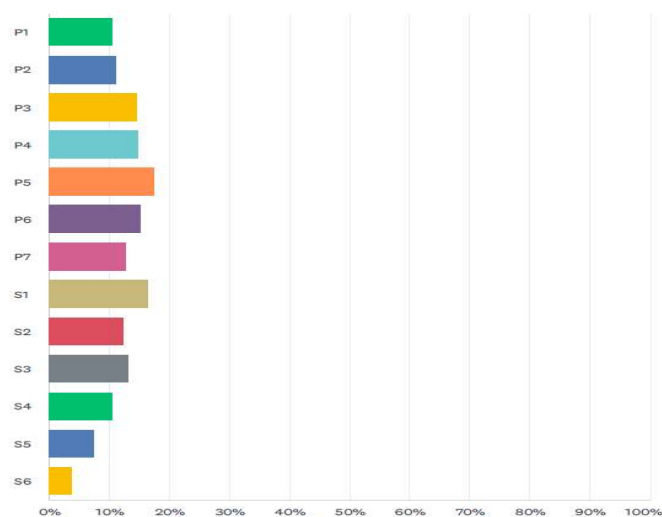


ANSWER CHOICES	RESPONSES	
Primary	44.55%	192
Secondary	26.91%	116
Both	28.54%	123
TOTAL		431

More even split across the secondary and primary then last year 2023

Q3 What year/s is your child/children in?

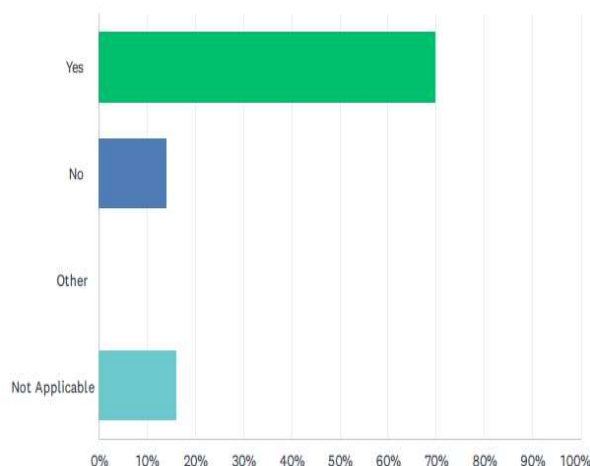
Answered: 431 Skipped: 0



ANSWER CHOICES	RESPONSES	
P1	10.44%	45
P2	11.14%	48
P3	14.62%	63
P4	14.85%	64
P5	17.40%	75
P6	15.31%	66
P7	12.76%	55
S1	16.47%	71
S2	12.30%	53
S3	13.23%	57
S4	10.44%	45
S5	7.42%	32
S6	3.94%	17
Total Respondents: 431		

Q4 Does your child /children have school meals or use the catering service in secondary?

Answered: 431 Skipped: 0



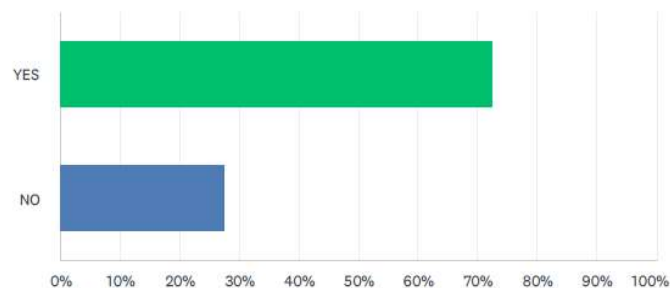
ANSWER CHOICES	RESPONSES	
Yes	69.84%	301
No	14.15%	61
Other	0.00%	0
Not Applicable	16.01%	69
TOTAL		431

