

NORTH LANARKSHIRE COUNCIL

REPORT

To : Education (Resources) Sub-Committee	Subject : School Catering Contract : Performance Review 2000-2001
From : Director of Education & Director of Community Services	
Date : 04 May 2001	
Ref : MM/AS	

Summary

This report describes the performance of the schools catering contract from April 2000 to March 2001.

Recommendations

The education (resources) sub-committee is recommended to:

- (a) note the performance of the schools catering contract for the period April 2000 to March 2001.
- (b) request the submission of regular performance review reports to future meetings of the sub-committee.

Michael Neill

Members wishing further information about this report should contact

Michael O'Neill, Director of Education, on 01236 812337, or
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 Paul Jukes, Director of Community Services, on 0141 304 1931
 Ken Wilson, Head of Cleaning and Related Services, on 0141 304 1909

NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

Schools Catering Contract : Performance Review

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

1. BACKGROUND

The education (resources) sub-committee has called for regular reports on the performance of school contracts. This report is part of that process and covers the period April 2000 – March 2001.

2. UPTAKE OF MEALS

- 2.1 The information in this section covers the year April 2000 – March 2001.
- 2.2 Table 1 records the daily average number of meals served in the year April 2000 - March 2001 and compares this with 1999/2000.
- 2.3 The number of children entitled to free meals has reduced by 11% in 2000/2001 compared to 1999/00. However, the percentage uptake has reduced by only 6%.
- 2.4 The number of paid meals provided has increased by 5% in primary schools and by 12% in secondary schools. Overall the increase in paid meals is 9%.
- 2.5 Thus the performance achieved in terms of overall uptake of meals is a 5% increase in free meal uptake and a 9% increase in paid meal uptake. This is regarded as a highly satisfactory outcome for the year.

Table 1

	PRIMARY		SECONDARY		TOTAL	
	1999/2000	2000/2001	1999/2000	2000/2001	1999/2000	2000/2001
Free – Pupils	5,504	5,155	2,518	2,419	8,022	7,574
- Adults	575	273	231	156	806	429
Paid	5,505	5,798	5,952	6,641	11,457	12,439
Total	11,584	11,226	8,701	9,216	20,285	20,442
% Change		-3.1%		+5.9%		+0.8%

3. BUDGET PERFORMANCE

- 3.1 The information in this section covers the year April 2000- March 2001.
- 3.2 The financial performance of the contract is detailed in table 2. There is an underspend reported in primary schools and an overspend in secondary schools.

(a) Primaries – As shown in table 2 there is an underspend on free meals for the year because of the reduced numbers eligible for free meals as highlighted in paragraph 2.3 above. Despite

the impact of the three Unison strike days when the service could not be provided in some schools paid meal subsidy expenditure is ahead of budget.

(b) Secondaries – Also as shown in table 2 there is an underspend on free meals for the year. Again despite the adverse impact of strike days paid meal subsidy expenditure is over the budget level.

3.3 It is expected that the outturn for the year in the schools catering contract will show an underspend largely because of the reduced expenditure on free meals.

Table 2

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	2,022,979	1,823,888	830,349	774,843	2,853,328	2,598,731
Paid Meal Subsidy	374,000	479,330	161,500	237,349	535,500	716,679
Total	2,396,979	2,303,218	991,849	1,012,192	3,388,828	3,315,410
% Change		-3.9%		+2.1%		-2.2%

4. CUSTOMER COMMENT REPORTS

4.1 22 Customer comment reports were submitted by head teachers during the period 22 January – 31 March 2001

4.2 The comments are categorised as follows:-

Food standards	1
Food temperature	0
Menu	3
Efficiency of service	12
Catering personnel	3
Cleanliness tidiness	0
Council policy	0
Other comments	3

4.3 The following schools highlighted the good service being provided

Braidhurst High	1
Eastfield Primary	2
Fallside Special	1
Logans Primary	1
New Monkland Primary	1
Our Lady and St Joseph's Primary	1
Ravenswood Primary	2
Redburn Special	1
St Mary's Primary Cumbernauld	1
St Maurice's High	1
St Theresa's Primary	2

5. RECOMMENDATIONS

The education (resources) sub-committee is recommended to: -

- a) note the performance of the schools catering contract for the year April 2000 – March 2001.
- b) request the submission of regular performance review reports to future meetings of the sub-committee.

