

NORTH LANARKSHIRE COUNCIL

REPORT

To: Education (Resources) Sub - Committee	Subject: Schools Catering Contract: Performance Review
From: Director of Education Director of Community Services	
Date: 3 March 2000	

Summary

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

Recommendations

The education resources sub-committee is recommended :

- (1) to note the performance of the schools catering contract for the period April - February 2000.
- (2) to request the submission of regular performance review reports to future meetings of the sub-committee.

Christine Pallock

Members wishing further information about this report should contact:
Michael O'Neill, Director of Education, on 01236 812337,
Murdo Maciver, Head of Service, on 01236 812269,
Paul Jukes, Director of Community Services, on 0141 304 1931.

NORTH LANARKSHIRE COUNCIL : EDUCATION DEPARTMENT

Schools Catering Contract : Performance Review

Joint Report by the Director of Education and Director of Community Services

1. INTRODUCTION

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

2. UPTAKE OF MEALS

2.1 The information in this section covers the period April - February 2000.

2.2 Table 1 records the daily average number of meals served in the period April 1999 - February 2000 and compares the comparable period in 1998/1999.

	PRIMARY		SECONDARY		TOTAL	
	1998/1999	1999/2000	1998/1999	1999/2000	1998/1999	1999/2000
Free	6,152	6,052	2,727	2,741	8,879	8,793
Paid	4,594	5,210	4,389	5,061	8,983	10,271
Total	10,746	11,262	7,116	7,802	17,862	19,064
% Change		4.8%		9.6%		6.7%

3. BUDGET PERFORMANCE

3.1 The information in these sections covers the period April - February 2000.

3.2 The financial performance of the contract is detailed in table 2. At this stage there is a £403,851 overspend, largely because the budget allocation does not adequately reflect the actual uptake of meals in the primary sector. The subsidy allocated to cover both paid and free meals has not been increased from the 1998/99 level and the maximum paid meal recharge to the education department for both primary and secondary schools is set at 850,000 meals. As such, the paid meals charge once adjusted, will reduce the overspend by some £100,000.

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy		1,726,964		696,829		2,423,793
Paid Meal Subsidy		461,364		248,995		710,359
Total	1,752,280	2,188,328	978,021	945,824	2,730,301	3,134,152
% Change		-436,048		32,197		-403,851

4. QUALITY PERFORMANCE

- 4.1 Selected summarised reports on individual centres are attached as Appendix 1. These highlight issues in the following areas. Particularly favourable comments were made about the service at the following schools.

Food Standards	4
Food Temperature	0
Menu	5
Efficiency of Service	3
Catering personnel	1
Cleanliness tidiness	2
Council Policy	0
Other Comments	9

St Teresa's Primary x 2
 Ravenswood Primary
 Our Ladys & St Joseph's
 New Monkland Primary x 2
 Logans Primary
 Kirkshaws Primary x 2
 St Maurice's High

5. RECOMMENDATIONS


The education resources sub committee is recommended :

- (1) to note the performance of the schools catering contract for the period April 1999 to February 2000.
- (2) to request the submission of regular performance review reports to future meetings of the sub-committee.

MM/KF
 3 April 2000


COMMENTS

ID: 59 **Period:** 11 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location		B. Food	No
Officer		C. Menu:	No
Date Received:	Monday, January 31, 2000	D. Efficiency of	No
		E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
Details:	Good service.	H. Other:	Yes

Progress/Result Logged for information.

ID: 60 **Period:** 11 **Nature of**

Type of	nlch3	A. Food Standard:	Yes
Location		B. Food	No
Officer		C. Menu:	No
Date Received:	Monday, January 31, 2000	D. Efficiency of	No
		E. Catering	Yes
Reply		F. Cleanliness/Tidynes Council	No
		G.	
Details:	Could you give advice about reheated food, should this be served 2 days running? Sometimes problematic. Relationships are a difficulty, staff complain about way they are served.		

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 65	Period: 11	Nature of	
Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received: Monday, January 31, 2000		E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
Details: Excellent standards.		H. Other:	Yes

Progress/Result Logged for information.

ID: 66	Period: 11	Nature of	
Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	Yes
Date		D. Efficiency of	No
Received: Monday, January 31, 2000		E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
Details: Turkey twizzlers very popular. Only enough sent for 20 pupils. Two classes left with only fish as a choice which many children do not like.		H. Other:	No

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 67 **Period:** 11 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, January 31, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	Yes

Details: Thanks for your hard work.

Progress/Result Logged for information.

