

NORTH LANARKSHIRE COUNCIL

REPORT

To: EDUCATION RESOURCES SUB-COMMITTEE	Subject: SCHOOL CATERING CONTRACT PERFORMANCE REVIEW 2001/2002
From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES	
Date: September 2001 Ref: MM/KF	

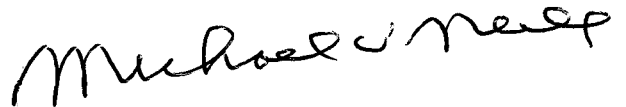
**Summary**

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

**Recommendations**

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

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



Members wishing further information about this report should contact:

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Murdo Maciver, Head of Service, on 01236 812269  
Paul Jukes, Director of Community Services, on 0141 304 1931 or  
Kenneth Wilson, Head of Cleaning & Related Services, on 0141 304 1909

# NORTH LANARKSHIRE COUNCIL : EDUCATION DEPARTMENT

## Schools Catering Contract : Performance Review

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

#### 1. Purpose of Report

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

#### 2. Background

- 2.1 The information in this section covers the period April – September 2001.
- 2.2 Table 1 records the daily average number of meals served in the period April - September 2001 and compares this to the comparable period in 2000/2001.
- 2.3 There appears to be a reduction in pupils taking free meals in a large number of primary schools, whilst some other schools show an increase in uptake. It appears these fluctuations arise from individual school circumstances but the details of these are unclear at present. The catering service is investigating. Appendix 1 lists the position with the number of free meals served in September 2000 compared with the same period in September 2001.

	PRIMARY		SECONDARY		TOTAL	
	2000/2001	2001/2002	2000/2001	2001/2002	2000/2001	2001/2002
Free - Pupils	5,257	4,886	2,264	2,200	7,521	7,086
- Adults	327	245	177	139	504	384
Paid	5,300	5,648	5,741	5,951	11,040	11,599
Total	10,877	10,777	8,182	8,290	19,065	19,069
% Change		-0.9%		+1.3%		+0.0%

#### 3. Budget Performance

- 3.1 The information in this section covers the period April - September 2001.
- 3.2 The financial performance of the contract is detailed in table 2. At this stage there is an underspend reported both in primary schools and in secondary schools.
- (a) Primary schools – There is an underspend on free meals offset by a small overspend on paid meals.
- (b) Secondary schools – The underspend on both free and paid meal charges is the result of seasonal factors, for example lower attendance during the examination period and at the end of the school session. It is anticipated at this stage that the underspend will progressively disappear during the remainder of the year.

	<b>PRIMARY</b>		<b>SECONDARY</b>		<b>TOTAL</b>	
	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
Free Meal Subsidy	714,988	679,876	303,994	276,746	1,018,982	956,622
Paid Meal Subsidy	172,990	173,468	98,068	86,163	271,058	259,631
Total	887,978	853,344	402,062	362,909	1,290,040	1,216,253
% Change		-3.9%		-9.7%		-5.7%

#### **4. Quality Performance**

- 4.1 A new system of recording comments was introduced during the early part of the year as part of Best Value/Chartermark. Every school assesses the service performance under various headings in each period.

Table 3 below summarises the submissions from schools to date in 2001/2002 in each category. Samples from selected schools are included in appendix 2.

**Table 3**

<b>Category</b>	<b>GRADINGS</b>				
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>Poor</b>	<b>Not Satisfactory</b>	<b>Satisfactory</b>	<b>Very Satisfactory</b>	<b>Excellent</b>
Overall Service Provided	0	2	37	57	57
Food Standard	1	5	50	64	39
Food Temperature	0	3	48	68	46
Menu	4	9	49	65	45
Healthy Choices	6	10	50	56	47
Efficiency of Service	1	2	29	59	76
Catering Personnel	3	0	24	38	106
Total	15	31	287	445	416
%	1	3	24	37	35

