

NORTH LANARKSHIRE COUNCIL

REPORT

To: Education (Resources) Sub- Committee	Subject: Schools Catering Contract Performance Review
From: Director of Education Director of Community Services	
Date: August 2000	
Ref: KF/MB	

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 2000 to June 2000.
- (2) To request the submission of regular performance review reports to future meetings of the sub-committee.

Christine Fallock

Members wishing further information about this report should contact:
 Michael O'Neill, Director of Education, 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 – June 2000.

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

	PRIMARY		SECONDARY		TOTAL	
	1999/2000	2000/2001	1999/2000	2000/2001	1999/2000	2000/2001
Free	6,429	5,885	2,625	2,443	9,054	8,328
Paid	4,970	5,637	4,257	5,654	9,227	11,291
Total	11,399	11,525	6,882	8,097	18,281	19,916
% Change		+1.1%		+17.6%		+8.9%

3. BUDGET PERFORMANCE

3.1 The information in this sections covers the period April - June 2000.

3.2 The financial performance of the contract is detailed in table 2. At this stage there are underspends reported in primary and, particularly, in secondary schools. However, the phasing does not take accurate account of the number of trading days and the underspend is expected to disappear during the financial year.

3.5 It is expected that the present underspend on free meals will reduce during the year, given proposed initiatives to make the service more attractive.

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	447,079	431,463	183,507	160,704	630,586	592,167
Paid Meal Subsidy	98,047	101,695	42,549	43,490	140,596	145,185
Total	545,126	533,158	226,056	204,194	771,182	737,352
% Change		+2.2%		+9.7%		+4.4%

4. CUSTOMER COMMENT REPORTS

4.1 28 Customer comment reports were completed by head teachers on the NLCH3 forms during period April – June 2000. These are included as Appendix 1

4.2 The comments are categorised as follows:-

Food Standards	8
Food Temperature	1
Menu	10
Efficiency of Service	8
Catering personnel	4
Cleanliness tidiness	1
Council Policy	0
Other Comments	5

4.3 The responses highlight good service, in the following schools.

Braidhurst HS	1
Our Lady's HS & St Josephs PS	2
Ravenswood PS	2
St Teresa's PS	3
St Maurice's HS	2
New Monklands PS	1
Wishaw Academy PS	1

5. RECOMMENDATIONS

The education resources sub-committee is recommended :

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

ID: 91 Period: 13

Type of Comment: NLCH3

Location: ~~Longlands Primary~~

Officer:

Date Received: Monday, May 15, 2000

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:	No
G. Council Policy:	No
H. Other:	No

Details: Baked potatoes and roast potatoes have several complaints from pupils.

Progress/Results: Passed for further investigation.

ID: 92 Period: 13

Type of Comment: NLCH3

Location: ~~Longlands Primary~~

Officer:

Date Received: Monday, May 15, 2000

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: Reduction in staffing level meant only 1 person serving. This caused longer queues and ensuing noise levels.

Progress/Results: Passed for further investigation.

ID: 151 Period: 1

Type of Comment: NLCH3

Location: ~~St. Maurice High~~

Officer:

Date
Received: Tuesday, May 23, 2000

Reply Date:

Details: Good meals and service.

Progress/Results: Logged for information.

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

ID: 152 Period: 1

Type of Comment: NLCH3

Location: ~~St. Maurice High~~

Officer:

Date
Received: Tuesday, May 23, 2000

Reply Date:

Details: Excellent service. Excellent teamwork.

Progress/Results: Logged for information.

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

ID: 153 Period: 1

Type of Comment: NLCH3

Location: ~~Elementary~~

Officer:

Date Received: Tuesday, May 23, 2000

Reply Date:

Details: Excellent as always.

Progress/Results: Logged for information.

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

ID: 154 Period: 1

Type of Comment: NLCH3

Location: ~~Elementary~~

Officer:

Date Received: Tuesday, May 23, 2000

Reply Date:

Details: Helpful and co-operative staff.

Progress/Results: Logged for information.

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

ID: 157 **Period:** 1

Type of Comment: NLCH3

Location: ~~St. Paul's Primary~~

Officer:

Date Received: Tuesday, May 23, 2000

Reply Date:

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

Details: Food was varied in terms of quality and quantity. Millennium menu was a failure.

Progress/Results: Passed for further investigation.

ID: 158 **Period:** 1

Type of Comment: NLCH3

Location: ~~St. Paul's Primary~~

Officer:

Date Received: Tuesday, May 23, 2000

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: Still awaiting results of survey carried out by focus groups.

Progress/Results: Passed for further investigation.

