

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Education (Resources) Sub-Committee	Subject: School Catering Contract: Performance Review
From: Director of Education and Director of Community Services	
Date: 18 September 2000	
Ref: KF/FLB	

Summary

This report describes the performance of the schools catering contract from April 2000 to August 2000.

Recommendation

The education resources sub committee is recommended :

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

Michael O'Neill

Members wishing further information on this report should contact:

Michael O'Neill, Director of Education on 01236 812337

Murdo Maciver, Head of Service of Contracts/Provisions Service on 01236 812269, or

Paul Dukes, 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 – August 2000.

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

Table 1	PRIMARY		SECONDARY		TOTAL	
	1999/2000	2000/2001	1999/2000	2000/2001	1999/2000	2000/2001
Free	6,318	5,772	2,511	2,324	8,829	8,096
Paid	4,883	5,519	4,063	5,325	8,946	10,844
Total	11,201	11,291	6,574	7,649	17,775	18,940
% Change		+0.8%		+16.3%		+6.6%

3. BUDGET PERFORMANCE

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

Primaries – As shown in table 2 there is a shortfall in free meals uptake at the end of period 4 (period 5 was a holiday period). It is anticipated that this shortfall will be recouped over the autumn and spring terms following a programme of planned promotional activities.

Secondaries – The phasing of budgeted income was applied using a standard percentage for each accounting period for every secondary school including new Web-Bite sites where significant growth in free meals as well as paid meals was projected. However in reality only two out of the eight Web-Bite units were operational by period 4. In addition seasonal factors affected the position up to period 4, notably school exam timetables and end of summer term drift.

The shortfall in free meals arising from these aspects should even out over the year as the calculation of growth predicted allowed for opening the units later in the year and the remaining 6 Web-Bite schools were all operational from the start of the Autumn term. In addition, as with primary schools, a programme of promotional activities is planned over the remainder of the year and it is expected that the further general shortfall arising in paid meals from phasing factors has been offset by the increase in sales generally.

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	554,297	525,197	227,516	189,726	781,813	714,923
Paid Meal Subsidy	122,552	123,339	52,753	51,682	175,305	175,021
Total	676,849	648,536	280,269	241,408	957,118	889,944
% Change		-4.2%		-13.9%		-7.0%

4. CUSTOMER COMMENT REPORTS

4.1 16 Customer comment reports were completed by Head Teacher on the NLCH3 forms during period June – August 2000

4.2 The comments are categorised as follows:-

Food Standards	3
Food Temperature	0
Menu	3
Efficiency of Service	8
Catering personnel	5
Cleanliness tidiness	0
Council Policy	0
Other Comments	5

4.3 Included are compliments, which highlighted the good service, being provided.

Braidhurst High School	2
Our Lady's & St Joseph's Primary School	2
Ravenswood Primary School	2
St Aidans Primary School	1
St Maurice's High School	2
New Monklands Primary School	1
Cathedral Primary School	1
Aithenhead Primary School	1
Kirk 'O' Shotts	1

5. RECOMMENDATIONS

The education resources sub committee is recommended :

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

MM/KF
September 2000

ID: 188 **Period:** 3

Type of Comment: NLCH3

Location: ████████████████████

Type:

Officer:

Date Received: Friday, July 21, 2000

Reply Date:

Details: Thanks for everything.

Progress/Results: Logged for information only.

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: 189 **Period:** 4

Type of Comment: NLCH3

Location: ████████████████████

Type:

Officer:

Date Received: Monday, July 24, 2000

Reply Date:

Details: Excellent service provided.

Progress/Results: Logged for information only.

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: 178 **Period:** 3

Type of Comment: NLCH3

Location: New Maryland Primary

Type:

Officer:

Date Received: Friday, July 21, 2000

Reply Date:

Details: Excellent.

Progress/Results: Logged for information only.

ID: 179 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer:

Date Received: Friday, July 21, 2000

Reply Date:

Details: Excellent service - helpful staff.

Progress/Results: Logged for information only.

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

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: 180 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer: Jeanette Hoffmann

Date Received: Friday, July 21, 2000

Reply Date: Monday, August 28, 2000

Details: Still awaiting results of survey carried out by focus group.

Progress/Results: Met with head teacher. Head teacher now in receipt of letter from education, she will contact education direct if nothing is done.

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: 181 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer:

Date Received: Friday, July 21, 2000

Reply Date:

Details: Thanks for everything.

Progress/Results: Logged for information only.

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: 182 **Period:** 3

Type of Comment: NLCH3

Location: St Joseph's Primary (Cardowan)

Type:

Officer:

Date

Received: Friday, July 21, 2000

Reply Date:

Details: Hope to see more variety next session to maintain large increase in numbers attending school meals.

Progress/Results: Passed for further investigation.

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

ID: 183 **Period:** 3

Type of Comment: NLCH3

Location: St Joseph's Primary (Cardowan)

Type:

Officer: Jeanette Hoffmann

Date

Received: Friday, July 21, 2000

Reply Date: Tuesday, September 05, 2000

Details: Looking forward to a response regarding counting of money.

Progress/Results: Visit by project officer to discuss with head teacher her requirements. Liase with business manager regarding the above. Control manager has instigated cash café system which will commence on 5/9/00. Re-location of service will be discussed.

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: 184 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer:

Date

Received: Friday, July 21, 2000

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

Reply Date:

Details: Ladies in the kitchen are extremely helpful. Great addition to the staff.

Progress/Results: Logged for information only.

ID: 185 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer:

Date

Received: Friday, July 21, 2000

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

Reply Date:

Details: Excellent and pleasant service from a very hard working team.

Progress/Results: Logged for information only.

ID: 186 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer:

Date

Received: Friday, July 21, 2000

Reply Date:

Details: Thankyou to catering staff for a high quality and pleasant service throughout the session. A great team.

Progress/Results: Logged for information only.

ID: 187 **Period:** 3

Type of Comment: NLCH3

Location: [REDACTED]

Type:

Officer:

Date

Received: Friday, July 21, 2000

Reply Date:

Details: Excellent as always.

Progress/Results: Logged for information only.

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

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