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# Warburtons School Visitor programme end of year report 2019

Report compiled by the  
British Nutrition Foundation

Report period September 2018 –  
October 2019

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## Introduction

The School Visitor programme has now been running in its current form for seven years.

Over this time, there have been:

- 7 x end of year reports produced (2013 – 2019);
- 8 x School Visitor conferences delivered (2012 – 2019);
- 50 x quality assurance visits undertaken (2014–October 2019);
- 445 x period reports validated and submitted (2012 – 2019).

These mechanisms have helped ensure the programme continues to be consistent, up-to-date and relevant for schools, as well as providing evidence of the programme's rigor, quality and value.

During the academic year (September 2018 – July 2019), the British Nutrition Foundation (BNF) has worked with Rebecca Lees, Interim Community, Health & Wellbeing Manager, to support the management of the Warburtons School Visitor programme.

Over the last academic year, four new School Visitors have joined the team. This has resulted in visits from the Burnley and Newton Abbot sites resuming.

At the time of writing this report (October 2019), there are 13 sites delivering the School Visitor programme and 24 School Visitors in post. Runcorn is expected to resume school visits shortly which will bring the total number of sites operating to 14, and the number of School Visitors to 25.



## End of year overview

Below is a summary of the statistics collected from the sites during the academic year September 2018- July 2019. The full information table for the period can be found on page five.

<b>Report period</b>	September 2018 – July 2019
<b>Children reached</b>	43,359
<b>Number of sessions/workshops delivered</b>	1,541
<b>Different schools</b>	831
<b>Schools receiving first visit</b>	473
<b>Average session length</b>	1 hour 49 minutes
<b>Practical session</b>	78% of practical sessions were sandwich making 22% of practical sessions were bread making
<b>Schools that would like a revisit</b>	100%
<b>Schools that would recommend the programme to another school</b>	100%

KPI area	Recorded statistics 2017/2018	Targets for 2018/2019	Actual statistics 2018/2019
<b>School type</b>	0% visits to secondary or other.	<b>0% of visits to secondary or other categories.</b>	0% of visits to secondary or other categories.
<b>Visits per age</b>	100% to target age (5-11 years).	<b>100% to target age (5-11 years).</b>	100% to target age (5-11 years). <i>(Four visits were to 'other' but this is equates to less than 1%)</i>
<b>Activities (elements) undertaken</b>	100% Warburtons introduction 100% Healthy eating 100% Food safety 100% Practical (bread or sandwiches) 100% Food waste	100% Warburtons introduction 100% Healthy eating 100% Food safety 100% Practical (bread or sand) 100% Food waste <b>Cover <i>all</i> session elements in 100% of visits.</b>	100% Warburtons introduction 100% Healthy eating 100% Food safety 100% Practical (bread or sandwiches) 100% Food waste
<b>Teachers rating sessions as excellent</b>	94% Warburtons introduction 95% Healthy eating 96.3% Food safety 98.1% Sandwich making 96% Bread making 93.2% Food waste 96.9% Overall experience	92.5% Warburtons introduction 92.5% Healthy eating 92.5% Food safety 92.5% Sandwich making 92.5% Bread making 92.5% Food waste 92.5% Overall experience <b>Increase (or sustain) scores of 92.5% +</b>	94.2% Warburtons introduction 95.9% Healthy eating 96.9% Food safety 97.1% Sandwich making 97.1% Bread making 93.4% Food waste 95.7% Overall experience
<b>Teacher rating of improvements in the children's understanding</b>	98.8% Healthy eating 98.7% Food safety and hygiene 99% Food preparation and cooking	96% Healthy eating 96% Food safety and hygiene 96% Food preparation and cooking <b>Sustain (and increase if possible) scores of 95% + for teacher rating of 'a lot' and 'some'.</b>	99% Healthy eating 99.1% Food safety and hygiene 99.1% Food preparation and cooking
<b>Teachers who would like a revisit and would recommend a visit</b>	100% Revisit 100% Recommend	<b>100% Revisit 100% Recommend</b>	100% Revisit 100% Recommend
<b>Different schools visited</b>	55%	<b>50%</b>	54%
<b>Schools receiving a first visit</b>	34%	<b>30%</b>	31%
<b>Evaluation forms</b>	99.8% available.	<b>100% available.</b>	99.8% available.



School Visitor Programme		Overview		September 2018 - July 2019			
School type	Primary	Special	Secondary	Other		Total	Average session length (minutes)
	Num.	%	Num.	%	Num.	%	
	1,475	96%	66	4%	0	0%	109
Visits per age	5-7 years	7-9 years	9-11 years	Mixed 5-11 years		Total	
	Num.	%	Num.	%	Num.	%	
	564	37%	697	45%	215	14%	61
<b>Activities undertaken during the session</b>							
<b>Warburtons Introduction/Healthy eating</b>							
Num.	%	Num.	%	Num.	%	Num.	%
1,541	100%	1,541	100%	1,205	78%	336	22%
<b>Teacher rating of the session</b>							
Number of forms available:		1,539					
<b>Note: Although this number of forms are available, not all questions are answered on every form. Responses per question are noted below.</b>							
Rating	Warburtons Introduction	Healthy eating	Food safety & hygiene	Sandwich making	Bread making	Food waste	Other
	Num.	%	Num.	%	Num.	%	Num.
Excellent (4)	1,449	94.2%	1,473	95.9%	1,491	96.9%	1,155
Good (3)	85	5.5%	59	3.8%	47	3.1%	33
OK (2)	4	0.3%	4	0.3%	1	0.1%	1
Poor (1)	0	0%	0	0%	0	0%	0
<b>Total responses to each question:</b>		<b>1,538</b>	<b>1,536</b>	<b>1,539</b>	<b>350</b>	<b>1,189</b>	<b>1,533</b>
<b>Teachers rating of improvements in the children's level of understanding</b>							
Rating	Healthy eating	Food safety & hygiene	Food prep/cooking	Teachers who would like a revisit			
	Num.	%	Num.	%	Num.	%	Num.
A lot (3)	1,157	75.3%	1,273	82.8%	1,268	83.3%	0
Some (2)	364	23.7%	250	16.3%	241	15.8%	0
No change (1)	15	1%	14	1%	14	1%	0
<b>Total responses to each</b>		<b>1,536</b>	<b>1,537</b>	<b>1,523</b>	<b>1,189</b>	<b>350</b>	<b>1,437</b>
<b>Teachers who would recommend a visit</b>							
<b>Total number of children visited</b>		43,359					
<b>Different schools visited</b>		831					
<b>Schools receiving first visit</b>		473					

## Key notes on 2018/19 statistics

Eight of the nine numerically measured KPI targets were met or exceeded. The only KPI just missed was that for the evaluation forms. The target was 100% and 99.8% were available. Two forms were unavailable.

The number of sessions delivered and children seen were slightly lower than in the previous year. This was due to not all sites carrying out visits in all periods. Burnley, Newton Abbot and Runcorn did not run visits for three of the six periods in 2018/2019. If these figures are considered with an adjustment for the sites not operating in every period, the School Visitor team who were undertaking visits increased the percentage of both sessions delivered and children seen compared with the previous year.

The School Visitors were challenged to increase the number of bread sessions delivered in 2018/2019 as there has been a steady decline in these over the last few years. The Visitors increased the bread sessions delivered by 1%. While it was encouraging to see a small upturn, there is potential to increase this further and it will continue to be a focus during the coming academic year.



### Percentage of sandwich and bread sessions delivered annually between 2013 and 2019

End of year report	Sandwich sessions	Bread sessions
2012/2013	63%	36%
2013/2014	70%	30%
2014/2015	73%	27%
2015/2016	76%	24%
2016/2017	79%	21%
2017/2018	79%	21%
2018/2019	78%	22%

## Quality Assurance visits

Between May and October 2019, BNF undertook seven quality assurance (QA) visits. This is the fifth year BNF has undertaken the QA visits which are designed to:

- ensure all sites are delivering the School Visitor programme as prescribed by the toolkit (to ensure the programme is being delivered consistently across Britain);
- identify areas of good practice;
- identify areas for future development;
- provide an opportunity for School Visitors to discuss any areas of concern or ask for advice or support.



During QA visits, BNF attends a school visit with the Visitor/s and observes the session, with a particular focus on ensuring the five elements that make up the session are delivered and the information is communicated appropriately, accurately and consistently. After the visit, BNF provides feedback to the School Visitor about their session and a general discussion takes place. This is often in the presence of the Line Manager. The QA visit is also an opportunity for the School Visitors to discuss any concerns or seek any support or clarify in relation to the programme.

## Key observations during the 2019 visits

### Reducing plastics

During the 2018 conference, School Visitors were challenged to reduce the use of plastic in their sessions, in line with the wider Warburtons ambition.

A reduction in use of plastic was seen during the QA visits:

- disposable wooden cutlery was used where plastic had been used before;
- sandwiches and bread items made by pupils were packaged in paper bags to be taken home, rather than plastic bags;
- paper carrier bags were provided as an alternative to plastic bags.



## Exploring options for making bread

As stated previously, the School Visitors were challenged to increase the number of bread sessions they delivered in 2018/2019. In Paddock Wood, the School Visitors demonstrated how bread could be made from scratch in a bag. This technique:

- reduced the need for some equipment;
- enabled children who struggle with the texture of dough to participate;
- allowed several children to work with the same piece of dough in a hygienic way.

The use of urns to provide the warm water to make the bread was very effective and enabled the children to participate in an additional stage of bread making – measuring their own water.

## Allergies

School Visitors seen during the QA visits demonstrated a diligent approach to allergies and other dietary requirements. The Visitors observed, used sticky notes to direct children to where they would work and the ingredients they could use. This was not only useful for the children themselves but also for other adults in the room who were supporting the session.

