Twitter Thread by Roadside Mum ■



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@RoadsideMum

I've been speaking with Charlie Brown, Managing Director at @Chartwells_UK over the last few days.

I've been losing my patience a bit. It's not been as quick as I wanted, but we are here now. Some of this was organised today, some is from other days but here's a round up:

1/

Over the February school holiday, if there is no Government funding for #FreeSchoolMeals, at all the schools @Chartwells_UK is working in, Charlie commits to putting out boxes anyway.

So if @BorisJohnson @RishiSunak & @GavinWilliamson won't step up by then, Charlie will.

2/

From now, the school lunches boxes from @Chartwells_UK, are also going to cover breakfast as well. Chartwells will take the extra costs associated on the chin. They are fully aware they need to do better, and this is something we both feel is positive. (That was his idea).

3/

All the hampers that went out in the first week, like my rubbish one, that you all saw, aren't being billed. Chartwells need to suck it up. They can't charge Local Authorities (schools) for that now can they! That was an early point of agreement, so you may have heard of it.

4/

Starting with my school, and with a lot of input from teachers, kids & parents, Chartwells will improve the menus for lunches served at school (dinner hall ones). All schools have different menus, so this is a long term project, it'll take a while, but it's important.

5/

Chartwells messed up in Bristol in March when the box offerings were not good enough, but then messed up in January too for my "hamper". The Plan B for a sudden switch to boxes without much warning wasn't robust enough. It should have been. It's going to be revisited ASAP.

6/

The new boxes are going to look more like this. But maybe not exactly like this, because y'know --parent feedback--, which they'll be soliciting (not ignoring) now! They'll be considering @MarcusRashford's review that's going on, and getting a nutritionist involved also.

7/

That's all well and good, but that's their job isn't it? They are meant to deliver a good service... Are they sorry? Hmm? Words are cheap. I want to see more than remembering how to do your job and some pretty words. It needs to hurt.

So how much? How much do we think?...

8/

Oh I dunno, ten thousand pounds is a number that sticks in my mind. You feeling it? Let's make it hurt by £10k shall we?

@Chartwells_UK MD Charlie Brown has tonight committed to making a £10,000 donation to an appropriate charity which we will identify together shortly.

9/

Lastly, I think @Chartwells_UK should employ me in a consultancy capacity, very part time with a consultant fee. I have made the suggestion and we'll talk again on Monday.

They haven't really understood families or engaged them & truly, they very much need to be told!!

10/

I feel like @Chartwells_UK have got the potential to do a lot better and I welcome all of the above points. I hope you feel like I did my duty to you guys? It's been a bit heavy!

I need to get some rest now. OMG. Charlie from Chartwells and I will speak again on Monday.

11/11