#### **4. Recommendations**

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

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

Appendix 1

	Average Meals Per Day 2000/2001	Average Meals Per Day 2000/2002	Variance	Variance %
	Pupils Free	Pupils Free	Pupils Free	Pupils Free
Abronhill Primary	45	60	14	31%
Aitkenhead Primary	9	7	-1	-16%
Albert Primary	38	42	4	10%
Alexander Peden Primary	78	58	-20	-26%
Alexandra Primary	48	46	-2	-5%
Allanton Primary	17	15	-2	-14%
Auchinloch Primary	5	3	-3	-51%
Baird Memorial Primary	4	5	0	-2%
Balmalloch Primary	39	30	-8	-21%
Banton Primary	9	8	-1	-13%
Bargeddie Primary	30	24	-6	-20%
Belvidere Primary	53	49	-4	-8%
Berryhill Primary	77	76	-1	-2%
Burnhead Primary	71	61	-10	-13%
Calder Primary	62	59	-3	-5%
Calderbank P	8	18	9	107%
Cambusnethan Primary	26	21	-6	-22%
Carbrain Primary	84	74	-9	-11%
Carnbroe Primary	7	6	-1	-20%
Castlehill Primary	69	54	-15	-22%
Cathedral Primary	73	70	-2	-3%
Chapelgreen Primary	11	12	1	12%
Chapelhall Primary	24	20	-4	-17%
Chapelside Primary	85	77	-8	-9%
Christ The King Primary	39	31	-8	-20%
Chryston Primary	35	26	-9	-25%
Clarkston Primary	51	46	-5	-10%
Cleland Primary	23	23	0	-2%
Coltness Primary	42	48	6	14%
Condorrat Primary	12	20	8	62%
Corpus Christi Primary	17	18	1	5%
Cumbernauld Primary	32	38	6	20%
Dunrobin Primary	62	67	5	9%
Dykehead Primary	72	64	-8	-12%
Eastfield Primary	22	29	6	29%
Gartcosh Primary	11	9	-3	-24%
Gartsherrie P	34	39	5	16%
Glenboig Primary	24	23	-2	-7%
Glencairn Primary	53	50	-3	-6%
Glengowan Primary	21	25	4	18%
Glenmanor Primary	49	46	-2	-4%
Golfhill Primary	22	21	-1	-5%
Greengairs Primary	19	15	-4	-20%

	Average Meals Per Day 2000/2001	Average Meals Per Day 2000/2002	Variance	Variance %
	Pupils Free	Pupils Free	Pupils Free	Pupils Free
Greenhill Primary	33	35	2	5%
Holy Cross Primary	42	37	-5	-12%
Holy Family Primary	28	25	-3	-10%
Holytown Primary	32	34	2	8%
Keir Hardie Primary	30	40	9	31%
Kildrum Primary	65	55	-10	-16%
Kilsyth Primary	58	58	0	0%
Kirk O Shotts Primary	26	19	-7	-26%
Kirkshaws Primary	45	39	-6	-14%
Knowetop Primary	31	31	0	1%
Ladywell Primary	30	27	-4	-12%
Lammermoor Primary	18	13	-4	-25%
Langloan Primary	19	19	0	1%
Lawmuir Primary	105	94	-11	-11%
Logans Primary	71	78	7	9%
Morningside Primary	9	8	-1	-11%
Mossend Primary	63	65	3	4%
Muir Street Primary	70	63	-7	-10%
Muirhouse Primary	37	47	10	28%
Netherton Primary	18	19	1	7%
New Monkland Primary	15	15	0	1%
New Stevenson Primary	39	30	-9	-24%
Newarthill Primary	26	24	-2	-8%
Newmains Primary	69	63	-6	-9%
Noble Primary	33	38	4	13%
Old Monkland Primary	59	55	-4	-6%
Our Lady-St Francis Primary	36	34	-2	-5%
Our Lady & St Joseph's P	17	21	4	26%
Overtown Primary	11	17	7	66%
Petersburn Primary	39	43	4	10%
Plains Primary	23	18	-5	-22%
Ravenswood Primary	29	33	4	15%
Rochsolloch Primary	30	29	-1	-2%
Sacred Heart Primary	85	66	-20	-23%
Shawhead Primary	34	30	-4	-13%
Sikeside Primary	58	47	-11	-19%
St Aidan's Primary	27	15	-12	-44%
St Aloysius' Primary	29	24	-4	-15%
St Andrew's Primary	67	62	-5	-7%
St Augustine's Primary	46	46	0	1%
St Barbara's Primary	31	25	-6	-19%
St Bartholomew's Primary	53	43	-9	-18%
St Bernadette's Primary	44	46	22	5%
St Bernard's Primary	37	31	-6	-17%
St Brendan's Primary	34	28	-5	-16%

	<b>Average Meals Per Day 2000/2001</b>	<b>Average Meals Per Day 2000/2002</b>	<b>Variance</b>	<b>Variance %</b>
	<b>Pupils Free</b>	<b>Pupils Free</b>	<b>Pupils Free</b>	<b>Pupils Free</b>
St Brigid's Primary	54	40	-13	-25%
St Columba's Primary	64	57	-7	-11%
St David's Primary	48	42	-5	-11%
St Dominic's Primary	47	38	-9	-19%
St Edward's Primary	51	50	-1	-2%
St Francis of Assissi Primary	19	21	1	6%
St Gabriel's Primary	39	38	-1	-2%
St Gerard's Primary	22	21	-1	-6%
St Helen's Primary	22	20	-2	-9%
St Ignatius' Primary	25	23	-2	-9%
St James Primary	45	41	-4	-9%
St Joseph's P, Cardowan	25	20	-5	-20%
St Kevin's Primary	24	20	-4	-17%
St Lucy's Primary	28	26	-3	-10%
St Margaret of Scotland P	35	55	20	55%
St Mary's P, Cleland	26	28	2	7%
St Mary's P, Coatbridge	36	38	2	6%
St Mary's P C/Cruix	18	15	-3	-19%
St Mary's P, C/nauld	20	21	1	4%
St Matthew's Primary	71	60	-11	-15%
St Michael's P Chryston	49	39	-10	-20%
St Monicas Primary	75	73	-2	-2%
St Patrick's Pr ,Kilsyth	46	38	-8	-18%
St Patrick's P, N/Stev	29	34	5	18%
St Patrick's Pri Shotts	52	39	-13	-24%
St Patrick's Prim C/Bridge	59	57	-3	-5%
St Serf's Primary	76	67	-9	-12%
St Stephen's Primary	62	58	-4	-6%
St Teresa's Primary	53	50	-4	-7%
St Thomas' Primary	43	43	-1	-2%
St Timothy's Primary	59	57	-1	-2%
Stane Primary	34	38	4	11%
Stepps Primary	28	22	-6	-21%
Tannochside Primary	54	41	-13	-24%
Thornlie Primary	45	51	6	14%
Tollbrae Primary	52	49	-3	-6%
Townhead Primary	25	30	5	22%
Victoria Primary	47	41	-6	-13%
Westfield Primary	37	36	0	-1%
Whiteless Primary	28	40	12	43%
Wishaw Academy Primary	64	51	-13	-20%
Woodlands Primary	20	38	18	93%

CommentsID: 256 PERIOD: 6 SCHOOL NAME: *[Redacted]*

OVERALL SERVICE PROVIDED:	4	FOOD STANDARD:	4
FOOD TEMPERATURE:	0	MENU:	4
HEALTHY CHOICES:	5	EFFICIENCY OF SERVICE:	4
CATERING PERSONNEL:	5	OTHER:	0

HT/AHT COMMENTS: *Our catering supervisor and her staff have a lovely approach to our children.*

DATE OF REPORT: *20/9/01* DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

CommentsID: 261 PERIOD: 6 SCHOOL NAME: *[Redacted]*

OVERALL SERVICE PROVIDED:	3	FOOD STANDARD:	3
FOOD TEMPERATURE:	3	MENU:	3
HEALTHY CHOICES:	3	EFFICIENCY OF SERVICE:	3
CATERING PERSONNEL:	3	OTHER:	0

HT/AHT COMMENTS: *Improvement noticed.*

DATE OF REPORT: *20/9/01* DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

CommentsID: 266 PERIOD: 6 SCHOOL NAME: ~~Albion Hill High~~

OVERALL SERVICE PROVIDED: 0 FOOD STANDARD: 0  
FOOD TEMPERATURE: 0 MENU: 0  
HEALTHY CHOICES: 0 EFFICIENCY OF SERVICE: 0  
CATERING PERSONNEL: 0 OTHER: 0

HT/AHT COMMENTS: Staff and pupils have commented favourably on the standard of food on offer this session - Thank You.

DATE OF REPORT: 20/9/01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

CommentsID: 268 PERIOD: 6 SCHOOL NAME: ~~New Woodlands Primary~~

OVERALL SERVICE PROVIDED: 5 FOOD STANDARD: 5  
FOOD TEMPERATURE: 5 MENU: 5  
HEALTHY CHOICES: 5 EFFICIENCY OF SERVICE: 5  
CATERING PERSONNEL: 5 OTHER: 0

HT/AHT COMMENTS: Excellent team.

DATE OF REPORT: 20/9/01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.



