

NORTH LANARKSHIRE COUNCIL

REPORT

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

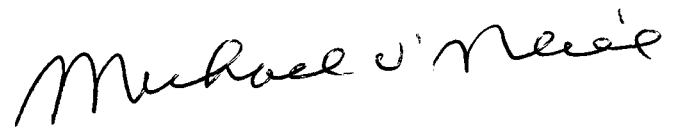
Summary

This report describes the performance of the schools catering contract from April 2001 to October 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 October 2001.
- (b) note the continued improvement in the school meals service as a result of the introduction of the initiatives highlighted in the report.
- (c) 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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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 – October 2001.

2.2 Table 1 records the daily average number of meals served in the period April - October 2001 and compares the comparable period in 2000/2001.

2.3 There is a national downward trend in the number of pupils taking free meals as reflected in the Scottish Executive's annual school meals survey. In addition, the number of pupils entitled to free meals has declined.

| | PRIMARY | | SECONDARY | | TOTAL | |
|---------------|-----------|-----------|-----------|-----------|-----------|-----------|
| | 2000/2001 | 2001/2002 | 2000/2001 | 2001/2002 | 2000/2001 | 2001/2002 |
| Free – Pupils | 5,167 | 4,851 | 2,362 | 2,293 | 7,529 | 7,144 |
| - Adults | 299 | 245 | 167 | 139 | 463 | 384 |
| Paid | 5,350 | 5,743 | 6,162 | 6,364 | 11,512 | 12,107 |
| Total | 10,816 | 10,839 | 8,691 | 8,796 | 19,504 | 19,635 |
| % Change | | +0.2% | | +1.2% | | +0.7% |

3. BUDGET PERFORMANCE

3.1 The information in this section covers the period April - October 2001.

3.2 The financial performance of the contract to date is detailed in table 2. At this stage there is an underspend reported both in primary schools and in secondary schools. The reasons are as follows:

- (a) Primaries – There is lower spending on free meal subsidies. This is offset by a small overspend on paid meal subsidies.
- (b) Secondaries – There is lower spending on both free meals and paid meal subsidy charges. It is anticipated that the paid meals underspend will reduce during the remainder of the year.

- 3.3 The end of year outturn projection is detailed in Table 3. The projection shows that the budget will be met. This will be achieved by the inclusion of a potential contract variation claim. This claim will be related to the apparent decline in free meal entitlement and will be quantified following the January 2002 school meal census.

Table 2 – Details the financial performance of the catering contract to date.

| | PRIMARY | | SECONDARY | | TOTAL | |
|-------------------|-----------|-----------|-----------|---------|-----------|-----------|
| | Budget | Actual | Budget | Actual | Budget | Actual |
| Free Meal Subsidy | 1,017,197 | 954,762 | 431,177 | 406,305 | 1,448,374 | 1361,067 |
| Paid Meal Subsidy | 245,933 | 249,026 | 138,968 | 131,029 | 384,901 | 380,055 |
| Total | 1,263,130 | 1,203,788 | 470,145 | 437,334 | 1,833,275 | 1,741,122 |
| % Change | | -4.7% | | -7.0% | | -5.0% |

Table 3 – Year End Projection 2001/2002

| | PRIMARY | | SECONDARY | | TOTAL | |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Budget | Forecast | Budget | Forecast | Budget | Forecast |
| Free Meal Subsidy | 2,071,266 | 2,071,266 | 877,975 | 877,975 | 2,949,241 | 2,949,241 |
| Paid Meal Subsidy | 399,500 | 399,500 | 187,000 | 187,000 | 586,500 | 586,500 |
| Total | 2,470,766 | 2,470,766 | 1,064,975 | 1,064,975 | 3,535,741 | 3,535,741 |
| % Change | | 0% | | 0% | | 0% |

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 developments. This involves schools grading service performance in various categories. The number of schools making use of the revised customer comment report has risen to 39% in comparison to only 8% who gave comments on the previous pro-forma.

- 4.2 Samples from selected schools are included in Appendix 1.

Table 4 – Summarises comments received from schools on the quality of service.

| Category | Grade | 1 | 2 | 3 | 4 | 5 |
|--------------------------|-------|------|-----------------------|-------------------|-----------------------|-----------|
| | | Poor | Not Satis- Factory | Satis- Factory | Very Satis Factory | Excellent |
| Overall Service Provided | | 0 | 3 | 48 | 79 | 82 |
| Food Standard | | 1 | 5 | 65 | 88 | 60 |
| Food Temperature | | 0 | 3 | 63 | 94 | 62 |
| Menu | | 5 | 10 | 62 | 88 | 66 |
| Healthy Choices | | 6 | 12 | 65 | 82 | 64 |
| Efficiency of Service | | 1 | 2 | 40 | 76 | 107 |
| Catering Personnel | | 3 | 0 | 33 | 55 | 141 |
| Total | | 16 | 35 | 376 | 562 | 582 |
| % of all comments | | 1% | 2% | 24% | 36% | 37% |

5. SCHOOL MEALS INITIATIVES

- 5.1 The annual survey of school meals published by the Scottish Executive Education Department for the year 2000 - 2001 shows a growth in the uptake of school meals in North Lanarkshire over the last two years.

