

Case Study - **Audit, ongoing support & recruitment**

Denstone College

Staffordshire

Background

Denstone College is a highly successful co-educational Woodard HMC boarding and day school set in 100 acres of beautiful Staffordshire countryside and is well known for its sporting prowess. There are over 540 pupils at the school.

The catering is provided by an in-house team who not only provide pupil dining seven days a week but also manage a very busy summer school and out of term program.

The Process

ISCC produced a detailed review of the current operation which highlighted current practices and standards, and made recommendations for improvement.

ISCC supported the school through a transition of change and helped develop the team and the food offer to the benefit of all involved.

The Outcome

Working alongside the team at the school, the food standards and procedures were strengthened and developed, and dozens of new innovations were introduced both in the kitchen and Front of House. ISCC now provide support on a termly basis to further develop and support the team as well as ensuring that all aspects of the service offer remain as high as possible.

Feedback has been extremely positive and encouraging for all involved.

Comment from David Martin, Bursar

“We wanted to keep catering in-house, needed outside support but were reluctant to move to contract catering. ISCC provided the perfect solution. We had an over-reliance on pre-prepared foods, a culture of ‘it must be right because it’s always been done that way’ and too much being done on a reactive rather than proactive basis. ISCC provided valuable support through a period of some quite radical change. They also helped enormously in the recruitment process for our new management team such that we can now look forward with confidence in terms of the whole catering operation”.

