

NORTH LANARKSHIRE COUNCIL

REPORT

To: EDUCATION (RESOURCES) SUB COMMITTEE		Subject: SCHOOLS CATERING CONTRACT – PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION		
Date: JULY 2003	Ref: MM/BB	


**Summary**

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

**Recommendations**

The Education (Resources) Sub-Committee is recommended to: -

- a) note the performance of the schools catering contract for the period April 2003 – June 2003.
- b) request the submission of regular review reports to future meetings of the sub committee.



Members wishing further information about this paper should contact

Michael O'Neill, Director of Education, on 01236 812336 or  
Murdo Maciver, Head of Educational Provision, on 01236 812269

**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 2003 – June 2003.
- 2.2 Table 1 records the daily average number of meals served in the period April 2003 - June 2003 and compares the comparable period in 2002/2003.
- 2.3 Numbers of free meals show a decline.
- 2.4 Numbers of paid meals show an increase in primaries and a decrease in secondary schools.

**Table 1**

	PRIMARY		SECONDARY		TOTAL	
	2002/2003	2003/2004	2002/2003	2003/2004	2002/2003	2003/2004
Free – Pupils	4,947	4,719	2,007	1,833	6,954	6,552
- Adults	254	234	143	152	397	386
Paid	6,462	6,649	6,274	6,016	12,736	12,665
Total	11,663	11,602	8,424	8,002	20,087	19,603
% Change		-0.53%		-5.01%		-2.41%

**3. BUDGET PERFORMANCE FOR THE PERIOD**

- 3.1 The information in this section covers the period April 2003 - June 2003.
- 3.2 The financial performance of the contract for the period is detailed in table 2.
- 3.3 Numbers of free meals supplied to date are under budget in both primaries and secondaries. Therefore charges to date using budgeted subsidy charges per meal will be less than budget. At present it is too early to assess if these trends will continue to the end of the year.

**Table 2**

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	524,823	519,254	221,889	183,916	746,712	703,169
Paid Meal Subsidy	219,418	222,422	128,939	105,394	348,357	327,816
Total	744,242	741,675	350,828	289,310	1,095,069	1,030,985
% Change		-0.34%		-17.53%		-5.85%

#### 4. PROJECTED FINANCIAL OUTTURN FOR THE YEAR

At this period the outturn is still projected to be on budget. The reduced uptake of meals is attributable to the good weather conditions encouraging more children to stay outdoors at lunchtime and the extended SQA examination timetable. The "Hungry for Success" initiative is programmed to begin in October with free fruit for all primary 1 & 2 pupils throughout North Lanarkshire. This will benefit approximately 8,000 pupils. Other recommendations will also be phased in from October onwards:

Revised menus reflecting nutritional recommendations  
 Increased portion size  
 Free bread

#### 5. CUSTOMER COMMENT REPORTS

5.1 Table 3 below summarises the information received from schools so far in 2003/2004 in the defined categories and grades.

Table 3 Category	Grade	1	2	3	4	5
		Poor	Not Satis- Factory	Satis- factory	Very Satis Factory	Excellent
Value for Money		0	19	65	88	0
Food Standard		0	10	84	87	0
Cleanliness of Area		0	0	41	139	0
Menu		0	16	74	95	0
Healthy Choices		0	11	76	95	0
Efficiency of Service		0	1	32	132	0
Catering Personnel		0	1	31	153	0
Total		0	58	403	789	0
%			5%	32%	63%	

#### 6. RECOMMENDATIONS

The Education (Resources) Sub-Committee is recommended to: -

- c) note the performance of the schools catering contract for the period April 2003 – June 2003.
- d) request the submission of regular review reports to future meetings of the sub committee.

# NLCH3 REPORT

CommentsID: 2256 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

## HT/AHT COMMENTS:

Additional information on canteen supervisory posts would be welcomed.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2257 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	2	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	0
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	0
EFFICIENCY OF SERVICE:	3		

## HT/AHT COMMENTS:

Fried fish still dry & brittle. No salads, baked potatoes or fresh orange juice this week. No variety in content of meal deal. E.g hot dogs on 3 occasions out of 4

DATE OF REPORT: 12-May-03 DATE OF VISIT: 18-Jun-03

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

PO to speak with H/T, BM and visit (production kitchen). Menu items have deteriorated since last visit to. PO now to visit production kitchen. AUDIT: 1. Menu unimaginative. 2. One of either pies/sausage rolls/burger/chips on everyday. 3. Curly chips/hot dogs/ chicken nuggets/fish finger - would like to see these less often. 4. Tortilla wraps were sent, these consisted of wrap with a lot of mayonnaise with a spot of grated cheese through it, 2 slices of tomato, no salad. 5. Lasagne was to be sent, this did not happen. Would like to see this in the new school term. 6. Generally unhappy with the menu content and feels that there are too many food items that are high in fat & salt. PO found the menu items offered on day of audit were not very appetising, and would recommend that catering staff are given training on food/counter presentation. There were no salad items sent on day of visit. Fresh fruit was thrown out - 5 pieces in total as it was in a poor condition, inedible.

