



With a little  
help from  
my friends

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# HCA NATIONAL LEADERSHIP AND DEVELOPMENT FORUM 2016

14 - 15 APRIL 2016 | ACC LIVERPOOL



# Taking Food Waste off the Menu

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Knowledge – Leader for waste auditing



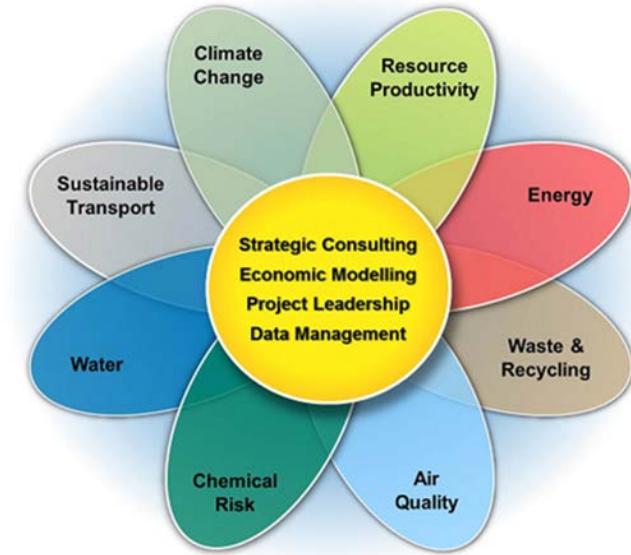
Ricardo  
Energy & Environment



# Introduction

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- Business Area Manager, Circular Economy
- Member of the Chartered Institution of Wastes Management
- Worked with over 50 NHS Trusts and Health Boards



Ricardo Energy & Environment is a global sustainability consultancy; one of our many achievements is that we've reduced the UK's annual CO<sub>2</sub> emissions by 3.1 million tonnes through the projects we manage, saving industry over £1 billion

We work with both the public, third and private sectors providing resource efficiency services



## In the next 15 minutes...

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- Food waste in the healthcare sector
- The real cost of food waste
- Tackling avoidable food waste
- Efficient menu planning
- Cooperation across the food chain





## The healthcare sector...

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- Serves over 1,047 million meals in 19,500 outlets every year
- Serves 13% of all meals eaten out of home in the UK every year
- Produces 121,000 tonnes of food waste and 49,300 tonnes of associated packaging waste





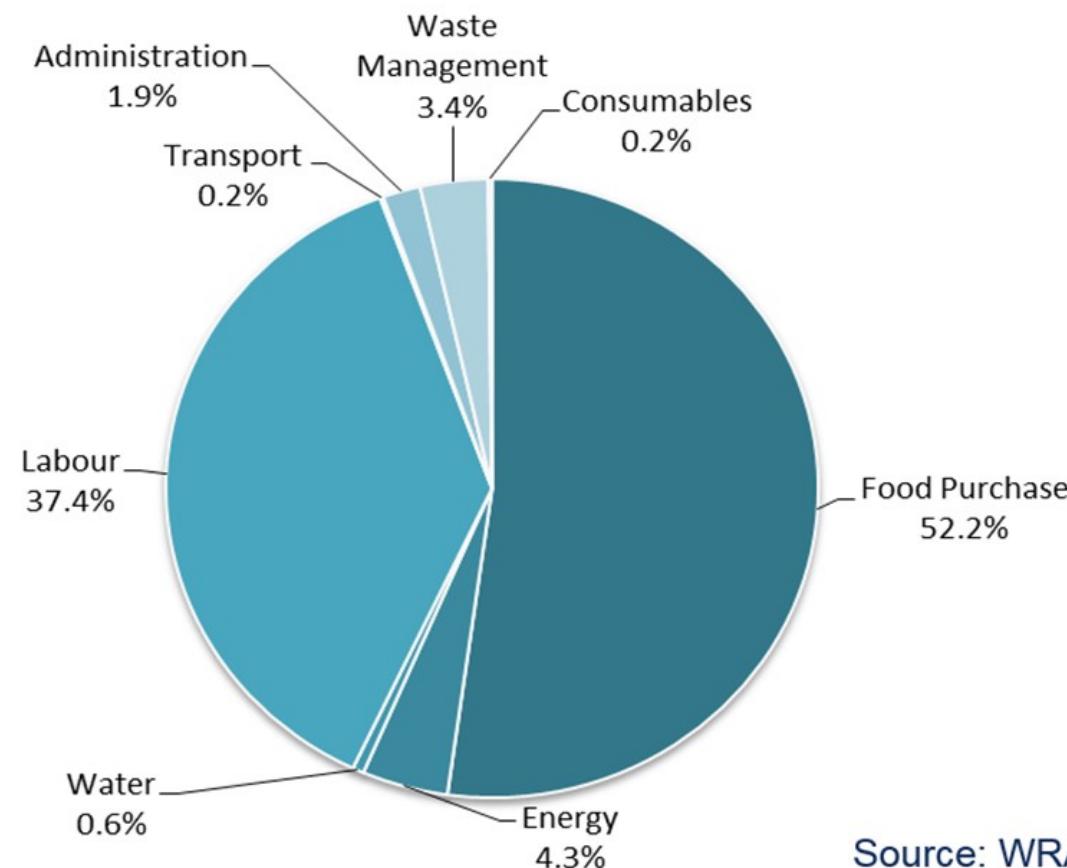
## The real cost of food waste...