Table 5 – Details comparison of % of uptake of meals over 2 separate years

| | <u>All Sectors</u> Percentage Present Taking Meals | | <u>Primary</u> Percentage Present Taking Meals | | <u>Secondary</u> Percentage Present Taking Meals | |
|-------------------|--|---------|--|---------|--|---------|
| | 1998-99 | 2000-01 | 1998-99 | 2000-01 | 1998-99 | 2000-01 |
| North Lanarkshire | 36.2% | 43.1% | 37.1% | 42.6% | 33.9% | 42.5% |
| Scotland | 46.6% | 48.7% | 46.9% | 48.2% | 44.7% | 48.5% |

- 5.2 The rate of growth within North Lanarkshire has greatly exceeded the growth level within Scotland. This reflects a continuous improvement in the school meals service, for example, as a result of the initiatives highlighted below.

(1) Web-bite in Secondary Schools

In 1999 the first Web-bite was piloted at St Maurice's High School. As a result of the success of the pilot, the web-bite initiative has been introduced into a further 12 secondary schools, with Clyde Valley High, Taylor High, Bellshill Academy and Cumbernauld High becoming operational in August this year. Additional funding has been provided to introduce Web-bite into Cardinal Newman High and Chryston High schools by March 2002. A list of web-bite schools is detailed in appendix 2.

(2) Digi-dude in Primary Schools

In 1999, digi-dude was introduced into all 134 primary schools in the form of menu display boards and servery banners. The aim was to improve awareness of school meals and emphasise the healthy options available to pupils. In addition, improvements in the speed of service and a wider choice of products including healthy options were introduced. Subsequently, the digi-dude concept was piloted in Woodlands, Whitelees, Abronhill, St Margaret of Scotland and Kirk O Shotts primary schools.

A further 5 primary schools will be operational by January 2002. These schools are Stepps, New Monklands, Cathedral, Noble and St Augustine's primary schools.

(3) Regeneration Meals System

In order to improve the quality of transported meals to school dining centres, a system which allowed an element of cooking on site was piloted in 1999 in Langloan Primary School. The system of regenerating meals has been very successful and a further 11 primary schools have been included in the initiative. A full list of schools is detailed in appendix 2.

(4) Cook Freeze Unit

In response to the introduction of the regeneration meals system, a cookfreeze unit was established in the kitchen at New Stevenston Primary School in August. Meals and snacks are prepared, cooked and frozen for distribution.

(5) Cashless Payment System

The cashless payment system was introduced in the Coatbridge South SIPS area. The schools involved are Columba High, Rosehall High, Old Monkland and St Monica's primary schools.

In recognition of the need to reduce the stigma attached to free meals and to increase the uptake of free meals, funding is being provided by the education department and SIPS for the installation of a further 7 cashless payment systems by March 2002. The schools involved are Bellshill Academy, Cardinal Newman HS, Coltness HS, Our Lady's HS (Cumbernauld), St Patrick's HS, St Aidans HS and Clyde Valley HS.

(6) Sports Bars

SIPS have funded the introduction of sports bars into 14 primary schools particularly within the Coatbridge South and Motherwell North SIPS area. The aim of the sports bars is to provide an additional sales point in schools. They offer healthy choices such as fresh fruit, salads, baked potatoes and sandwiches. On average, the sales of fresh fruit in fruit pots has increased by up to 300% per day, with the uptake of salads, sandwiches and baked potatoes also showing significant increases, approximately 150% daily. A list of the sports bars in schools is detailed in appendix 2.

(7) Breakfast Clubs

In October 2001, a new breakfast club for St Monica's and Old Monklands Primary School was launched. It is very popular with pupils and parents. Similarly, the breakfast clubs in Sikeside PS, St Stephen's PS and Castlehill PS are providing a nourishing breakfast and a healthy start to the school day. These breakfast clubs are catering for up to 100 pupils every morning.

6. RECOMMENDATIONS

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

- a) note the performance of the schools catering contract for the period April – October 2001.
- b) note the continued improvement in the school meals service as a result of the introduction of the initiatives highlighted in the report.
- c) request the submission of regular performance review reports to future meetings of the sub-committee.

