Changing the Culture of Food in Schools

3rd Edition
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“Catering for such a wide age range of young people in the education sector is what makes it so uniquely complex; and requires continuous innovation. In this edition of our magazine, we hear from the most important people in our business - our chefs. As we enter another exciting academic year; our chef teams from across our different Chartwells sectors will talk you through their role in creating exciting food memories for the 160,000 young people that we serve every day.”

Richard Taylor
Managing Director for Chartwells
AWARDS SUCCESS!

We are prouder than ever of our Chartwells teams and have celebrated a number of award wins so far this year! Most recently, we were awarded Contract Caterer of the Year at the EDUcatering Awards; and Peter Burt from St Faith’s School was crowned Independent School Caterer of the Year!

We are continually proud of our nutrition team as well; with Meg Longworth (Chartwells Head of Nutrition & Public Health) awarded Registered Nutritionist of the Year at the Food & Drink Federation’s Awards this September for her ongoing work to benefit young people’s health and wellbeing. This followed our success at the LACA awards where we were presented the LACA Nan Berger Award for our innovative “Nudge Nudge” initiative, which aims to subtly nudge more young people to make a greater variety of healthier choices when eating with us at secondary school. Look out for it in your schools this term!

WE’RE FUELLING AND FUNDRAISING FOR YOUNG MINDS!

Our teams have been tasked with raising money for our partnered charity Young Minds. Over the last academic year, we have raised a total of over £12,000 through fitness challenges, bake sales and car washing to name a few! Look out for ways to support us over the next academic year!

OUR SPECIAL DIET TEAM ARE ON TOUR!

Our Special Diet Team have been touring the country since the beginning of term delivering “Allergy Roadshows” for our unit teams. This is a great chance for our staff to meet the team and receive expert face to face training from our health and safety specialists and chefs. Live food demo’s and tasters will also focus on cross contamination and safe food practices when preparing special diets. We will have trained over 700 employees this term.

THERE WERE NO SUMMER HOLIDAYS FOR CHARTWELLS!

This summer we were busier than ever supporting our valuable partnerships across the country. Holiday hunger is on the rise, and our holiday work continues to remain high on our agenda. Over the summer holidays we:

- Fed 13,000 children school food compliant meals across the London borough of Lewisham
- Educated 1700 children with educational workshops
- Engaged with 200 parents attending enrichment events.
MEET OUR NEW FOOD AMBASSADORS!

With food at lunchtime contributing to approximately one third of daily energy and nutrient allowance, school meals have the potential to play a significant role in children’s health, education and social skills. Yet it’s known that only 1.6% of packed lunches in the UK meet the government’s food-based standards of a school meal! At Chartwells we believe every child should be entitled to the same school food, just like they are to the same school education.

This September we have introduced a new team to sit alongside the dedicated Nutrition Team. The Chartwells Engagement Team consists of Engagement Managers and Food Ambassadors who will each be responsible for 50 schools within a small regional area.

Our Food Ambassadors have been given clear objectives to tackle the barriers of low meal uptake, introducing positive engagement and encouraging more families to choose a hot school meal.

The key objectives of the team are to engage with pupils during the school day, and parents at the school gates to increase their awareness of school meals and the nutritional benefits. The new team will assess food quality and provide feedback from the schools and frontline teams to the central Insight and Food Development teams to ensure consistent innovation and improvements.

Chartwells are incredibly excited about the start of the project this academic year. We look forward to seeing more families supported financially, more children eating healthy school meals, and more schools benefitting from the impact all of this should have on children’s behaviour and attainment in the classroom.

Say hello to our new Food Ambassadors and look out for a familiar face in your school soon!

This September each Chartwells Food Ambassador was tasked with:

- **3000 Pupils Engaged**
- **500 Parents Engaged**
- **50 School Visits**
I’ve been a working chef since the age of 14 – yes, 14. Before the days of health and safety and a grill chef to boot. I can only imagine the amount of risk assessments and paperwork that this would create now. They were strange times indeed. We wore the scars on our forearms as tattoos of honour; more than anything else.

Of course the food is of immense importance, but more so, is the impact we have on young people’s lives. If we all close our eyes, we can think of our favourite school dinner. For me it was always chocolate concrete with custard of only one colour, pink. Closely followed by spam fritter and baked beans - happy days! But with that memory comes a cosy feeling of care. A smile and a simple level of understanding of what I liked and what I didn’t like and the golden rule – never stir your jam into your semolina.

The joyful highlights have been watching and working with amazing people who simply love the company of the next generation, from nurseries to universities. It’s curious how our approach has entered legal statute, and our pastoral vigilance has become a mainstream answer to many of society’s problems.

Our shared vision with Young Minds, leading the fight for a future where all young minds are supported and empowered, whatever the challenges, is a key part of what we do.

Ensuring our young customers, whatever their age, make the right choices around food and lifestyle go far beyond the kitchen, and that’s where our brilliant nutrition team come in.

Whether Michelin stars or mashed potato, it doesn’t matter. At Chartwells, we understand the importance of great cooking, matched only by the importance of great communication. This edition of our magazine will give you an exciting insight into the great work our teams do across all sectors of our business; serving delicious food to our next generation.

Andrew Walker
Executive Chef
Chartwells
At Chartwells we love to make our primary and secondary school lunchtimes enjoyable and fun experiences for children - giving them opportunities to experiment and explore new tastes and flavours. Providing great tasting, nutritious lunches to support children’s growth and development is the top of our agenda and that’s why so much thought and care is put into the menu development process. Let us take you on a tour behind the scenes of how the latest menu was put together.

WHERE DOES OUR INNOVATION AND INSPIRATION COME FROM?

1. Where do we get our insight?

Insight is at the heart of the development process; ensuring our menus are inspiring and what our children want to see and eat! Our talented Development Chef Leanne Turk works to create the exciting new dishes you see on our seasonal menus. Leanne is a big foodie and loves eating out, not in fine dining restaurants but in places that influence the high street and therefore our children.

2. We’re all ears!

The insight is collated and added to research gathered by our marketing team. They look at the latest food trends, child insight reports and feedback collated from school surveys such as “We’re all ears”.

We know from a recent survey that 93% children believe it’s important to have a healthy diet with 72% stating they like to try foods they haven’t had before.
Now it’s time for the recipes to be developed and analysed by our dedicated Senior Nutritionist Clare, ensuring the recipes are not only compliant to the government’s School Food Standards, but also supporting our commitment to meet Public Health England’s guidelines on sugar and other important nutrients that contribute to children’s health and wellbeing.

There are options for everyone

Allergens are always top of mind; and Leanne works closely with our supply chain and ingredients manager to source and include as many ingredients as possible that are free from the 14 EU allergens in her recipes. With each menu cycle Leanne is tasked with introducing two more allergen free dishes - look out for our Chinese chicken rice and chickpea curry in our primary schools!

Great tasting, healthy food that children will love

CLARE MEGENEY

Public Health England

ARE YOU ALLERGEN AWARE?

- Cereals containing gluten
- Crustaceans
- Eggs
- Fish
- Peanuts
- Soya beans
- Milk
- Nuts
- Celery
- Mustard
- Sesame seeds
- Sulphur dioxide and sulphites
- Lupins
- Molluscs
Following this internal session, the necessary recipe amends are made and then trialled with children in our schools where we get our most important feedback. For our Autumn Winter 2019 menu we trialled 20 new dishes in 16 schools up and down the country with approximately 300 children. The results were overwhelming with over 90% of children rating all dishes as “excellent”!

**5 Time to taste!**

Tasting sessions are then held with our regional colleagues and most importantly our chefs. The food is presented in the wares with the additional marketing to support. Our regional managers then suggest modifications to improve the taste of the recipes even further!

**6 Thumbs up?**

Over 90% of children rating all dishes as “excellent”!

WHERE DOES OUR INNOVATION AND INSPIRATION COME FROM?
Planning the menu

Our Food Offer & Menu Planning Chef, Tim Wright, will take the new dishes and insert them into our core and menu selector. This menu selector is available for schools to make changes based upon regional differences and most importantly their knowledge of pupils and students likes and dislikes.

Once the menu has been created and analysed, we launch in to our 2000 schools across the country. Upon launch, we regularly speak to cooks, chefs and operators and plan school visits to consciously seek feedback which will aid us in the creation of the next seasonal menu.

It’s ready to go!

The menu development process is ongoing and doesn’t stop once a new seasonal menu is launched. We’re constantly looking for inspiration, innovation and feedback whilst monitoring the latest food trends to ensure the dishes on our menus are the ones that are going to get children’s taste buds tingling!
Graham Ogden
Executive Chef
Chartwells Independent

Graham has always focused on the flavours, fun and excitement of great food – initially as a chef for Formula 1, and then with Chartwells Independent where he was Executive Chef at Rugby School for 5 years. This experience has taught him what a difference wonderful food makes to the lives of our pupils – boarders in particular – and how open children are to new and fun food experiences.

Graham speaks to us below about how he and his team, bring this excitement and love of great food to the menu development process in Chartwells Independent.

“At Chartwells Independent, developing our food offer is key to inspiring our Chef teams with new ideas. And from that energy comes its presentation on the counter and how we engage with our students.

When coming up with new food concepts, we will often have 10 ideas floating around in our heads waiting for an outlet. My greatest joy is turning one of them into reality and seeing it come to life across our schools.”
Earlier this year, myself and 10 of our Chartwells Independent Chefs were invited to take a team visit to Tromso. Our trip involved tours of Gravadlax and local smoke houses, craft demonstrations and a day’s line fishing for Skrei Cod in Sommarøy Fjord in the Arctic Circle!

SKREI comes from the old Norse word meaning ‘wanderer’. The fish were given this name because of the thousands of miles they swim to spawn in the Fjords of Norway before returning to the waters of the North Pole. This incredible journey gives the Skrei its firm texture and pure white flesh.

Following our trip, we created a collection of 60 new recipes that we shared with our teams at our termly Food Festival earlier this year, in a recipe book titled #Fish Tales.

Look out for more Nordic recipes this Autumn as we launch our new recipe book featuring a variety of traditional Norwegian foods. From soups and salads to roasts and deserts; it’s a simple cuisine of strong clean flavours and only the very freshest seasonal ingredients. From the obvious blueberries and fish with lots of dill – to home curing your own lamb “prosciutto” with oat flatbreads.”
BRUNCH IS ALWAYS A GOOD IDEA!

INTRODUCING OUR NEW BREAKFAST HEROES

Eating times are becoming far less rigid and we’ve started to notice that students are no longer sticking to the traditional breakfast, lunch and dinner times. Lots of us are now grazing throughout the day to meet the needs of our busy lifestyles. This new way of living has had its impact on the high street; with trendy brunch offers now becoming the norm in restaurants and cafes. It’s not just about when we’re eating, it’s what we’re eating as well - it seems a traditional English breakfast just won’t cut it anymore.

Customers are looking for healthier, more vibrant and flavoursome options that they can not only grab on the go, but of course share with their friends and followers on Instagram as well! This is why we have launched our brand-new breakfast heroes within our Universities, to provide our students with a fresh and healthy offer to bridge that gap between breakfast and lunch.

The new brunch offer includes high street favourites such as: classic avocado on toast; smoked salmon with baby spinach & a poached egg on toasted muffin; and a breakfast burrito filled with scrambled egg, kidney beans, peppers, chorizo, chillies and tomatoes!

We haven’t forgotten those with adventurous taste buds either with our new cheese and marmite ciabatta (you’ll either love it or hate it)! And of course for those with a sweeter tooth, French toast with bacon and maple syrup.

Whether the students are sitting and socialising with friends over brunch or in a rush to get to a lecture, these dishes have been designed by our chefs to work for all! Look out for these tasty additions to our offer and enjoy!
MACRO SALAD BOWLS & BLITZER SMOOTHIES

BRINGING COLOUR AND HEALTHY CHOICES TO THE TABLE

Food presentation means more to our students than ever before – we’re living in a world where we now eat with our eyes before our taste buds! Including bright and colourful foods and ingredients in our recipes is vital, whether that’s as part of our main counters or part of our grab and go offer.

MACRO SALADS

This term we have launched a brand new salad bar concept that focuses on macronutrients – the three nutrients (carbohydrates, proteins and fats) the body needs in larger quantities for energy. The concept has been developed alongside our team of nutritionists, to ensure our students are building balanced bowls to support their health and general wellbeing whilst studying.

BLITZER SMOOTHIES

We have also now launched blitzer smoothie hydration cups this term. These cups sit in our fridges with inviting layers of fresh chopped fruit and veggies, topped up with juices. All students need to do is take their chosen cup to the counter to be blitzed through the blender, leaving them with a delicious smoothie to power them through their day.

There are four fantastic flavours in the range so far, but our favourite is the avocado, ginger, spinach, apple and lemon smoothie! We will be adding new flavours to the range throughout the year – watch this space!

Some of the ingredients students can choose from are: grains, green leaves, roasted vegetables, delicious dips, olives, feta, dukkah and crispy falafel crumbs. The macro salad bowl bar allows students to customise their lunch based on their likes, dislikes and now the nutritional information we provide them with!

To build your Macro Bowl:

1. Select a carbohydrate for energy
2. Add a protein topper for muscular growth and repair
3. Drizzle/scatter a healthier fat to support vitamin absorption
4. Add your additional vegetables/fruits for extra vitamins and minerals
Nick Vadis  
Culinary Director  
Compass Group UK&I

“Chef Appreciation Week was a great opportunity to recognise all the hard work our chefs do and I really hope all our teams get behind it as an opportunity to say thank you.”

Our chefs are an integral part of our business. Across the UK & Ireland our Compass Group chefs produce over a million meals every day! It’s therefore important to us that our chef teams feel engaged, have the support they need to succeed; and have access to appropriate training which will develop them in their roles.

To fully recognise their dedication and hard work, we are proud to introduce our first annual Chef Appreciation Week – a global Compass celebration that took place from 16-20th September. This special week was about recognising and focussing our attention on the real Unsung Heroes of our business who, day in and day out, produce fantastic food for our customers.

Here, we take some time to recognise just a few of our fantastic Chefs across our Chartwells business!

Kathleen Davie, Chartwells Apprentice and winner of Special Award for Food Safety at Nestle Professional Toque d’Or

Schools Chefs L-R: Alex Smith, Hadleigh Aybes, Dan Lucas, Ulisse Di Benetto, James Small, Kenneth Tee, David Wiggins
Robert Dant, Executive Development Chef for Chartwells

Chartwells Independent Chefs at Haberdasher’s Askes School for Boys

Chartwells Executive Chef Ulisse Di Benetto at Costello School

Richard Taylor
Managing Director for Chartwells

“We want to keep shining the spotlight on our chefs throughout the year and we’re working hard to deliver a Culinary Engagement Programme that will involve a variety of initiatives to do just that. We’re working closely with our HR colleagues to help us identify available career paths and exciting opportunities that allow our chefs to grow and develop in their careers with us at Compass”.
