

The SCOTY Masterclass Journey

Lancashire County Council School &
Residential Care Catering Service

Past Success!!



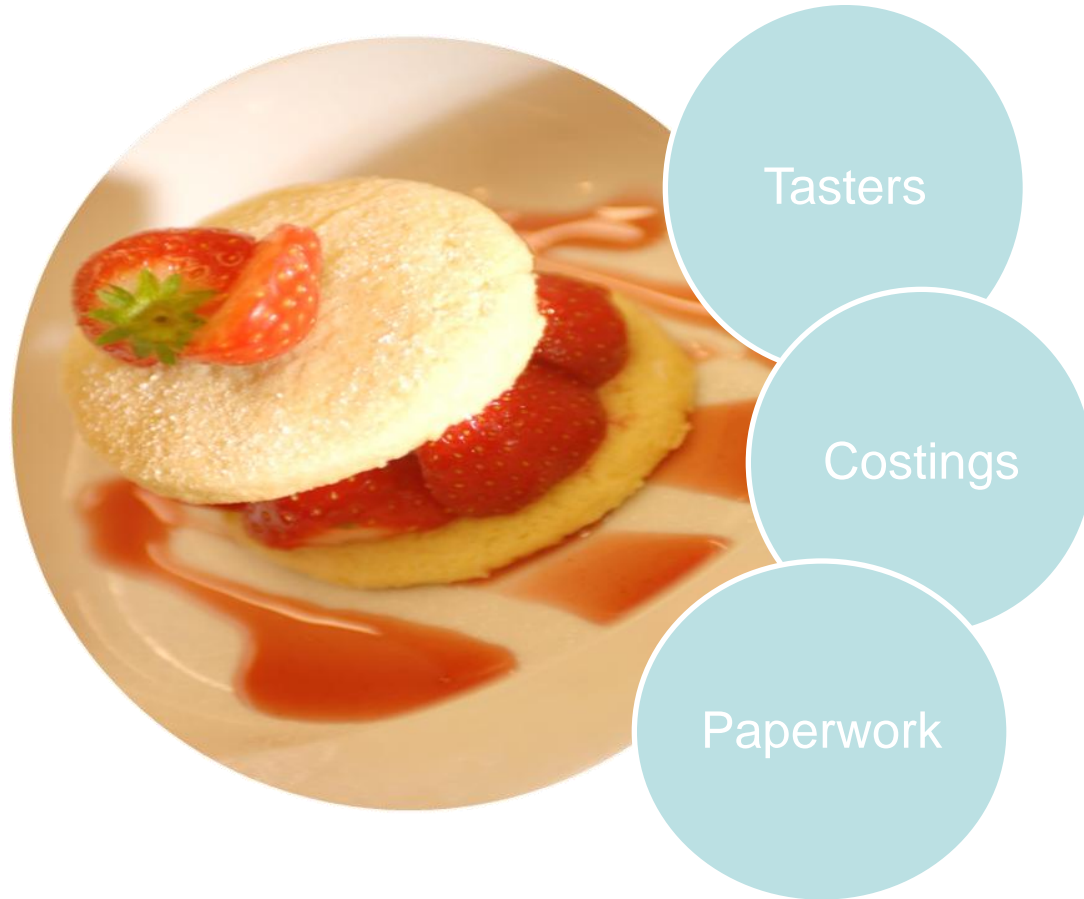
SCOTY and Masterclasses

The principles of SCOTY were incorporated into the 2015-16 Training Plan; this included:

1. Every Unit Catering Supervisor had to create their own schools signature dish
2. The dish had to be broadly compliant with the principles of SCOTY and the Food Standards
3. The dish had to have a recipe and costings
4. The dish had to be tested with pupils and results recorded

So, we needed to engage the assistance of the Training Team.....

Menu Development



Dishes tested by pupils
Some schools involved in the naming of their dishes, resulting in improved customer service experience

UCS - good experience

UCS working alongside Trainers and Service Improvement Managers
UCS working with school accessing office equipment

Process for Training Team SCOTY

Masterclass 2015-16

Process	How/ When to achieve	Trainers involvement/actions
Competition Launched	April 2015	<ol style="list-style-type: none"> 1. Trainers to ensure they have read and understood all the competition details. 2. Trainers to deliver information to candidates and mentor. Have DVD to show on laptop. 3. Trainers to update spreadsheet with candidate details 4. Keep Operations in the loop
Candidate Registration	No later than 29 nd May 2015	<ol style="list-style-type: none"> 1. Trainers to ensure all registrations are correct at the point of entry to ensure no returns. 2. Trainers to keep a copy of all registrations 3. Trainers to communicate with Ops and Headteachers where required.
Paper Entry to Trainers	No later than 20 th June 2015	<ol style="list-style-type: none"> 1. Trainers to ensure they have seen the practiced dish 2. Dish must be trialled in school 3. Trainers to inspect all paper entry forms to ensure correct completion

Process	How/ When to achieve	Trainers involvement
Paper Entries	3rd July 2015 all entrants paperwork to be brought to meeting to consolidate	<ol style="list-style-type: none"> 1. Trainer to copy and amalgamate all entries to send 2. Trainers MUST ensure all entries correctly filled in and all rules adhered to 3. Trainers to ensure all candidates are aware of judging dates 4. Trainers to keep records up to date on spread sheet
Judging of Paper Entries	September 2015	<ol style="list-style-type: none"> 1. Trainers to communicate with candidates and keep spreadsheet up to date with winning entry
Area Finals	November 2015	<ol style="list-style-type: none"> 1. Trainers to mentor and support candidates. 2. Trainer to attend regional finals and arrange transport for candidate 3. Senior Manager and Ops to attend competition
Finals Briefing day	January/ February 2016	<ol style="list-style-type: none"> 1. Trainer and Senior Manager to attend with candidate
Final Competition	February March 2016	<ol style="list-style-type: none"> 1. Trainer to accompany candidate and arrange logistics of the day. 2. Senior and Operations Manager to attend

Judging - Do you recognise this chef?



So Why Bother.....

- Increased engagement with frontline staff – this was always one of the key priorities
- Increases relationship building between frontline staff, school customers and Head Office teams
- Increases the profile of the service and schools
- Raises the profile of School Chefs
- Gets school meals into the public domain for all the right reasons – local media engaged via corporate communications
- Contributes towards future menu development and also improved participation in menu testing forums

Pictured here is one of the catering service supervisors on our 'Masterclass' Development Programme and her winning dish of Chicken Curry, Rice and Homemade Chapatti.



Thank You

Any Questions?