



1<sup>st</sup> November 2022

Dear Parents and Carers,

As part of our ongoing performance monitoring of our catering contract with Aspens I wanted to provide you with an update from term 1.

We have been monitoring the speed of service. Our monitoring shows that the average time for queues is 14 minutes. This does vary based on the servery and the day of the week, fish and chip Friday is more popular, so queue times are longer. Students can play/socialise first and get their lunch in the second half of lunch time when they will not have to queue at all.

We have been monitoring the supply of food and Aspens have increased their supply by 20% at each service point, this has meant that they are rarely selling out of food items and students can therefore usually select their first choice. This has however increased the amount of food waste, which is not ideal from an ecological perspective, and we will continue to monitor the amount of wastage.

We have been working on the menu choices available. We shared a proposed new menu with our student council and with all families at the end of term 1. We are working with Aspens on the adjustments to the menu, following the feedback received, and Aspen's plan to have the new menu in place during term 2.

The number of complaints we have received has reduced significantly, which is reassuring. We also enjoyed hosting families to observe the lunch time provision and the feedback they provided was very positive. Some further areas were highlighted from our feedback survey which we will continue to work on this term.

We recognise these positive steps, and we will continue to monitor this improvement to ensure it is maintained.

Warm regards

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Chief Executive Officer:  
Mr S Taylor

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