

RELISH-OPS SOFTWARE



Software Support with



It's surprising to think that

LUNCHTIME

equates to **1/6** of a child's
day at school, so at

Relish

we give it the attention it
deserves by providing a
service that

EXCEEDS

the experience
expectation, pleases our
diners and promotes

health and well-being.

So you've decide to take your catering in-house on a large scale – such as a MAT or simply, as a single site school. Either way, it is imperative that you can evidence how your newly managed operation remains compliant to all catering-related legislation – from The School Food Standards and Allergen Management to Food Safety and Health & Safety.

Your stakeholders may also require reassurance that you are in full control of the department's finances and all catering-related admin – ensuring stock takes, commodity spends, sales income and admin, hospitality, labour hours, training and, HR management tasks are all being captured and controlled and there is comprehensive management information to provide a suite of reports and real-time profit and loss accounts.

The Relish-OPS (Operating and Procurement) technology does all of the above and provides the required expertise to manage catering – it's a business manager's best friend! Our software syncs to the school MIS and payment provider to ensure all meal transactions are auto-processed and special diets are catered for safely – the school office admin requirements is totally removed thus allowing you to focus on school business.

Clare Lovett
Managing Director



Getting Your Food Offer Right



Expertise... It all starts with the Relish Food Team – they write delicious recipes and load them onto the menu module of the software. Our recipes use fresh ingredients, and we wholly advocate cooking from scratch to get the best quality meal on the plate.

The Relish Food Team then write a new menu each term by dipping into our 2750+ recipes and building a fresh, seasonal and tasty menu cycle that is compliant to The School Food Standards. Our software ensures this by running checks on the meals we have chosen, checking it contains the maximum nutrition and moderating food types that are less healthy.

Consultation... With plenty of time before it is due to go live, we make the menu available in each school portal and allow the on-site teams to discuss the meal selection with the school leadership team. We hold tasting sessions with the pupils who vote on what dishes to keep and what to replace. If the school wants, they can replace every dish to make it bespoke to their needs.

Technology... As a final check, we rely on our clever technology to re-test the compliance of the menu and guide the on-site teams to tweak where necessary in order to find the right balance between healthy and nutritious and appealing to their customers. One of our single biggest questions we are asked from potential school clients is, "Can we influence the content of the menu?" and we proudly response with a resounding "Yes!"

We are ahead of the compliance requirements for Natasha's Law... Not only does our software produce an allergy label for every recipe in the database, it will automatically update the allergy information on every recipe that changes its ingredients profile.

Keeping Children with Allergies Safe



Reli-Till meal pre-order

We are extremely proud of the in-built intelligence behind Reli-Till meal pre-order. We are being honest when we say no other competitor is offering such advanced technology, not only in the battle to keep our children with allergies safe, but also to ensure every child receives the meal they've ordered for lunch. It is not only fun and easy for the children, but also engages and empowers them about healthy meal choices.

Here's how it works in the classroom

The children's photographs are displayed on a whiteboard during the morning registration. They click on their face and the software presents only the dishes relevant to their pupil profile as held on your schools MIS. So, if a child has an allergy, the technology will only show them dishes compatible with their dietary requirements. Each recipe lists the exact ingredients that must be used to make the dish. This ensures we can view allergens in the dish. Additionally, if a child has a serious allergy, we will bespoke our menus specifically for them. The order is then sent through to the kitchen for preparation, usually by 9:30am.

Here's how it works from home

To give parents peace of mind, we've created a unique portal, exclusively for them. It has been specially created to relate to their children and school. On creation of a login, the technology recognises both the parent and the dishes available to their child(ren), together with any specific dietary requirements. Parents can sit with their children to choose their preferred lunches up to a term in advance, whilst also viewing previous menu choices.

The software also gives parents the option to view full recipes and study details allergen information. Only dishes compatible with the pupil's dietary allergy profile are shown.



What's In It For You?



Full Control of your Catering

The decision to take your catering in-house is an exciting one! Being able to influence food offers, opening times and the general running will never be easier.

Suppliers set up

Relish will set up your entire supply chain to link with our software and provide real-time price, ingredient and allergy information relating to your menus and food offers.

