

## NORTH LANARKSHIRE COUNCIL

## REPORT

To: Education Resources Sub-committee	Subject:  Schools Catering Contract : Performance Review
From: Directors of Education and Leisure Services	
Date: May 1998	
Ref: MM/RD	

**Summary**

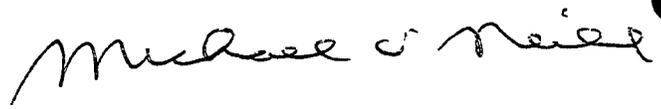
This report describes the performance of the schools catering contract for the April 1997-March 1998 period. It also updates the sub-committee on the following :

- (i) the secondary and primary school pilot catering initiative
- (ii) areas of development in the schools catering service
- (iii) Best Value review of the schools catering service

**Recommendations**

The resources sub-committee is recommended:

- (1) to approve the report on the performance of the schools catering contract.
- (2) to request the submission of regular performance review reports to future sub-committee meetings, including details of current developments.



Members wishing further information about the paper should contact:

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Murdo Maciver, Head of Provisions/Contract Services, on 01236 812269, or  
Norman Turner, Director of Leisure Services, on 0141 304 1875

**NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION**

**Schools Catering Contract : Performance Review**

**Joint Report by the Directors of Education and Leisure Services**

**1 BACKGROUND:**

1.1 This report is part of the regular monitoring of the schools catering contract.

**2 QUALITY PERFORMANCE:**

2.1 Appendix 1 details the 81 inspection visits made to catering centres in the April 1997-March 1998 period. The following information is helpful in the interpretation of the table:

- (1) The target standard set in the contract is 80% based on marks attained in various operational areas. Penalties are levied when performance drops below that level.
- (2) In the April 1997 -March 1998 period the average score was 77.3 %, ranging from 81% to 64%. This compares to an average score of 78.8 % for the April 1997- December 1997 period.

2.2 A further source of monitoring information is the report completed by head teachers. In the April 1997 -March 1998 period, 130 reports were submitted to the client catering section. Selected reports are included in appendix 2. A classification of these comments is shown in table 1.

Table 1 Comments on school meals made by head teachers

Food standards	13
Food temperature	7
Menu	56*
Service Efficiency	15
Catering Personnel	6
Council Policy	2
Others	28

\* The high number of comments reflects the concern about the change in primary school lunches.

**3 UPTAKE OF MEALS:**

3.1 Table 2 records the daily average number of meals served in the April 1997-March 1998 period and compares the figures with the comparable period in 1996- 97.

Table 2: Average number of meals served each day

	1996 - 97	1997 - 98
Free meals	9,819	8,912
Paid meals	9,671	8,189
Total	19,490	17,101
% change		-12.2 %

- 3.2 As reported previously the decrease in meals reflects the reaction to the revised menus introduced in primary schools as a result of the 1997-98 budget savings and mostly affected schools which previously had cafeteria systems. However, because of the promotion of new menus and the response to customer feedback, the drop in uptake of meals since the last performance review report has improved from 14.3 % to 12.2 %.
- 3.3 These changes in the uptake of meals are being closely monitored and will be included in future reports to the sub-committee.

#### 4 BUDGET PERFORMANCE:

- 4.1 The budget performance to the end of period 13 is detailed below in table 3.

Table 3: Budget performance to end of period 13 ( March 1998 )

	Phased Budget	Actual	Variance
Expenditure	£5,294,460	£5,118,470	£176,090 (3.3%)
Income	£1,866,090	£1,749,432	-£116,658(-6.2%)

- 4.2 The shortfall in income from April 1997 to December 1997 was 12 %. This shortfall been reduced subsequently as a result of the action taken by catering services.

#### 5 REVIEW OF CATERING IN SECONDARY SCHOOLS: FOOD COURTS

- 5.1 The three pilot schemes previously reported have been launched at Abronhill High School, Caldervale High School and St. Aidan's High School.
- 5.2 The aims of the Food Court concept established after research at the three named secondary schools were as follows :

- \* to increase the uptake of meals
- \* to encourage healthy life style
- \* to increase availability, awareness and a variety of healthy foods
- \* to encourage a more healthy and varied choice
- \* to improve the environment
- \* to upgrade the service
- \* to reduce queues
- \* to encourage pupils to stay on campus
- \* to respond to pupil preferences

- 5.3 The average investment in each of the schools for equipment and refurbishment was £17,000.

#### 5.4 Target % Uptake of School Meals by School Roll

Table 4: % Uptake of School Meals

	Abronhill HS	Caldervale HS	St. Aidan's HS
Previous Uptake	22%	43%	7%
Target	30%	49%	16%

As detailed in table 4 each school was allocated a target increase for the uptake of school meals. These targets were based on the level of current uptake.

## 5.5 Actual Uptake of School Meals by School Roll

Table 5 shows the actual performance in each school

Table 5: Actual Uptake of School Meals

School	FME *			Income			% Uptake of School Meals	
	Previous	Target	Actual	Previous	Target	Actual	Targ.	Act.
Abronhill HS	107	147	158	£112.35	£162.00	£174.00	30%	32%
Caldervale HS	320	365	404	£336.00	£402.00	£444.00	49%	54%
St Aidan's HS	78	172	119	£82.00	£189.00	£131.00	16%	12%

\* FME - full meal equivalent - average daily uptake

## 5.6 Summary

In general the Food Court concept has been well received by both pupils and staff, and the revised menu items have been successful. There were particularly positive comments on the range and quality of the food. However, there were less favourable comments about prices and quantities and as a result there have been menu adjustments.

The Food Courts will continue to be monitored, the results of which will be reported to future sub - committee meetings.

## 6 DEVELOPMENT PROCESS

### 6.1 Introduction

The review of catering services undertaken as part of the 1998-99 budget settlement made provision for a transfer of income responsibility to leisure services. These arrangements are currently being finalised.

The development process for the school meals service in other areas continues and is summarised in the following section.

### 6.2 Cashless Payment System

It is hoped to install a cashless payment system in Cardinal Newman, Caldervale and Cumbernauld High Schools early in the autumn term. To operate the system the pupils feed cash into card terminals. Payments by cheques are credited by school staff. Free meal credits are added automatically. The system eliminates the problems associated with free school meals provision as the payment cards do not differentiate between free and paid meals.

A range of promotional activities will accompany the introduction of this system. Reward points similar to supermarket loyalty cards will be given for healthier meal choices. These can be used in other council facilities, for example at swimming pools.

### 6.3 Diet & Nutrition Policy

When approved the council's diet and nutrition policy will have a significant impact on school meals. It makes a commitment that the primary school meal will provide approximately 1/3rd of the recommended daily Reference Nutrient Intake. This will be achieved by agreeing appropriate menu banks that will allow catering managers to carefully balance the daily menu. Through improved signage, product labelling and awareness raising initiatives the aim will be for all

school children in North Lanarkshire to take steps towards healthier eating. The policy will also support secondary school pupils toward informed decisions on their dietary intake. There will be staff development for catering personnel especially in production methods, menu balance, healthy alternatives and substitutes and food display.

In liaison with the department of education support will be offered for establishing Nutrition Action Groups in all schools.

#### 6.4 Primary Schools

Following the severe financial cuts to the primary school meals service budget in 1997/98 a major task is to recover lost custom. The initial decline was 30% but this reduced to a loss of 20% by the end of the year. Following a pupil survey and within the budgetary constraints, recent development has seen a controlled expansion to the primary school menu in most schools. The introduction of a PRE ORDER system (especially in dining centres) is being examined to tackle the lack of choice criticism of the current arrangements.

The use of pre-prepared frozen meals will also be considered. Initial investigations show potential cost savings resulting from the likely increased uptake and greater customer satisfaction with school meals re-heated on the premises compared with imported meals. However there are capital investment implications.

All initiatives are based on research findings from primary school surveys in 1997.

An officer primary schools action group will continue to progress, initiate and monitor developments with an aim of continually improving the service.

#### 6.5 Secondary Schools

It is planned to make a number of improvements to the secondary school service following a review of existing cash cafeteria arrangements. The good practice in successful operations will be transferred to all schools. Further, there will be improvements in terms of menu development, signage, general presentation and display equipment.

Close monitoring of the food court pilots will continue and it is anticipated that a further expansion will follow. However, because of the differing physical layouts/characteristics of secondary schools other models are likely to be developed.

Again an officer action group has been established to continue this development process.