## Pupil involvement

Some sites actively encouraged pupils to help tidy up after their practical session. This is beneficial as it provides pupils with an opportunity to take greater responsibility for their workspace and also provides practical assistance for the Visitors, especially those who work independently.

The seven QA visits undertaken between May and October 2019 were positive and illustrated good practice, with only minor suggestions offered for improvement.





## Programme updates

### School Visitor toolkit update

The toolkit will undergo general updates in 2020.

These will include:

- implementing suggestions made during the conference by the School Visitors, such as adding a pictorial slide to the presentation, so children know what to expect during their session;
- reviewing paperwork given to schools, e.g. adding a tick list of common allergies/food to avoid to the *Confirmation form* to make it easier for teachers to provide a full picture of their class' requirements;
- reviewing the procedures surrounding record keeping to ensure best practice in regard to GDPR;
- updating School Visitor photos in the toolkit document and PowerPoint presentations;
- updating the *Visit record spreadsheet* to provide clarity in regard to whether schools have been visited before.



### Online training

BNF will continue to monitor and provide the food safety level 2 and online nutrition course training for the School Visitors.

## Overall Key Performance Indicators (KPIs) for academic year 2019 – 2020

These (KPIs) are targets for the School Visitors for the academic year 2019-2020. They will be reviewed by the School Visitor Line Managers and the Community Investment Committee periodically throughout the year.

Note: The KPIs in the table below are the same as last year.

Area	Recorded statistics 2018/2019	Targets for 2019/2020
School type	0% of visits to secondary or other categories.	<b>0% of visits to secondary or other categories.</b>
Visits per age	100% to target age (5-11 years).	<b>100% to target age (5-11 years).</b>
Activities (elements) undertaken	100% Warburtons introduction 100% Healthy eating 100% Food safety 100% Practical (bread or sandwiches) 100% Food waste	100% Warburtons introduction 100% Healthy eating 100% Food safety 100% Practical (bread or sandwiches) 100% Food waste <b>Cover <u>all</u> session elements in 100% of visits.</b>
Teachers rating sessions as excellent	94.2% Warburtons introduction 95.9% Healthy eating 96.9% Food safety 97.1% Sandwich making 97.1% Bread making 93.4% Food waste 95.7% Overall experience	92.5% Warburtons introduction 92.5% Healthy eating 92.5% Food safety 92.5% Sandwich making 92.5% Bread making 92.5% Food waste 92.5% Overall experience <b>Increase (or sustain) scores of 92.5% +</b>
Teacher rating of improvements in the children's understanding	99% Healthy eating 99.1% Food safety and hygiene 99.1% Food preparation and cooking	96% Healthy eating 96% Food safety and hygiene 96% Food preparation and cooking <b>Sustain (and increase if possible) scores of 96% + for teacher rating of 'a lot' and 'some'.</b>
Teachers who would like a revisit and would recommend a visit	100% Revisit 100% Recommend	<b>100% Revisit 100% Recommend</b>
Different schools visited	54%	<b>50%</b> <i>This target remains at 50% as many schools have more than two form entry which makes it difficult to limit repeat visits without missing out some of the same age group in a school. It is still important for School Visitors to strive to visit as many different schools as possible.</i>
Schools receiving a first visit	31%	<b>30%</b> <i>This target remains at 30% in acknowledgement of the fact there is a finite number of schools within a one hour drive of each site.</i>
Evaluation forms	99.8% available.	<b>100% available.</b>
Spreadsheets	N/A	Continue to ensure all spreadsheets are fully and accurately completed. <b>Send to BNF by the submission date.</b>
Toolkit	N/A	<b>Continue to run sessions in accordance with the most up to date version of the toolkit (currently March/April 2019).</b>

## Conclusion

The School Visitor programme has had another successful year and achieved well against the KPIs set. Although there were a slightly lower number of sessions delivered and children seen this year compared with last year, when adjustment is made to take into account that some sites were not operating at full capacity during 2018/2019, the results are actually an increase on last year. This demonstrates that the School Visitors continue to work hard to increase their numbers and reach.

Seven sites underwent QA visits over the last academic year. The remaining sites will be seen between November 2019 and early 2020. This spacing will enable visits to be seen at different points in the academic year to provide a broader view of the programme's delivery. Visits seen to date have followed the toolkit and been delivered to a high standard.

The School Visitor conference was successful with good attendance, useful input on food allergy and intolerance and more time provided for the School Visitors to benefit from hearing about each other's practice, as they had indicated would be useful.

The toolkit will undergo some minor updates in early 2020, based on conference feedback and continuing to ensure the highest standards.

Based on the reports validated by BNF and QA visits undertaken, it has been another successful year for the School Visitor programme. This reflects the hard work of the School Visitors and the team at Centre.

BNF looks forward to continuing to work with Warburtons on the School Visitor programme in the year ahead and to celebrating the 30<sup>th</sup> year of the programme during 2020.