ID: 68 **Period:** 11 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, January 31, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	Yes

Details: Numbers are low again. Could some initiative be undertaken to encourage more children to attend.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 69 **Period:** 11 **Nature of**

Type of	nlch3	A. Food Standard:	Yes
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, January 31, 2000	E. Catering	Yes
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	No

Details: Dinners are always well presented. Staff are always helpful.

Progress/Result Logged for information.

ID: 70 **Period:** 11 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	Yes
Received:	Monday, January 31, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	No

Details: Due to the recent changes in till procedures children are queuing up with the result that their meals are cold by the time they are seated. Staff shortages have not helped the situation.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID:	71	Period:	11	Nature of	
Type of		nlch3		A. Food Standard:	No
Location		[REDACTED]		B. Food	No
Officer				C. Menu:	Yes
Date				D. Efficiency of	No
Received:	Monday, January 31, 2000			E. Catering	No
Reply				F. Cleanliness/Tidynes	No
				Council	No
				G.	
				H. Other:	No

Details: Children not eating food supplied.

Progress/Result Acknowledgement letter sent. Logged for further

ID:	72	Period:	12	Nature of	
Type of		nlch3		A. Food Standard:	No
Location		[REDACTED] High		B. Food	No
Officer				C. Menu:	No
Date				D. Efficiency of	No
Received:	Monday, February 28, 2000			E. Catering	No
Reply				F. Cleanliness/Tidynes	No
				Council	No
				G.	
				H. Other:	Yes

Details: High numbers - very busy.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID:	73	Period:	11	Nature of	
Type of	nlch3	A. Food Standard:		No	
Location	[REDACTED]	B. Food		No	
Officer		C. Menu:		No	
Date		D. Efficiency of		No	
Received:	Monday, January 31, 2000	E. Catering		No	
Reply		F. Cleanliness/Tidynes		No	
		Council		No	
		G.			
		H. Other:		Yes	

Details: Can we have a cash cafeteria? I am concerned about amount of time spent counting the money, banking it etc.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID:	74	Period:	12	Nature of	
Type of	nlch3	A. Food Standard:		No	
Location	[REDACTED]	B. Food		No	
Officer		C. Menu:		No	
Date		D. Efficiency of		Yes	
Received:	Monday, February 28, 2000	E. Catering		No	
Reply		F. Cleanliness/Tidynes		No	
		Council		No	
		G.			
		H. Other:		No	

Details: The continued use of the extra servery has improved the service.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 75 **Period:** 12 **Nature of**

Type of	nlch3	A. Food Standard:	Yes
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, February 28, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes	No
		Council	No
		G.	
		H. Other:	No

Details: Packed lunches provided were far from satisfactory, let alone nutritious. Pupils were provided with a drink full of additives, sugary popcorn and a cheese sandwich.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 76 **Period:** 12 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	Yes
Date		D. Efficiency of	Yes
Received:	Monday, February 28, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes	No
		Council	No
		G.	
		H. Other:	No

Details: Although catering staff are working according to set procedures and menu choices, many parents are very dissatisfied with the choice and, as a result numbers have drastically reduced recently.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 77 **Period:** 12 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, February 28, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	Yes

Details: Dinner staff were helpful and accomodating as usual.

Progress/Result Logged for information.

ID: 78 **Period:** 12 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	[REDACTED]	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, February 28, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	Yes

Details: Initiatives to encourage more children to take meals would be

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 81 **Period:** 12 **Nature of**

Type of	nlch3	A. Food Standard:	No
Location	████████████████████	B. Food	No
Officer		C. Menu:	No
Date		D. Efficiency of	No
Received:	Monday, February 28, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	Yes

Details: Still awaiting outcome of survey and questionnaires.


Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID: 83 **Period:** 12 **Nature of**

Type of	nlch3	A. Food Standard:	Yes
Location	████████████████████	B. Food	No
Officer		C. Menu:	Yes
Date		D. Efficiency of	No
Received:	Monday, February 28, 2000	E. Catering	No
Reply		F. Cleanliness/Tidynes Council	No
		G.	
		H. Other:	No

Details: Biscuits for pack a snack broken. Cake burnt. Crispie cake stuck to bottom of tray. Portion fish fingers - 2 instead of 3. No reserve box.

Progress/Result Acknowledgement letter sent. Passed for further investigation.

ID:	86	Period:	12	Nature of	
Type of		nlch3		A. Food Standard:	No
Location				B. Food	No
Officer				C. Menu:	No
Date				D. Efficiency of	No
Received:	Monday, February 28, 2000			E. Catering	No
Reply				F. Cleanliness/Tidynes	No
				Council	No
				G.	
Details:	Good service.			H. Other:	Yes

Progress/Result Logged for information.