Food Quality & Provenance

All of our recipes are made from quality, fresh ingredients. The meat we use is red tractor assured, our fish carries the marine Stewardship approval and our eggs are free range.

Compliance

By using the Relish-OPS software, your kitchen will be fully compliant with all catering-related legislation – a great peace of mind your SLT and Governors.

Management of your service(s)

We will liaise with your catering manager, train them in the use of the system and support them to manage your service or multiple services.

Access to all our brands

Whatever phase of education, we have a brand to suit the age group. We can project-manage an entire rebrand of your operations or simply provide branded accessories to enhance the new service provision.

A suite of advice

Tam Relish will support SLT from mobilisation, TUPE, service launch into on-going support.

Across the School Day

Your wrap-around care, breakfast and break services plus out of hours requirements can all be administered by your clever new software.

Financial Performance Monitoring

The Relish-OPS software has an integral Profit & Loss Account that auto-populates as the other modules are being used – providing real-time management information at your fingertips.

Flexible Support

Team Relish are happy to flex the support in a way that suits you best and at appropriate times of need – you just need to ask!

Sense of Belonging for the Team

By removing the contractor, the team are unshackled of any conflict of interest and can freely go on the in-house journey with you. Team Relish will ensure they are fully networked, supported and continually trained.

Here's What Our Stakeholders Say



Claire Misy, Chief Operating Officer, The Galaxy Trust

"As a Trust, COVID-19 had a serious impact on our original business strategy. Up to this point, our academies were being run by an external contract caterer. During COVID-19, we quickly noticed the service and quality of the food offering dramatically decreased. We therefore took the decision to serve notice on our current contract caterer and take responsibility for our catering offering in-house across all our academies.

Importantly to us, we were looking for a partner who would support and empower our teams, giving them the confidence and tools to do it alone.

I started to research potential partners and initially had conversations with three before finding Relish in March 2021. From the initial call with managing Director, Clare Lovett and subsequent demonstrations, I knew both they and their Relish-OPS technology was exactly what the Trust was looking for. Not only does it deliver compliance across all catering legislation, it is also paperless, removing all administration tasks for our internal teams.

Quite simply, Relish and the Relish-OPS technology is a great fit and find for the Trust. We're really looking forward to going live with them in September."

Tanya Flinders, Operations Catering Manager, The Spencer Academies Trust

"Relish is unique in the fact the service they provide for us is not as our contract caterer, which is managed in-house by us, but as our advisory partners across 21 schools. They provide a dynamic support network for the team, helping to manage the development of our food offer, training of the team, finances and technology."

Lisa Gabriel, Mother of 4-year old son, Tyrese

"Surprisingly, I'm not scared about sending Tyrese to school with an allergy, because I know whether it's me doing his packed lunch, or the school and Relish technology looking after him when he has school meals, that he's covered and protected as much as he can be.

I can view meal choices, the dishes he particularly likes and the recipes. If I have any doubts, I can view the full allergen information in the recipe. Importantly for me, I can relax in the knowledge that none contain any allergens which could hurt Tyrese."

Pip Gilbert, School Business Manager, Goldington Green Academy

"Rewind to April 2018 and enter Relish. Everything dramatically changed. Today, we have 628 pupils, of which 100 are listed as having an allergy. Now every child receives the meal they've chosen, irrespective of their scheduled time to dine.

With Relish, children with allergies are no longer a problem. The Reli-Till technology reads our MIS to view pupil profiles with allergies. So for example, if a child is lactose intolerant, neither the parent or the child can view or order from a menu with lactose ingredients – it simply won't appear as an option to them. For admin, this is a huge stress release, as it eliminates any risk."

Call Us For More Detail



So that we can understand your unique school and requirements, and tell you everything about us, our passion and what we can bring to your table, contact us today!

Or fill out our free financial assessment - we can write your first draft budget with some basic trading information within 24 hours.

info@relishschoolfood.co.uk

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**We Aim For
Outstanding!**

Whatever support package you chose, Relish strive to support you to achieve the goals you set for your catering services.