#### 6.6 Conclusion

There is a major potential for significant growth and development in the school meals service, and the catering service is very committed to the task. The overriding aims are to make school meals attractive to all pupils, to encourage healthy eating, to maximise the effectiveness of the school meals subsidy and to enhance the service.

### 7 BEST VALUE / REVIEW OF THE CATERING SERVICE

7.1 In a number of committee reports, members have been informed of developments in the catering service. The review of the school meals service was part of a much wider review of the council catering service, and the full review was considered by the leisure services committee on 29 April 1998. This section highlights some of the key issues.

#### 7.2 Best Value

The council's Best Value submission has been accepted by the Scottish Office and the opportunity has been taken during the review to ensure that the key principles and essential elements of Best Value are included in the service.

One of the main proposals in the report is for a major rationalisation of the CCT arrangements whilst at the same time ensuring accountability, transparency and sound financial management.

The revised service, financial arrangements and monitoring systems will allow more effective costing of the service and benchmark comparisons with other services. If the service is not competitive relative to other councils, the opportunity will exist for the service to be exposed to competitive tendering.

Within the terms of the council's service review rota, catering will be included in the 'first tranche' and will be subject to cost and quality benchmarking later in the year.

### 7.3 Strategic Issues

A key element in the council's Best Value regime for catering is the strategic context. The corporate plan, and its social strategy, identifies improving health as a key objective for the council and improved diet and nutrition is an important factor in attaining this objective. Other key parts of the strategy are food hygiene/safety and health and safety. Throughout the review provision has been made to ensure that these matters receive the highest priority.

### 7.4 School Meals

The major component of the catering service is school meals with an expenditure of £5.44 million and 700 staff.

The main changes proposed for the secondary school service are based on customer research and involve a more commercial approach to the service. This will be based upon the following:-

- (a) revised specification including opportunity for take-away.
- (b) price structures closer to actual costs.
- (c) income retention by leisure services
- (d) increased and improved marketing of the service.
- (e) more promotional initiatives.
- (f) improved ordering process and menu mix controls for dining centres.
- (g) revised meal packaging.

## 9 RECOMMENDATIONS:

### 9.1 The resources sub-committee is recommended:

- (1) to approve the report on the performance of the schools catering contract.
- (2) to request the submission of regular performance review reports to future sub-committee meetings, including details of current developments.