Q4 tell us more these are the most popular comments	Catering's response
Pupils have a mixture of school meals and packed lunch.	This is the most popular comment. We presume this is more for the child's personal food preferences.. However the uptake in secondary is very good, uptake of universal free school meals is good, P6&7 paid meals uptake is poor
Primary P6&7 have packed lunch because it is cheaper.	This is a common comment from parents. Anecdotal evidence is that when pupils start P6 the child would like packed lunch as it is a novelty if they were always going for school meals due to them being free.
Don't go because ham isn't offered	This is due to Food and Drinks in School(Scotland) regulations 2020. There is a limit to the amount of red meat and red processed meat that can be provided. Secondary Schools - legislation for red meat and red processed meat is- No more than 230g of red and red processed meat is permitted over the course of the school week, of which no more than 130g should be red processed meat. Primary Schools legislation for red meat and red processed meat is- No more than 175g of red and red processed meat is permitted over the course of the school week, of which no more than 100g should be red processed meat. The way the menu works is there is only Ham available once a week. If we changed to have Ham on twice a week there would be a reduction of red meat elsewhere which would have to change to chicken based or plant based item.
Items have run out before end of service	Primary pupils pre order their meals in class and we will cook for that number with a few over for spillages or late comers. However there are times where there are more pupils come for meals than pre order due to the pupils coming in late or changing their minds at the last minute. In secondary schools this would be more common it's a balancing act of how many portions to make so we aren't over producing. However, the Cook would then next time

	<p>increase the amount made so try to ensure there is enough for everyone. This would also be the case if we are overproducing then it would be reduced.</p> <p>There is a pre order app where the pupils can preorder the items for lunch, so they can pick it up and go.</p>
Not big enough portions always hungry	<p>There are no set portion sizes for primary or secondary. The nutritional standards for school lunches are set around the average requirements for children and young people but it is recognised that there will be a wide range of nutritional needs and appetites within a school.</p> <p>While we use the previous Hungry for success portion sizes as a guide. Portion sizes are influenced by the Eatwell guide and all primary meals are nutritionally analysed to meet average nutrient requirements set in Healthy eating in Schools (2020). Nutritional requirements will vary from pupil to pupil, and this is reflected in variable portion sizes offered.</p> <p>Pupils are offered main dish, a carbohydrate, vegetables and selection of salad, the pupils can choose soup and a piece of fruit or a pudding with fruit following legislation guidelines. It's the child's choice if they take all that is offered. There are some dishes ie fingers where P1-3 would receive 2 fish fingers and P4-7 would receive 3. There are times when pupils are not eating their meal as they want to get out to play with friends so will leave even if they are still hungry</p>
Dining area too noisy so child won't go	<p>Noise levels within the dining area and lunchtime auxiliaries are under the Schools remit. If the catering department feel that this is an issue they will bring it to the attention of the Head Teacher.</p> <p>The department wonder if this maybe pupils that find the dining room overwhelming, busy and noisy and there isn't a quiet space for them to go and have their lunch.</p>
Child has allergies and there isn't enough choice on the menu	<p>Catering department can provide adapted meals and the parents should contact the school in the first instance who then contact the Catering department. The department and the school meet with the parent and discuss requirements and if the request is medically prescribed and can be accommodated this will be in place. However in some cases where the allergies are too severe or complicated then there could be financial reimbursement of food costs only if entitled to Universal Free School Meal and Free School Meals</p>
Pre Order App think it great and use it a lot.	Positive Feedback
Poor menu choices and food quality	<p>The uptake in Primary school is currently around 70-75%. The department try very hard to provide the popular meals where possible. All menu must comply with Food and Drinks in School (Scotland) regulations 2020</p> <p>Due to regulations there are items that we can't provide for example crisps, sweets and chocolate bars.</p> <p>Secondary schools there are 2 choices of main course, at least 2 hot snacks that change daily, baguette and salad bar where pupils can pick their fillings, selection of paninis and also ready made rolls, baguettes and sandwiches, soup of the day, fruit pots, angel delight, jelly and hot pudding when available.</p> <p>The department uses local suppliers for fresh meat and chicken, fruit & vegetables.</p>
Use service every day	Positive Feedback
Good menu choices	Positive Feedback

Q5 If your child/ children attend primary school do they enjoy the school meals?