# NLCH3 REPORT

CommentsID: 2273 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Portion sizes - Disparity re: price for older pupils

DATE OF REPORT: 12-May-03 DATE OF VISIT: 29-May-03

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

On the day of the visit all menu items were checked for size of portion. The children were given correct portion sizes & charged according to menu items.

CommentsID: 2274 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Still no fridge

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO for further investigation

# NLCH3 REPORT

CommentsID: 2282 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Excellent service and team work

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2285 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Staff are a very friendly lot and seem to interact very well with the pupils. Food, especially soup, is of excellent quality

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

# NLCH3 REPORT

CommentsID: 2290 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

#### HT/AHT COMMENTS:

Excellent provision and service from staff

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2295 PERIOD: 2 SCHOOL NAME:

MENU CHOICE:	0	HEALTHY CHOICES:	0
PRODUCT QUALITY:	0	CLEANLINESS OF AREA:	0
FRIENDLINESS OF SERVICE:	0	VALUE FOR MONEY:	0
EFFICIENCY OF SERVICE:	0		

#### HT/AHT COMMENTS:

We have a pupil who is a vegetarian, normally she is able to have a suitable choice each day. On a Friday we have a fun meal day. What should she be provided with on this day?

DATE OF REPORT:

03-Jun-03

DATE OF VISIT:

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoken to unit manager on a Friday, they said sandwiches/salad. Will look at this in the new term and suggest pizza, fish fingers, baked potato etc. Unit manager will speak to H/T and offer suggestions for pupil. Choice for pupil to be in place for start of new term.

# NLCH3 REPORT

CommentsID: 2297 PERIOD: 2 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Need more lite bites

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2306 PERIOD: 2 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	4
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Pupils would like a hot drinks section

DATE OF REPORT: 03-Jun-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO



# NLCH3 REPORT

CommentsID: 2320 PERIOD: 2 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

## HT/AHT COMMENTS:

Our ladies always to a very good job and are very much part of the Logans team.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2331 PERIOD: 2 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

## HT/AHT COMMENTS:

An excellent service as usual despite a broken fridge, an absent fridge and a broken deep fat fryer. Ann & her team still do a wonderful job.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

# NLCH3 REPORT

CommentsID: 2241 PERIOD: 1 SCHOOL NAME:

MENU CHOICE:	2	HEALTHY CHOICES:	2
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Too many chips this week, chips x 2 waffles x 1. Garlic bread - 3 times this week. More healthy options please.

DATE OF REPORT: 07-May-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO

CommentsID: 2346 PERIOD: 2 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	0	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

I feel some of the children don't take the healthy choice at snack because of the cost. Does NLC subsidise in any way to encourage healthy eating

DATE OF REPORT: 23-Jun-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO

# NLCH3 REPORT

CommentsID: 2354 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

(Value for money) Fixed charge at this school.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2361 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	2	HEALTHY CHOICES:	0
PRODUCT QUALITY:	2	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	0
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Healthy Choices & Value for Money = N/A

DATE OF REPORT:

23-Jun-03

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO

# NLCH3 REPORT

CommentsID: 2366 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Shortage of crisps & biscuits not enough to go round. 15.05.03, cheese sandwich - bread stale and hard.

DATE OF REPORT: 23-Jun-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO

CommentsID: 2369 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	0
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

The children are keen on the new menus and much more willing to try new things.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

# NLCH3 REPORT

CommentsID: 2376 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	4		

## HT/AHT COMMENTS:

Due to the numbers we have for lunch, we feel that we need at least two more tables

DATE OF REPORT: 23-Jun-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO

CommentsID: 2382 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	2	HEALTHY CHOICES:	3
PRODUCT QUALITY:	2	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE:	3	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

## HT/AHT COMMENTS:

Children still not getting full choice e.g today (6.6.03) no chips left.

DATE OF REPORT: 23-Jun-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Passed to PO

# NLCH3 REPORT

CommentsID: 2392 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Great spirit and teamwork - very helpful at all times

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2423 PERIOD: 4 SCHOOL NAME:

MENU CHOICE:	3	HEALTHY CHOICES:	3
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE:	3	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Letter has been sent to Margaret Murphy

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

# NLCH3 REPORT

CommentsID: 2427 PERIOD: 4 SCHOOL NAME:

MENU CHOICE:	4	HEALTHY CHOICES:	4
PRODUCT QUALITY:	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

excellent leadership and team work - a joy to work with

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent