

NORTH LANARKSHIRE COUNCIL

REPORT

To: EDUCATION (RESOURCES) SUB COMMITTEE	Subject: SCHOOLS CATERING CONTRACT PERFORMANCE REVIEW PERIOD 11 APRIL 2003 –JANUARY 2004
From: DIRECTOR OF EDUCATION DIRECTOR OF COMMUNITY SERVICES	
Date: FEBRUARY 2004	Ref: M/KW/AD

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 period 11 (April 2003-January 2004.)
- b) request the submission of regular review reports to future meetings of the sub-committee.

Michael O'Neill

Members wishing further information about this paper 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. 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 period 11 (April 2003 – January 2004.)

2.2 Table 1 records the daily average number of meals served during this period and compares the comparable period in 2002/2003. The number of free meals shows a decline in both primaries and secondary.

2.3 The number of paid meals show an increase in the primary and secondary sector. The uptake of free meals is below the budget estimate in both sectors. However, the uptake has been improving since Period 7, perhaps as a result of the publicity campaign to make pupils aware of the entitlement to free meals.

Table 1	PRIMARY		SECONDARY		TOTAL	
	2002/2003	2003/2004	2002/2003	2003/2004	2002/2003	2003/2004
Free – Pupils	4,981	4,793	2,375	2,260	7,356	7,073
Paid	6,472	6,615	7,221	7,377	13,693	13,992
Total	11,453	11,408	9,596	9,637	21,049	21,045
% Change		-0.39%		+0.43%		+0.002%

3. BUDGET PERFORMANCE

3.1 The information in this section covers period 11 (April 2003 – January 2004.)

3.2 The financial performance of the contract for the period is detailed in table 2.

Table 2	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	1,492,991	1,455,117	620,627	589,771	2,113,618	2,044,888
Paid Meal Subsidy	624,445	648,146	360,492	360,726	984,937	1,008,872
Total	2,117,436	2,103,263	981,119	950,497	3,098,556	3,053,760
% Variance		+0.67%		+3.12%		+1.45%

3.3 Free meals and paid meals subsidy payments to Catering Services at January 2004 are below the phased estimate because of the uptake pattern. However, based on experience of previous years the projected outturn is still on target. There are also encouraging early returns attributable to the implementation of the new healthy "Hungry for Success" menu.

3.4 Year-end Projection

<u>Education Budget</u>	<u>Forecast Outturn</u>	<u>Variance</u>
£4,453,217	£4,465,380	£12,163

4. CUSTOMER COMMENT REPORTS

4.1 Table 3 is an evaluation of selected aspects of the school meals service based on school returns.

Table 3	Grade	1	2	3	4
Category		Unsatisfactory	Fair	Good	Very Good
Value for Money		2	24	142	182
Food Standard		1	23	201	237
Cleanliness of Area		0	7	115	338
Menu		1	27	186	248
Healthy Choices		4	27	182	250
Efficiency of Service		0	8	133	325
Catering Personnel		0	4	86	377
Total		8	120	1045	1957
%			4%	33%	63%

4.2 Individual head teacher comments and the outcomes of any complaints are attached.

5. RECOMMENDATIONS

Recommendations

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

- note the performance of the schools catering contract for period 11 (April 2003-January 2004.)
- request the submission of regular review reports to future meetings of the sub-committee.

NLCH3 REPORT

CommentsID: 2548 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:
Looking forward to the menu changes as of 27/10/03

DATE OF REPORT: 07-Nov-03 DATE OF VISIT: 03-Feb-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:
Mrs Williams still feels that there could be more changes and improvements to menu items

CommentsID: 2542 PERIOD: 8 SCHOOL NAME: [REDACTED]

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:
Again - Linda leads an excellent team very well - A1.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent.

NLCH3 REPORT

CommentsID: 2614 PERIOD: 9 SCHOOL NAME: [REDACTED]

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:

Friday 14 Nov 03 Not sufficient food. Roast beef dry and tough. Gravy watery, baked potatoes soft and watery

DATE OF REPORT: 14-Jan-04 DATE OF VISIT: 03-Feb-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Miss McPhail would like to see a choice being offered on a Thursday (fast food day) PO to visit

CommentsID: 2639 PERIOD: 9 SCHOOL NAME: [REDACTED]

MENU CHOICE:	2	HEALTHY CHOICES:	1
PRODUCT QUALITY:	2	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	3	VALUE FOR MONEY:	1
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Too much fatty foods: Not enough vegetables & portions too small.

DATE OF REPORT: 28-Nov-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Unit will be audited w/c 1st March - HT to be notified.

NLCH3 REPORT

CommentsID: 2616 PERIOD: 9 SCHOOL NAME: [REDACTED]

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:

Delighted with the changes. The new ranges of baguettes etc and the greater choice available have improved out cafeteria production.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

CommentsID: 2612 PERIOD: 9 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Requests for butter portions for baked potatoes from pupils

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

NLCH3 REPORT

CommentsID: 2618 PERIOD: 9 SCHOOL NAME: [REDACTED]

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:

School is very lucky to have catering of such a huge standard

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

CommentsID: 2657 PERIOD: 9 SCHOOL NAME: [REDACTED]

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:

Yet once more the catering 'team' are well led and a joy to work with

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

NLCH3 REPORT

CommentsID: 2646 PERIOD: 9 SCHOOL NAME: [REDACTED]

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:

Service level maintained. Good to see continued choice of main meal.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

CommentsID: 2630 PERIOD: 9 SCHOOL NAME: [REDACTED]

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:

We appreciate the effort and work of our ladies very much.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

NLCH3 REPORT

CommentsID: 2623 PERIOD: 9 SCHOOL NAME: [REDACTED]

MENU CHOICE:	0	HEALTHY CHOICES:	1
PRODUCT QUALITY:	0	CLEANLINESS OF AREA:	0
FRIENDLINESS OF SERVICE:	0	VALUE FOR MONEY:	0
EFFICIENCY OF SERVICE:	0		

HT/AHT COMMENTS:

Quality of fruit not satisfactory. Cakes provided high in sugar and fat

DATE OF REPORT: 28-Nov-03 DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Investigating possibility of fruit being prepared in house. Healthy ingredients used in home baking.