MM/AS/BB
04 May 2001

ID: 335 Period: 12

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, March 08, 2001

Reply Date:

Details: Excellent service

Progress/Results:

ID: 336 Period: 12

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, March 08, 2001

Reply Date:

Details: Good meals and service

Progress/Results:

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

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: 331 Period: 12

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, March 08, 2001

Reply Date:

Details: Catering supervisor absent through illness.

Progress/Results:

ID: 332 Period: 12

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, March 08, 2001

Reply Date:

Details: Excellent

Progress/Results:

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

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: 329 Period: 12

Type of Comment: NLCH3

Location: [REDACTED]

Type: Dining Centre

Officer:

Date Received: Thursday, March 08, 2001

Reply Date:

Details: Recent steak & sausage pie was excellent

Progress/Results:

ID: 330 Period: 12

Type of Comment: NLCH3

Location: [REDACTED]

Type: Dining Centre

Officer: Caroline Buick

Date Received: Thursday, March 08, 2001

Reply Date: Friday, March 16, 2001

Details: Please make arrangements for cash to be handled by catering personnel. Teachers will soon stop providing this service.

Progress/Results: Business Manager to provide cash handling by catering staff in new August term 2001. Head Teacher quite happy with this.

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

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

COMMENTS

ID: 327 **Period:** 12

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, March 08, 2001

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

Reply Date:

Details: Very high numbers and excellent service.

Progress/Results:

ID: 328 **Period:** 12

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received:

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

Reply Date:

Details: No problems - usual efficient service

Progress/Results:

ID: 344 Period: 13

Type of Comment: NLCH3

Location: [REDACTED]

Type: Production

Officer:

Date Received: Thursday, April 05, 2001

Reply Date:

Details: Excellent

Progress/Results:

ID: 345 Period: 13

Type of Comment: NLCH3

Location: [REDACTED]

Type: Production

Officer:

Date Received: Thursday, April 05, 2001

Reply Date:

Details: Excellent as always

Progress/Results:

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

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: 346 Period: 13

Type of Comment: NLCH3

Location: [REDACTED]

Type: Dining Centre

Officer:

Date
Received:

Reply Date:

Details:

Progress/Results:

ID: 350 Period: 13

Type of Comment: NLCH3

Location: [REDACTED]

Type: Production

Officer:

Date
Received: Thursday, April 05, 2001

Reply Date:

Details: Standard high as ever

Progress/Results:

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: No

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: 351 Period: 13

Type of Comment: nlch3

Location: ██████████

Type: Production

Officer:

Date
Received: Tuesday, April 10, 2001

Reply Date:

Details: Excellent service and teamwork

Progress/Results:

ID: 352 Period: 13

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date
Received: Tuesday, April 10, 2001

Reply Date:

Details: Morning interval tuck shop has got off to a good start. Indian Day was excellent.

Progress/Results:

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

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

ID: 342 Period: 13

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, April 05, 2001

Reply Date:

Details: Good meals and excellent service

Progress/Results:

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: 343 Period: 13

Type of Comment: NLCH3

Location: ██████████

Type: Production

Officer:

Date Received: Thursday, April 05, 2001

Reply Date:

Details: Dining room is back to normal! Thanks. Mrs Brennan has done a wonderful job. The food is very appetising - well presented and the children are enjoying good food again. Thanks also to the kitchen staff who are working well.

Progress/Results:

Nature of Comment	
A. Food Standard:	Yes
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