## Quality Assurance Results

CCO:	Period:	Date of Visit:	Dept:	Type:	Unit Name:	Cost Centre:	% Award:	Default Points:	Sections Below 80%:								FU/MON:
									1	2	3	4	5	6	7	8	
John Hicks	12	04 February 1998	Education	Pr. Kit.	Abronhill Primary	91271	77	2	☒	☒	☐	☐	☒	☒	☐	☐	MON
John Hicks	11	06 January 1998	Education	Pr. Kit.	Airdrie Academy	92160	79	1	☐	☒	☐	☐	☐	☐	☐	☐	FU
Sharon Harden	13	03 March 1998	Education	Pr. Kit.	Airdrie Academy	92160	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Caroline Buick	12	10 February 1998	Education	Pr. Kit.	Ailkenhead Primary	91586	80	Nil	☐	☐	☐	☐	☐	☐	☐	☐	FU
John Hicks	12	05 February 1998	Education	DC	Albert Primary	91754	76	2	☒	☐	☐	☐	☒	☒	☐	☐	MON
John Hicks	13	30 March 1998	Education	DC	Albert Primary	91754	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Caroline Buick	11	28 January 1998	Education	Pr. Kit.	Berryhill Primary	91677	76	2	☒	☒	☐	☐	☐	☐	☐	☒	MON
Caroline Buick	13	10 March 1998	Education	Pr. Kit.	Berryhill Primary	91677	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Caroline Buick	11	27 January 1998	Education	Pr. Kit.	Calderhead High	92165	77.8	2	☒	☒	☐	☐	☒	☐	☐	☐	MON
Caroline Buick	13	13 March 1998	Education	Pk	Calderhead High	92165	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
John Hicks	11	06 January 1998	Education	Pr. Kit.	Carbrain Primary	91273	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Anne McIntyre	11	20 January 1998	Education	Pr. Kit.	Cathedral Primary	91617	75.8	2	☐	☒	☐	☒	☐	☐	☐	☒	MON
Anne McIntyre	13	25 March 1998	Education	PK	Cathedral Primary	91617	80	Nil	☐	☐	☐	☐	☐	☐	☐	☐	FU
Sharon Harden	13	24 February 1998	Education	Pr. Kit.	Chryston High	92057	78.5	1	☐	☒	☐	☐	☒	☐	☐	☐	MON
Caroline Buick	11	15 January 1998	Education	Pk	Coltness High	92142	76.6	2	☒	☒	☐	☐	☐	☐	☐	☐	MON
John Hicks	12	18 February 1998	Education	Pr. Kit.	Cumbernauld Primary	91275	77	2	☒	☒	☐	☐	☒	☒	☐	☐	MON
Sharon Harden	11	15 January 1998	Education	DC	Deanbank Special	93163	77.8	2	☒	☐	☐	☐	☐	☐	☐	☐	FU
Anne McIntyre	12	10 February 1998	Education	DC	Glencalrn Primary	91627	77	2	☒	☒	☒	☐	☐	☐	☐	☐	MON
Sharon Harden	11	19 January 1998	Education	Pr. Kit.	Glenmanor Primary	91291	80	Nil	☐	☐	☐	☐	☐	☐	☐	☐	MON
John Hicks	11	06 January 1998	Education	Pr. Kit.	Golfhill Primary	91745	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Sharon Harden	11	20 January 1998	Education	Pr. Kit.	Holy Cross Primary	91251	73.8	3	☒	☒	☐	☐	☒	☐	☐	☐	MON
Sharon Harden	12	19 March 1998	Education	PK	Holy Cross Primary	91251	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Paul Blackburn	11	09 January 1998	Education	DC	Holy Family Primary	91719	74.8	3	☒	☒	☐	☐	☒	☐	☒	☒	MON
Anne McIntyre	12	04 February 1998	Education	Pr. Kit.	Keir Hardie Memorial Primary	91620	78.9	1	☐	☒	☐	☐	☐	☐	☐	☒	MON
Anne McIntyre	13	23 March 1998	Education	PK	Keir Hardie Memorial Primary	91620	80	N/A	☐	☐	☐	☐	☐	☐	☐	☐	FU
Caroline Buick	12	02 February 1998	Education	Pr. Kit.	Lammermoor Primary	91687	80	Nil	☐	☐	☐	☐	☐	☐	☐	☐	FU
John Hicks	12	06 February 1998	Education	Pr. Kit.	Mavisbank Special	93193	78	1	☐	☒	☐	☐	☒	☐	☐	☒	MON
John Hicks	13	31 March 1998	Education	Pr. Kit.	Mavisbank Special	93193	78	1	☐	☐	☐	☐	☐	☐	☐	☒	FU