- The total cost of food waste to the healthcare sector is £250 million
- Each tonne of food waste costs an average £1,929 per tonne
- That's **22p** per meal for every meal served





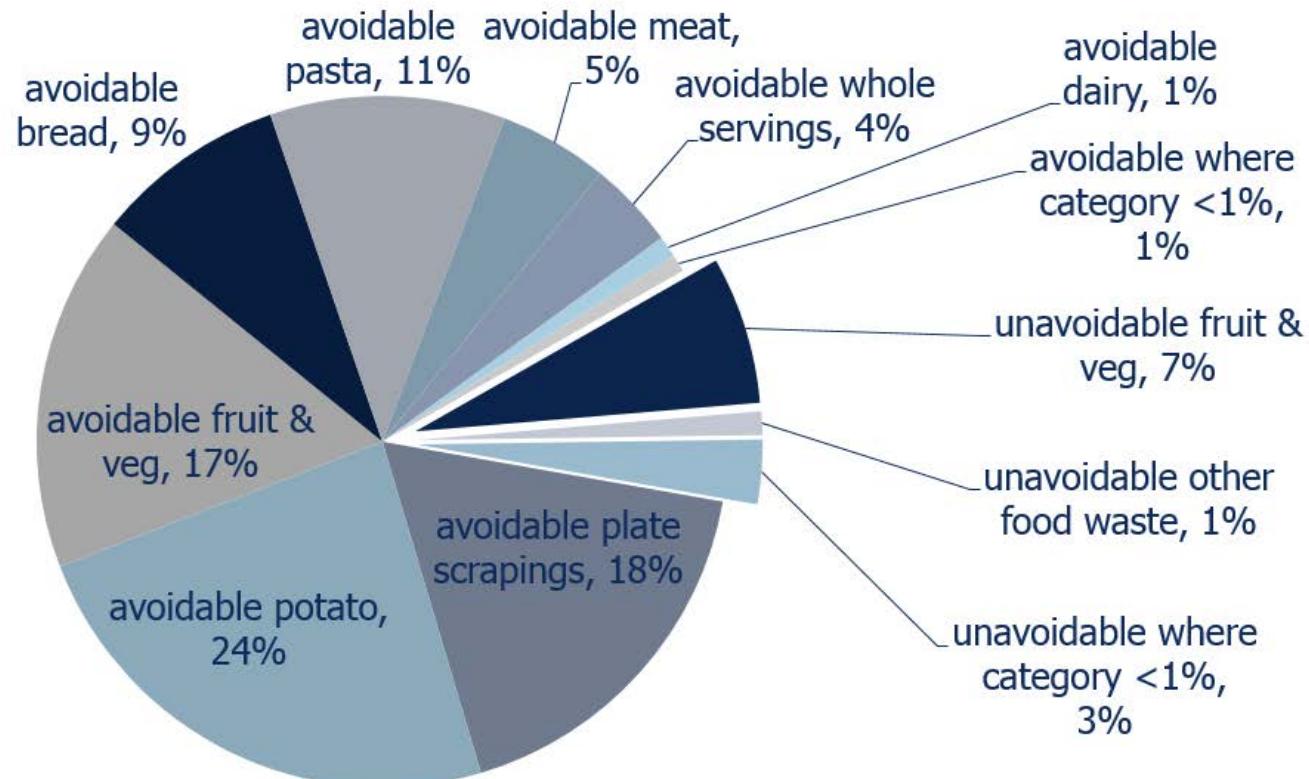
## The real cost of food waste...



Source: WRAP



## Tackling avoidable food waste...



Source: WRAP



# Efficient menu planning...

- Plan based on patient forecasts and historical data
- Plan with patients and patient groups
- Cross utilise ingredients
- Patient food and food for hospital restaurant should be based on a similar weekly menu
- Use unserved meals from a bulk meal system in the hospital restaurant
- Consider the menu range

Name Ward Bay	Monday Lunch	Assistance Req'd? <input type="checkbox"/>
Adaptive Cutlery Req'd? <input type="checkbox"/>		
Please fill in the box next to your choice like this <input checked="" type="checkbox"/> If you require a small portion please <input type="checkbox"/> below.		
Small <input type="checkbox"/>		
MAIN COURSE—Choose One		
1 <input type="checkbox"/>	Steak & Kidney Pie & Gravy	
2 <input type="checkbox"/>	Broccoli & Herb Quiche	
3 <input type="checkbox"/>	Cheese Ploughman's	
4 <input type="checkbox"/>	Egg & Tomato Sandwich	
WITH—Choose One		
5 <input type="checkbox"/>	Jacket Potato with Butter	
6 <input type="checkbox"/>	Creamed Potatoes	
WITH—Choose One or Two		
7 <input type="checkbox"/>	Cabbage	
8 <input type="checkbox"/>	Carrots	
PLUS Desserts—Choose One		
9 <input type="checkbox"/>	Creamed Rice Pudding	
10 <input type="checkbox"/>	Jelly & Ice Cream	
11 <input type="checkbox"/>	Fresh Fruit	
STANDARD DIET Menu 1		

Name Ward Bay	Monday Supper	Assistance Req'd? <input type="checkbox"/>
Adaptive Cutlery Req'd? <input type="checkbox"/>		
Please fill in the box next to your choice like this <input checked="" type="checkbox"/> If you require a small portion please <input type="checkbox"/> below.		
Small <input type="checkbox"/>		
HOT SUPPER—Choose One		
1 <input type="checkbox"/>	Homemade Vegetable & Lentil Soup with a Roll	
2 <input type="checkbox"/>	Cheese & Tomato Omelette with Side Salad <input type="checkbox"/> Bread Roll	
3 <input type="checkbox"/>	Ham Salad <input type="checkbox"/> Bread Roll <input type="checkbox"/> Coleslaw	
4 <input type="checkbox"/>	Jacket Potato with (tick one) <input type="checkbox"/> Tuna <input type="checkbox"/> Cheese <input type="checkbox"/> Baked Beans	
PLUS Desserts—Choose One		
5 <input type="checkbox"/>	Homemade Fruit Cake	
6 <input type="checkbox"/>	Jelly & Ice Cream	
7 <input type="checkbox"/>	Banana	
OR HIGH TEA		
8 <input type="checkbox"/>	Selection of Finger Sandwiches <i>Tick here if vegetarian</i> <input type="checkbox"/> Homemade Mini Cakes	
9 <input type="checkbox"/>	Fruit Pieces in Juice or	
10 <input type="checkbox"/>	Fruit Mousse	
STANDARD DIET Menu 1		

Name Ward Bay	Tuesday Breakfast	Assistance Req'd? <input type="checkbox"/>
Adaptive Cutlery Req'd? <input type="checkbox"/>		
Please fill in the box next to your choice like this <input checked="" type="checkbox"/>		
CEREAL—Choose One		
1 <input type="checkbox"/>	Shredded Wheat	
2 <input type="checkbox"/>	Weetabix	
3 <input type="checkbox"/>	Comflakes	
4 <input type="checkbox"/>	Porridge	
ACCOMPANIMENTS		
5 <input type="checkbox"/>	Prunes	
6 <input type="checkbox"/>	White Bread	
7 <input type="checkbox"/>	Wholemeal Bread	
8 <input type="checkbox"/>	Butter	
9 <input type="checkbox"/>	Low Fat Spread	
10 <input type="checkbox"/>	Jam	
11 <input type="checkbox"/>	Marmalade	
Fruit Juice is served daily by the Beverage Team		
See information overleaf		
STANDARD DIET Menu 2		