Answered: 332 Skipped: 99



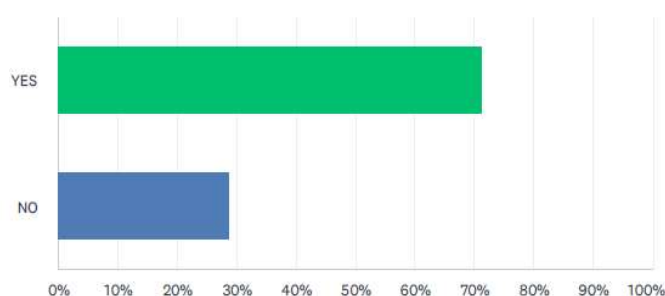
ANSWER CHOICES	RESPONSES	
YES	72.59%	241
NO	27.41%	91
TOTAL		332

Q5 tell us more these are the most popular comments	Our response
More cake sponges	Food and Drinks in School(Scotland) regulations 2020 state in Primary schools - Sweetened baked products and desserts cannot be served more than 3 times per week and they should contain no more than 15g total sugar per portion. Secondary schools- Only products meeting the following criteria can be provided: no more than 10g of total sugar per portion, no more than 19g of fat per portion and no more than 6g of saturated fat per portion
Quality of food is poor	Catering management team do conduct site visits to monitor sites production kitchens are visited once every 4-6 weeks, schools that have serveries where the meals are prepared and cooked by one of the production kitchen is visited every 6 weeks. The visits are to ensure standards are being met. If the standards of what is expected the Assistant Catering Officer will retrain staff on what is required. In the Food and Drinks in Schools (Scotland) regs 2020 there are standards where we have to comply too.
Limited menu choices	The uptake in Primary school is currently around 70-75%. The department try very hard to provide the popular meals where possible. Primary schools have 2 hot meal options (one which is vegetarian) and a sandwich choice, option of soup or a pudding. If the pupils pick the soup they also have the option of a portion of fruit. As all menus must comply with Food and Drinks in School(Scotland) regulations 2020 . Due to regulations there are items that we can't provide for example crisps, sweets and chocolate bar, limited on amounts of processed meats and red meat.. Secondary schools there is 2 choice of main course, at least 2 hot snacks that change daily, baguette and salad bar where pupils can pick their fillings, selection of paninis and also ready made rolls, baguettes and sandwiches, soup of the day, fruit pots, angel delight, jelly and hot pudding when available.
Small portions for P6& 7 pupils	There are no set portion sizes for primary or secondary. The nutritional standards for school lunches are set around the average requirements for children and young people but it is recognised that there will be a wide range of nutritional needs and appetites within a school. While we use the previous Hungry for success portion sizes as a guide. Portion sizes are influenced by the Eatwell guide and all primary meals are nutritionally analysed to meet average nutrient requirements set in Healthy eating in Schools (2020). Nutritional requirements will vary from pupil to pupil, and this is reflected in variable portion sizes offered. Pupils are offered main dish, a carbohydrate, vegetables and selection of salad, the pupils can choose soup and a piece of fruit or a pudding with fruit following legislation guidelines. It's the child's choice if they take all that is offered. There are some dishes ie fish fingers where P1-3 would receive 2 fish fingers and P4-7 would receive 3. There are times when pupils are not eating their meal as they want to get out to play with friends so will leave even if they are still hungry

My children enjoy meals	Positive Feedback
Only goes when they like what is on offer. There is plenty of choice.	Positive Feedback

Q6 If your child/ children attend secondary school do they like what is on offer?