CommentsID: 269 PERIOD: 6 SCHOOL NAME: ██████████

OVERALL SERVICE PROVIDED:	5	FOOD STANDARD:	5
FOOD TEMPERATURE:	5	MENU:	4
HEALTHY CHOICES:	4	EFFICIENCY OF SERVICE:	5
CATERING PERSONNEL:	5	OTHER:	0

HT/AHT COMMENTS: The staff work very hard to serve the pupils as quickly as possible. This encourages more pupils to use the service.

DATE OF REPORT: 20/9/01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

CommentsID: 271 PERIOD: 6 SCHOOL NAME: ██████████

OVERALL SERVICE PROVIDED:	4	FOOD STANDARD:	4
FOOD TEMPERATURE:	4	MENU:	4
HEALTHY CHOICES:	4	EFFICIENCY OF SERVICE:	4
CATERING PERSONNEL:	5	OTHER:	0

HT/AHT COMMENTS: Thank you, ladies.

DATE OF REPORT: 20/9/01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

CommentsID: 280 PERIOD: 6 SCHOOL NAME: [REDACTED]

OVERALL SERVICE PROVIDED: 4 FOOD STANDARD: 4  
FOOD TEMPERATURE: 4 MENU: 3  
HEALTHY CHOICES: 0 EFFICIENCY OF SERVICE: 0  
CATERING PERSONNEL: 5 OTHER: 0

HT/AHT COMMENTS: Flavoured milk received. Very popular with children. Please continue to send. Thank you. Lasagne was delicious.

DATE OF REPORT: 20/9/01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT:

CommentsID: 240 PERIOD: 6 SCHOOL NAME: [REDACTED]

OVERALL SERVICE PROVIDED: 0 FOOD STANDARD: 2  
FOOD TEMPERATURE: 3 MENU: 1  
HEALTHY CHOICES: 1 EFFICIENCY OF SERVICE: 0  
CATERING PERSONNEL: 3 OTHER: 0

HT/AHT COMMENTS: Menu: The printed menu is frequently not available/not provided.

DATE OF REPORT: 20-Sep-01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Project Officer to contact Head Teacher. Food Audit to be carried out.

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

CommentsID: 234 PERIOD: 6 SCHOOL NAME: ██████████

OVERALL SERVICE PROVIDED:	0	FOOD STANDARD:	4
FOOD TEMPERATURE:	2	MENU:	4
HEALTHY CHOICES:	4	EFFICIENCY OF SERVICE:	4
CATERING PERSONNEL:	0	OTHER:	0

HT/AHT COMMENTS: Versitop unit required to improve temperature of food - food cools down before all children are served.

DATE OF REPORT: 20-Sep-01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Electrical sockets required for versitop - plans in progress. Project Officer will contact Head Teacher re situation.

CommentsID: 235 PERIOD: 6 SCHOOL NAME: ██████████

OVERALL SERVICE PROVIDED:	0	FOOD STANDARD:	0
FOOD TEMPERATURE:	0	MENU:	0
HEALTHY CHOICES:	0	EFFICIENCY OF SERVICE:	0
CATERING PERSONNEL:	0	OTHER:	0

HT/AHT COMMENTS: Today, some children had very little playtime because staff shortages increased around service time. We need replacement for absent staff.

DATE OF REPORT: 20-Sep-01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Project Officer to contact Head Teacher and arrange a visit.

CommentsID: 238 PERIOD: 6 SCHOOL NAME: ██████████

OVERALL SERVICE PROVIDED: 3 FOOD STANDARD: 0  
FOOD TEMPERATURE: 0 MENU: 0  
HEALTHY CHOICES: 0 EFFICIENCY OF SERVICE: 0  
CATERING PERSONNEL: 0 OTHER: 0

HT/AHT COMMENTS: Less children taking lunch.

DATE OF REPORT: 20-Sep-01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Project Officer to contact Head Teacher. Food Audit to be carried out.

CommentsID: 237 PERIOD: 6 SCHOOL NAME: ██████████

OVERALL SERVICE PROVIDED: 3 FOOD STANDARD: 4  
FOOD TEMPERATURE: 4 MENU: 3  
HEALTHY CHOICES: 0 EFFICIENCY OF SERVICE: 2  
CATERING PERSONNEL: 3 OTHER: 0

HT/AHT COMMENTS: Efficiency: towards end of lunch period pupils last in queues received much less of a choice i.e. quantities not yet correct. Some staff remain a bit stressed by pressure of new Web-bite workings.

DATE OF REPORT: 20-Sep-01 DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Project Officer to contact Head Teacher. Food Audit to be carried out.