CCO:	Period:	Date of Visit:	Dept:	Type:	Unit Name:	Cost Centre:	% Award:	Default Points:	Sections Below 80%:								FU/MON:
									1	2	3	4	5	6	7	8	
Paul Blackburn	11	21 January 1998	Education	Pr. Kit.	Mossend Primary	91716	78	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Anne McIntyre	11	15 January 1998	Education	Pr. Kit.	Muir Street Primary	91622	80.8	N/A	<input type="checkbox"/>	<input type="checkbox"/>	MON						
Sharon Harden	12	27 February 1998	Education	Pr. Kit.	New Monklands Primary	91783	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	MON						
Anne McIntyre	11	30 January 1998	Education	Pr. Kit.	New Stevenson Primary	91623	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Anne McIntyre	11	07 January 1998	Education	DC	Newarthill Primary	91631	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Paul Blackburn	11	06 January 1998	Education	Pr. Kit.	Noble Primary	91717	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Anne McIntyre	12	11 February 1998	Education	Pr. Kit.	Our Ladys High, Motherwell	92133	76.8	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Anne McIntyre	13	24 March 1998	Education	PK	Our Ladys High, Motherwell	92133	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Caroline Buick	11	11 January 1998	Education	Pk	Overtown Primary	91681	76	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FU
Caroline Buick	13	09 March 1998	Education	Pr. Kit.	Overtown Primary	91681	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Anne McIntyre	11	19 January 1998	Education	Pr. Kit.	Petersburn Primary	91746	76.5	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Anne McIntyre	13	18 March 1998	Education	FC	Petersburn Primary	91746	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Paul Blackburn	11	06 January 1998	Education	DC	Sacred Heart Primary, Bellshi	91720	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	FU						
John Hicks	11	20 January 1998	Education	Pr. Kit.	Sikeside Primary	91724	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	MON						
Caroline Buick	11	13 January 1998	Education	Pr. Kit.	St Aidans High	92144	76.5	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FU
Caroline Buick	12	03 February 1998	Education	Pr. Kit.	St Aidans High	92144	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Caroline Buick	11	16 January 1998	Education	Pk	St Brigids Primary	91683	80	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
John Hicks	11	02 February 1998	Education	Pr. Kit.	St Davids Primary	91749	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	MON						
John Hicks	11	09 January 1998	Education	Pk	St Edwards Primary	91751	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
John Hicks	11	23 January 1998	Education	DC	St Francis of Assisi	91288	76	2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Paul Blackburn	11	07 January 1998	Education	Pr. Kit.	St Gerards Primary	91718	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	MON						
Paul Blackburn	11	13 January 1998	Education	Pr. Kit.	St Gerards Primary	91718	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>							
John Hicks	12	11 February 1998	Education	Pr. Kit.	St Lucys Primary	91284	78	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
John Hicks	11	29 January 1998	Education	Pr. Kit.	St Margarets High (K3)	92163	79	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Sharon Harden	13	03 March 1998	Education	Pr. Kit.	St Margarets High (K3)	92163	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Sharon Harden	11	08 January 1998	Education	Pr. Kit.	St Patricks High	92158	77	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Sharon Harden	11	09 February 1998	Education	Pr. Kit.	St Patricks High	92158	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	FU						
John Hicks	11	12 January 1998	Education	Pr. Kit.	St Serfs Primary	91752	75	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
John Hicks	12	11 March 1998	Education	Pr. Kit.	St Serfs Primary	91752	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
John Hicks	12	23 February 1998	Education	Pr. Kit.	St Stephens Primary	91730	76	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MON
Anne McIntyre	11	08 January 1998	Education	Pr. Kit.	St Teresas Primary	91616	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Caroline Buick	12	03 February 1998	Education	Pr. Kit.	Stane Primary	91769	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	FU						
Anne McIntyre	11	13 January 1998	Education	Pk	Taylor High	92134	77.9	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MON

CCO:	Period:	Date of Visit:	Dept:	Type:	Unit Name:	Cost Centre:	% Award:	Default Points:	Sections Below 80%:								FU/MON:	
									1	2	3	4	5	6	7	8		
Anne McIntyre	13	10 March 1998	Education	PK	Taylor High	92134	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FU
Caroline Buick	12	05 February 1998	Education	Pr. Kit.	Thornlie Primary	91686	80	Nil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON
Sharon Harden	11	06 January 1998	Education	DC	Townhead Primary	91739	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FU
John Hicks	11	28 January 1998	Education	Pr. Kit.	Westfield Primary	91287	74	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MON					
Sharon Harden	12	23 March 1998	Education	Pr. Kit.	Westfield Primary	91287	80	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FU

COMMENTS

ID: 286                      Period: 11

Type of Comment: cdch3

Location: [REDACTED] Primary

Officer: [REDACTED]

Date Received: 15 January 1998

Reply Date: 04 February 1998

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	Yes
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	No

Details: No main meals available towards end of service. Her son unable to have full lunch only able to have chips and juice.

Progress/Results: Monitor carried out 4/2/98. Tuna Bake main meal had plenty at end of service. Lite bite of hot dog sold out. Soup, potatoes and veg. also left at end of service.

ID: 299                      Period: 11

Type of Comment: cdch3

Location: [REDACTED] Primary

Officer:

Date Received: 04 February 1998

Reply Date:

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	No
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	Yes

Details: Portions were very small during week when food was coming from [REDACTED]

Progress/Results: Complaint investigation to be carried out - awaiting results. Problem resolved all back to normal.

ID: 300                      Period: 11

Type of Comment: cdch3

~ Location: [REDACTED] Primary

Officer:

Date Received: 04 February 1998

Reply Date:

Details: Inadequate portions for price.