Answered: 246 Skipped: 185

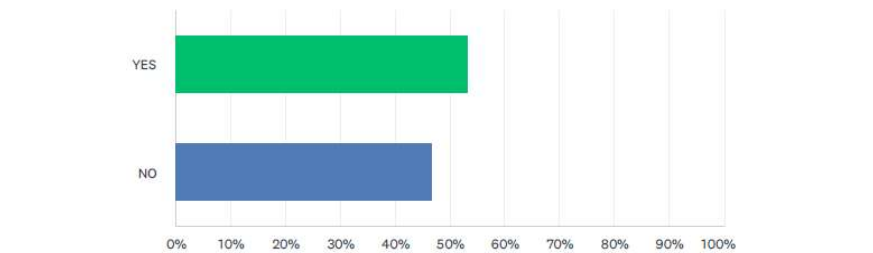


ANSWER CHOICES	RESPONSES	
YES	71.14%	175
NO	28.86%	71
TOTAL		246

Q6 tell us more these are the most popular comments	Our response
No other choices except baguettes/paninis	What is available at Secondary schools are 2 choice of main course, at least 2 hot snacks that change daily, baguette and salad bar where pupils can pick their fillings, selection of paninis and also ready made rolls, baguettes and sandwiches, soup of the day, fruit pots, angel delight, jelly and hot pudding when available.
Items sell out to quick	<p>Primary pupils pre order their meals in class and we will cook for that number with a few over for spillages or late comers. However there is times where there is more pupils come for meals then pre order due to the pupils coming in late or changing their minds at the last minute.</p> <p>In secondary schools this would be more common it's a balancing act of how many portions to make so we arent over producing, however the Cook would then next time increase the amount made to try to ensure there is enough for everyone. This would also be the case if we are overproducing then it would be reduced.</p> <p>There is a pre order app where the pupils can preorder the items for lunch, so they can pick it up and go.</p>
Too many vegetarian/vegan options	Due to an increase in demand we have increased the vegetarian and vegan options available. We aim to have a range of different options for all pupils tastes. The menu has at least one meat and one vegetarian option per day
Not enough vegetarian/vegan options	<p>For primary there is a vegan menu however you need to request this from schoolmeals@moray.gov.uk as we need to be aware so products can be purchased.</p> <p>Secondary schools there should always be vegan and vegetarian options available. However will review when menu planning and during site visits.</p>
Plenty of variety of choices	Positive Feedback

Q7 If your child/children attend secondary school do you /or your child know what is on the menu for that day/week?

Answered: 244 Skipped: 187

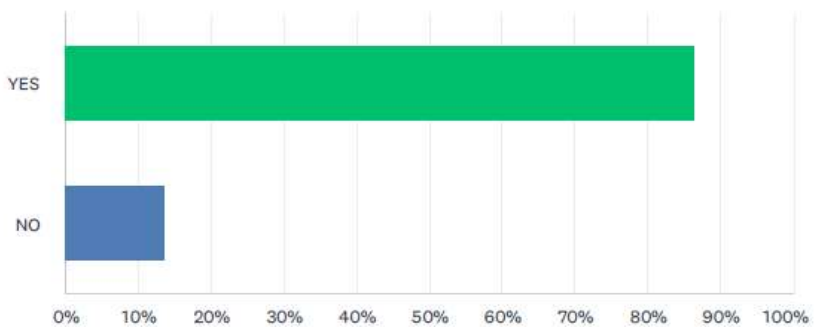


ANSWER CHOICES	RESPONSES	
YES	53.28%	130
NO	46.72%	114
TOTAL		244

Q7 tell us where you have seen it displayed - these are the most popular comments
Fusion Pre Order App
School Facebook Page
Online
In Dining area
Pupils Notes (sometimes)
School Website
DOJO
Moray Council Webpage
Menu sent home by email so kept it

Q8 Parents/Carer are you aware that you can top up the NEC cards online?

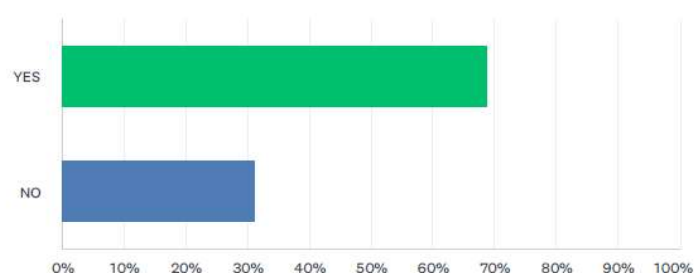
Answered: 336 Skipped: 95



ANSWER CHOICES	RESPONSES	
YES	86.31%	290
NO	13.69%	46
TOTAL		336

Q9 Are you or your child/ children aware that in Secondary School there is a pre order app for lunch service?

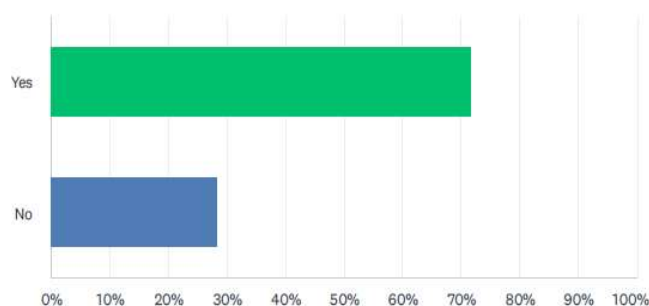
Answered: 282 Skipped: 149



ANSWER CHOICES	RESPONSES	
YES	68.79%	194
NO	31.21%	88
TOTAL		282

Q10 Are you aware of the nutritional standards that school meals have to comply with?