CommentsID: 415 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: Temperature of food now ok. Would like versitop unit (as promised). Great menu and choice since supplier was changed.

DATE OF REPORT: 05-Nov-01 DATE OF VISIT: 19-Nov-01

PROJECT OFFICER: Caroline Buick OUTCOME OF VISIT: Versitop unit now in place.

CommentsID: 441 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: No white copy presented with this 4 weekly return.

DATE OF REPORT: 07-Nov-01 DATE OF VISIT: 19-Nov-01

PROJECT OFFICER: Sharon Harden OUTCOME OF VISIT: HT is not required to sign the white copy of the NLCH3.

CommentsID: 434 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: I don't always have the time or inclination to comment. However, we all appreciate the efforts made to keep up standards.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Acknowledgment sent.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 450 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: No fault of cook but we sometimes feel the sandwich pack is too highly priced.

DATE OF REPORT: 19-Nov-01 DATE OF VISIT:

PROJECT OFFICER: Anne McIntyre OUTCOME OF VISIT: Project Officer to visit HT W/B 3/12/01

CommentsID: 446 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: Experienced initial problems with change of lunch time - getting everyone through in 45 mins. Works better with 2 people serving meals and 2 on tills. Would like to see this continue.

DATE OF REPORT: 13-Nov-01 DATE OF VISIT: 19-Nov-01

PROJECT OFFICER: Sharon Harden OUTCOME OF VISIT: Two to serve and two on the tills is now a permanent arrangement.

CommentsID: 411 PERIOD: 8 SCHOOL NAME: [REDACTED]

| | | | |
|---------------------------|---|------------------------|---|
| 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: We appreciate greatly the work carried out by the ladies.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT: Acknowledgment sent.

CommentsID: 437 PERIOD: 8 SCHOOL NAME: [REDACTED]

| | | | |
|---------------------------|---|------------------------|---|
| 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: Well done again, Thank you.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT: Acknowledgment sent

CommentsID: 387 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: Still very concerned about lunches.

DATE OF REPORT: 30-Oct-01 DATE OF VISIT:

PROJECT OFFICER: Caroline Buick OUTCOME OF VISIT: A unit audit will be carried out w/b 5/11/01. HT off ill unable to carried out audit new date set for 27/11/01.

CommentsID: 393 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Acknowledgment sent.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

CommentsID: 428 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: Sorry Ellen is leaving, she's been great - Good luck in the future. Thank you ladies

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Acknowledgment sent.

CommentsID: 430 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS: Thank you for acknowledging last months comments.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER: OUTCOME OF VISIT: Acknowledgment sent.

SUMMARY OF SCHOOLS OPERATING NEW INITIATIVE**Web-bite**

St Maurice's High
 Columba High
 Calderhead High
 Brannock High
 St Patrick's High
 Kilsyth Academy
 Our Lady's High (Cumbernauld)
 Coltness High
 Airdrie Academy
 Clyde Valley High
 Taylor High
 Bellshill Academy
 Cumbernauld High
 Cardinal Newman High (March 2002)
 Chryston High (March 2002)

Digi-Dude Fast Track

Woodlands Primary
 St Margaret's of Scotland Primary
 Abronhill Primary
 Whitelees Primary
 Kildrum Primary
 Kirk O Shotts Primary
 Stepps Primary (December 2001)
 New Monklands Primary (December 2001)
 Cathedral Primary (December 2001)
 Noble Primary (December 2001)
 St Augustines Primary (December 2001)

Regeneration Meals System

Langloan Primary
 Holy Family Primary
 Old Monklands Primary
 Glengowan Primary
 Victoria Primary
 New Stevenson Primary
 Newarthill Primary
 Newmains Primary
 St Mary's (C/cruix) Primary
 Our Ladys and St Francis Primary
 St Monica's Primary
 Clelland Primary

Cook Freeze Unit

New Stevenson Primary

Cashless Payment System

Columba High
 Rosehall High
 St Monica's Primary
 Old Monklands Primary
 Bellshill Academy (March 2002)
 Cardinal Newmain (March 2002)
 Coltness High (March 2002)
 St Aidan's High (March 2002)
 Our Lady's High (C/nauld) (March 2002)
 St Patrick's High (March 2002)
 Clyde Valley High (March 2002)

Sports Bars

Lawmuir Primary
 Holy Family Primary
 Dykehead Primary
 St Patricks Primary (Shotts)
 Stane Primary
 St Brigids Primary
 Allanton Primary
 Berryhill Primary
 St Bernadettes Primay
 St Matthews Primary
 St Aidens Primary
 St Brendans Primary
 Cathedral Primary