Progress/Results: See No 350.

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	No
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	Yes

ID: 302                      Period: 11

Type of Comment: cdch3

Location: [REDACTED]

Officer: [REDACTED]

Date Received: 09 February 1998

Reply Date: 11 March 1998

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	Yes
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	Yes

Details: Generally quite good. Sometimes a few portions short, tho' on other occasions as many as 15 fish or portions of pie left. Twice of three times menu has come in different to what it was meant to be - just concerned in case a child has ordered a dinner thinking item was to be served when it wasn't.

Progress/Results: [REDACTED] is now quite happy with service.

ID: 303                      Period: 11

Type of Comment: cdch3

~ Location: [REDACTED] Primary

Officer: [REDACTED]

Date Received: 09 February 1998

Reply Date: 10 March 1998

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	Yes
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	No

Details: Thanks for pots of butter for baked potato still no salad cream for salad.

Progress/Results: Salad cream at school Head Teacher now quite happy.

ID: 304                      Period: 11

Type of Comment: cdch3

Location: [REDACTED]

Officer: [REDACTED]

Date Received: 09 February 1998

Reply Date:

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	Yes
C. Menu:	No
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	No

Details: Temp. of food low. Children complaining food cold.

Progress/Results: Temps now much improved, head teacher and children happy with food. Still awaiting work on doors. On going.

ID: 310                      Period: 12

Type of Comment: Telephone

Location: [REDACTED] Primary

Officer: [REDACTED]

Date  
Received:

Reply Date: 06 February 1998

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	Yes
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	No

Details: No second choice at end of service.

Progress/Results: New menu passed to DSO catering for review and implementation ensuring customer needs are taken into account.

ID: 311                      Period: 12

Type of Comment: Telephone

Location: [REDACTED] High

Officer:

Date  
Received: 10 February 1998

Reply Date:

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	No
D. Efficiency of Service:	Yes
E. Catering Personnel:	Yes
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	No

Details: No prices displayed. Did not have enough money - a free ticket. Lady on till not helpful ?. Please investigate especially price display.

Progress/Results: On-going. (See letter to Education).

ID: 345                      Period: 12

Type of Comment: cdch3

Location: [REDACTED] Primary

Officer: [REDACTED]

Date Received: 10 March 1998

Reply Date: 11 March 1998

Nature of Comment	
A. Food Standard:	No
B. Food Temperature:	No
C. Menu:	Yes
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	No
G. Council Policy:	No
H. Other:	Yes

**Details:** Some days food is not as per menu. 26/2/98 - 30 cakes written on delivery note but none delivered - had to phone Coltness and driver had to come with them later.

**Progress/Results:** Ms Paterson Burnie now happy with service.

ID: 350                      Period: 13

Type of Comment: Telephone

Location: [REDACTED] Primary

Officer: [REDACTED]

Date Received: 26 March 1998

Reply Date: 03 April 1998

Nature of Comment	
A. Food Standard:	Yes
B. Food Temperature:	No
C. Menu:	No
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	Yes
G. Council Policy:	No
H. Other:	No

**Details:** Complaint recieved via [REDACTED]. [REDACTED] contacted her as her daughter had found a hair in her meal. Mother was talking to another parent who said same thing happened to her child. Often not enough food or milk. Children given cheese roll and told to drink the water. [REDACTED] not happy with the general standards of catering service.

**Progress/Results:** Plenty of food available and more of a choice than necessary, quality of food very good. Unit Manager not aware of any problem of hair in food. Standards overall at this unit are very good.

ID: 351 Period: 13

Type of Comment: Telephone

Location: [REDACTED] Primary

Officer: [REDACTED]

Date Received: 26 March 1998

Reply Date:

Nature of Comment	
A. Food Standard:	Yes
B. Food Temperature:	No
C. Menu:	No
D. Efficiency of Service:	No
E. Catering Personnel:	No
F. Cleanliness/Tidyness:	Yes
G. Council Policy:	No
H. Other:	No

Details: [REDACTED] complained her child had a hair in their meal and choice of food which is available to them. Not happy about standard of service from catering department. Complaint recieved [REDACTED]

Progress/Results: Plenty of food available and more of a choice than necessary, quality of food very good. Unit Manager not aware of any problem of hair in food. Standards overall at this unit are very good.