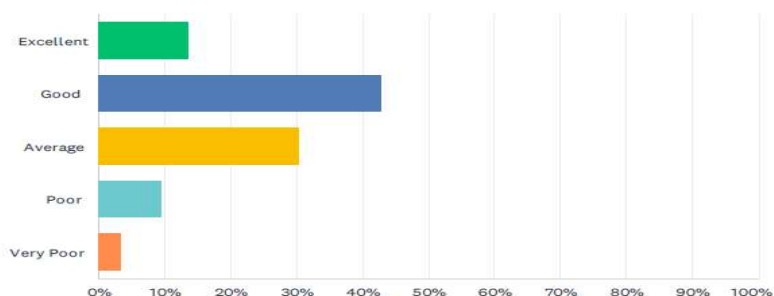
Answered: 410 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	71.71%	294
No	28.29%	116
TOTAL		410

Q11, Do you think meals are good quality, with a good variety of meals for all pupils?

Answered: 410 Skipped: 21



ANSWER CHOICES	RESPONSES	
Excellent	13.66%	56
Good	42.93%	176
Average	30.49%	125
Poor	9.51%	39
Very Poor	3.41%	14
TOTAL		410

Q12 Please tell us if there is anything else you would like to see from the catering department.

Answered: 179 Skipped: 252

Q12 tell us more these are the most popular comments	Our response
Portion sizes to small	<p>There are no set portion sizes for primary or secondary. The nutritional standards for school lunches are set around the average requirements for children and young people but it is recognised that there will be a wide range of nutritional needs and appetites within a school.</p> <p>While we use the previous Hungry for success portion sizes as a guide. Portion sizes are influenced by the Eatwell guide, and all primary meals are nutritionally analysed to meet average nutrient requirements set in Healthy eating in Schools (2020). Nutritional requirements will vary from pupil to pupil, and this is reflected in variable portion sizes offered.</p> <p>Pupil are offered main dish, a carbohydrate, vegetables and selection of salad, the pupils can choose soup and a piece of fruit or a pudding with fruit following legislation guidelines. It's the child's choice if they take all that is offered. There are some dishes ie fingers were P1-3 would receive 2 fish fingers and P4-7 would receive 3. There are times when pupils are not eating their meal as they want to get out to play with friends so will leave even if they are still hungry. Pupils are not forced to take those items</p>
Not worth the money	<p>Primary meals are a 2-course meal - £2.45 and Secondary 2 course main meal £2.65</p> <p>The department feel it is very competitive to the prices in the local shop 10" baguettes with a filling and as much salad items as you would like for £1.80 this also include 2 extra portions of vegetables or salad i.e. carrot & cucumber sticks plus a portion of fruit which is 80g within this price.</p>
More healthy meals, brown rice, chickpeas and brown bread	<p>All meals have been nutritional analysed to comply with Food and Drinks in School (Scotland) regulations 2020.</p> <p>Bread products we provide must be the minimum of 3g fibre per 100g. Rice that is offered is a mix a white and brown. We have tried brown rice before, and the uptake has dropped due to other children don't like it</p>
Think the service is good with the number of meals offered and produced	Good Feedback
Soup and pudding as an option	Pupils can have soup with a main course and will still receive a piece of fruit as per the regulations requirements. Soup and pudding for a meal will not meet the nutritional standards required.

More plant based and non meat choices	For primary there is a vegan menu however you need to request this from schoolmeals@moray.gov.uk as we need to be aware so products can be purchased. Secondary schools there should always be vegan and vegetarian options available. However, will review when menu planning and during site visits.
There is a lot of food waste	The food waste is monitored weekly by the Catering staff so we can analyse to improve the issue where possible. The food waste which can be seen in the dining room is from the children's plates, where children have picked items but not eaten them. There are some cases where children aren't eating their meals as they want to go out to play with their peers.
Stop forcing of fruit and veg	Pupils are encouraged to take the vegetables/salad and fruit. We cannot make the child take them if they don't want them
Visual menu required	All Primary schools have a picture menu. so please contact your school for a copy.
Food is bland	All recipes have been tested and trialled. Salt is not allowed to be offered as per Food and Drinks in School (Scotland) regulations 2020.
Offer ketchup and mayonnaise etc	To comply with the Food and Drinks in School (Scotland) regulations 2020 condiments are allowed however the portion size is 10g. when trialled feedback was portion size not big enough so not worth having.