## Cooperation across the food chain...

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- Listen to patients' needs, concerns and reasons for food wastage
- Establish multi-party food committees
- Ensure patients understand what they are ordering by using plain English in menu design
- Provide patients with the appropriate support and encouragement to eat
- **Simple changes will deliver real and quantifiable results**



# Guidance and tools

**WRAP**

**HaFS Agreement**  
taking action on waste

**Planning menus to prevent food waste**

**WRAP**

**HaFS Agreement**  
taking action on waste

**Preventing Food Waste in the Healthcare Sector**

**WRAP**

**HaFS Agreement**  
taking action on waste

**Screencast 2: Measuring food waste**

**WRAP**

**HaFS Agreement**  
taking action on waste

**Total volume (litres) = bin volume × number of bin fills**

**WRAP**

**Food Waste Tracking Sheet**

**Unilever Food Solutions**  
Innovation every day

Date	Spoilage	Preparation Waste	Plate Waste	Unserved Meals	
Day	Number of bins filled	Weight (kg)	Number of bins filled	Weight (kg)	Number of bins filled
1					
2					
3					
<b>Bin Volume (litres)</b>					
<b>Total Volume (litres)*</b>					
<b>Total Weight (kg)</b>					

**Information Sheet**

Developing Key Performance Indicators to track and reduce food waste in the Healthcare sector

The Healthcare sector produces over 1 billion meals annually and in doing so produces in the region of 121,000 tonnes of food waste at a total cost of £230 million per year. This figure includes food procurement, labour, utilities and waste management costs which equates to an average cost of avoidable food waste of £0.22 per meal.

Measuring food waste against Key Performance Indicators (KPIs) enables both the client and hospital caterer to track progress and improve understanding of how and where food waste is generated. The data from measurement and monitoring helps to determine objectively what contributes to food waste generation and how to tackle its reduction. This information can then be used to identify opportunities to reduce costs and improve environmental performance.

This information sheet outlines how to develop KPIs to track the amount of food being wasted over time.

**Step 1: Select appropriate KPIs to measure**

The table below details examples of KPIs to measure progress being made to reduce the amount of food being wasted and the data sources needed to measure against. Some data may already be captured to support other reporting requirements such as Estate Return Information System (ERIS) and Facilities Performance Management System (FPPMS). To start with, select one or two KPIs to report against and for each select an appropriate time period for measurement, for example, daily, weekly or monthly. You will also need to consider what other factors may influence the numbers to be able to put them into context, for example if new wards are built and patient numbers increase, food waste is also likely to increase.

**Example KPIs:**

Description	Data needed and suggested sources	Patient Associated KPIs
1. Patient associated food waste	<ul style="list-style-type: none"> <li>The number of main dish portions unserved (required for ERIS)</li> <li>The average weight of a main dish portion (from menu plans)</li> <li>The number of main dish portions discarded (e.g. potato, pasta, rice) by weight in kg (via WRAP measurement sheet)</li> <li>The amount of unserved vegetables by weight in kg (via WRAP measurement sheet - scroll to end of web page)</li> <li>The amount of unserved desserts/pudding by weight in kg (via WRAP measurement sheet)</li> <li>The amount of food left on plates by patients by weight in kg (via WRAP measurement sheet)</li> </ul>	<ul style="list-style-type: none"> <li>The number of main dish portions ordered (from your own records for meal service)</li> <li>The number of main dish portions unserved (required for ERIS)</li> <li>The number of patients at the time of ordering (occupied beds) less those that are Nil By Mouth (from your own records for meal service)</li> <li>The number of main dish portions unserved (required for ERIS)</li> </ul>
2. The % unserved portions vs. ordered		
3. The % of unserved portions per patient on ward (excluding nil-by-mouth)		
4. Average food waste per patient	<ul style="list-style-type: none"> <li>Patient associated food waste (as calculated for KPI 1)</li> <li>The number of patients at the time of ordering (occupied beds) less those that are Nil By Mouth (from your own records for meal service)</li> </ul>	



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