ID: 159 **Period:** 1

Type of Comment: NLCH3

Location: ████████████████████

Officer:

Date Received: Tuesday, May 23, 2000

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:	No
G. Council Policy:	No
H. Other:	No

Details: Pizza burnt. Baked potatoes black.

Progress/Results: Passed for further investigation.

ID: 160 **Period:** 1

Type of Comment: NLCH3

Location: ████████████████████

Officer:

Date Received: Tuesday, May 23, 2000

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:	No
G. Council Policy:	No
H. Other:	No

Details: Easter school packed lunch provision was poor in that the fruit was not of a good quality. This is becoming an increasingly strong feature of provision.

Progress/Results: Passed for further investigation.

ID: 161 Period: 2

Type of Comment: NLCH3

Location: ██████████

Officer:

Date Received: Tuesday, May 30, 2000

Reply Date:

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: Children would like more healthy options. E.g. salads, more fresh fruit, pasta. (Too many chips)

Progress/Results: Passed for further investigation.

ID: 162 Period: 2

Type of Comment: NLCH3

Location: ██████████

Officer:

Date Received: Tuesday, May 30, 2000

Reply Date:

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: Food is well prepared although choice has become more restricted recently (especially in hot meal selection). I understand that this will be further reduced when new Webbite is introduced.

Progress/Results: Passed for further investigation.

ID: 97 **Period:** 2

Type of Comment: NLCH3

Location: ████████████████████

Officer:

Date

Received: Tuesday, May 30, 2000

Reply Date:

Details: Excellent service.

Progress/Results: Logged for information.

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

ID: 98 **Period:** 2

Type of Comment: NLCH3

Location: ████████████████████

Officer:

Date

Received: Tuesday, May 30, 2000

Reply Date:

Details: Thanks for your help.

Progress/Results: Logged for information.

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: 99 Period: 2

Type of Comment: NLCH3

Location: ██████████

Officer:

Date Received: Tuesday, May 30, 2000

Reply Date:

Details: Excellent as always.

Progress/Results: Logged for information.

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: 100 Period: 2

Type of Comment: NLCH3

Location: ██████████

Officer:

Date Received: Tuesday, May 30, 2000

Reply Date:

Details: Good service.

Progress/Results: Logged for information.

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

ID: 167 **Period:** 2

Type of Comment: NLCH3

Location: [REDACTED]

Officer:

Date Received: Wednesday, June 21, 2000

Reply Date:

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: There have been occasions when the choice on our menu has not always arrived causing problems when children make a choice at 9.15am.

Progress/Results: Passed for further investigation.

ID: 168 **Period:** 2

Type of Comment: NLCH3

Location: [REDACTED]

Officer:

Date Received: Wednesday, June 21, 2000

Reply Date: Wednesday, June 21, 2000

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: Still awaiting results of Focus Groups survey and questionnaires.

Progress/Results: Letter sent 21/06/00 - explaining report has now been compiled and been delivered to Education Dept.

ID: 169 Period: 3

Type of Comment: NLCH3

Location: ██████████

Officer:

Date
Received: Wednesday, June 21, 2000

Reply Date:

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: Lovely Muller yogurts. Could we please see a menu of available choices at the beginning of next term?

Progress/Results: Passed for further investigation.

ID: 170 Period: 3

Type of Comment: NLCH3

Location: ██████████

Officer:

Date
Received: Wednesday, June 21, 2000

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:	No
G. Council Policy:	No
H. Other:	No

Details: Chips still a little bit "ishi".

Progress/Results: Passed for further investigation.

ID: 171 **Period:** 3

Type of Comment: NLCH3

Location: ████████████████████

Officer:

Date Received: Wednesday, June 21, 2000

Reply Date: Wednesday, June 21, 2000

Details: Excellent as always.

Progress/Results: Logged for information.

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:	No
G. Council Policy:	No
H. Other:	No

ID: 172 **Period:** 2

Type of Comment: NLCH3

Location: ████████████████████

Officer:

Date Received: Wednesday, June 21, 2000

Reply Date: Wednesday, June 21, 2000

Details: Good food and service.

Progress/Results: Logged for information.

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

ID: 175 **Period:** 3

Type of Comment: NLCH3

Location: ██████████

Officer:

Date *
Received: Friday, July 21, 2000

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: Very high numbers. Staff all working hard to keep up good standard.

Progress/Results: Logged for information only.

ID: 176 **Period:** 3

Type of Comment: NLCH3

Location: ██████████

Officer:

Date *
Received: Friday, July 21, 2000

Reply Date:

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

Details: Excellent service.

Progress/Results: Logged for information only.