CommentsID: 2652 PERIOD: 9 SCHOOL NAME: M [REDACTED]

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

HT/AHT COMMENTS:

Selection in general has improved - healthier choices. I would prefer that 2 pasta dishes were not put on the same day

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

NLCH3 REPORT

CommentsID: 2581 PERIOD: 8 SCHOOL NAME: Woodlands Primary

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:
Very happy with service.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:
OUTCOME OF VISIT:
Acknowledgment sent

CommentsID: 2638 PERIOD: 9 SCHOOL NAME: St Aidans & St Thomas Primary

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

HT/AHT COMMENTS:
Thank you to catering staff for the excellent & friendly service given on our inservice day from all staff in St Aidans & St Thomas Primary

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:
OUTCOME OF VISIT:
Acknowledgement sent.

NLCH3 REPORT

CommentsID: 2559 PERIOD: 8 SCHOOL NAME: [REDACTED]

MENU CHOICE:	1	HEALTHY CHOICES:	1
PRODUCT QUALITY:	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE:	3	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Soup with no bread three times last week. Burgers on menu Monday - usually only Friday. Pupils unhappy no bread with soup also don't like soup three times a week, prefer dessert.

DATE OF REPORT: 07-Nov-03 DATE OF VISIT: 16-Dec-03

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Pupils now happy that soup isnt on menu as often, although sometimes chicken noodle soup is lumpy. Bread has improved

CommentsID: 2546 PERIOD: 8 SCHOOL NAME: [REDACTED]

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:

Thanking you.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 2552 PERIOD: 8 SCHOOL NAME: [REDACTED]

MENU CHOICE:	2	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:

Menu Choice - children at end of queue sometimes do not have a choice. Healthy Choices - this will improve with the re-introduction of the healthy eating menu.

DATE OF REPORT: 07-Nov-03 DATE OF VISIT: 19-Jan-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

PO spoke to HT. Although a new 4 weekly menu cycle has been introduced. The HT is concerned that children do not like the majority of menu choices. PO will now liaise with line manager and BM for this area

CommentsID: 2603 PERIOD: 8 SCHOOL NAME: S [REDACTED]

MENU CHOICE:	2	HEALTHY CHOICES:	2
PRODUCT QUALITY:	1	CLEANLINESS OF AREA:	2
FRIENDLINESS OF SERVICE:	2	VALUE FOR MONEY:	1
EFFICIENCY OF SERVICE:	2		

HT/AHT COMMENTS:

The product quality varies, e.g soup always sour or burnt taste, cant be eaten. Pasta bake solid, cant be eaten, binned. Improved in quality of rolls/sandwiches this week. The school council has been carrying out survey during lunch for past two weeks, lots of action needed to improve the provision. Teacher with specific remit for promoting healthy eating, monitoring provision, results to date show lack of balance within healthy eating banner. Parental complaints still being made about value for money.

DATE OF REPORT: 19-Oct-04 DATE OF VISIT: 03-Feb-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

HT would like to see the dining service changed to regeneration, as the quality of food is inconsistent and very seldom edible/appetising. Specific remit for promoting healthy eating, monitoring provision, results to date show lack of balance within healthy eating banner. Parental complaints still being made about value for money

NLCH3 REPORT

CommentsID: 2458 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Parents complaints received 29/08/03 regarding lack of choice, sufficiency of quality.

DATE OF REPORT: 10-Sep-03 DATE OF VISIT: 17-Nov-03

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Discussed with Business Manager - Jean Malone. This unit to be visited as well as transporting unit - Petersburn Primary for a full food audit to be carried out. Results to be notified and further report to be issued. PO to carry out food audit. On day of audit it was a 'fast food' day. School will be re visited on a 'normal' day to ascertain service provided is value for money. School will be revisited w/c 7 Dec 03. It was not possible to revisit on date stated. Head teacher will be notified and unit will be monitored w/c 01/03/04.

CommentsID: 2562 PERIOD: 8 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Still a lot of processed food on menu.

DATE OF REPORT: 07-Nov-03 DATE OF VISIT: 02-Feb-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

PO tried to contact HT on 3 occasions - was out of school/in meetings. Will contact again in Jan 04. Mrs Miller would still like to see less processed foods. Mrs Millar continues to express her concern regarding the amount of processed food items on the menu, even although children who visit the dining room enjoy the service and menu items provided.

NLCH3 REPORT

CommentsID: 2583 PERIOD: 8 SCHOOL NAME: [REDACTED]

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 continue to do a great job.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent.

CommentsID: 2574 PERIOD: 8 SCHOOL NAME: [REDACTED]

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:
It is good to see two main meals on offer and it has encouraged more pupils to buy healthier options! More vegetarian choide now available.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent.

NLCH3 REPORT

CommentsID: 2568 PERIOD: 8 SCHOOL NAME: Chapelhall Primary

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:

Thank you.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

CommentsID: 2557 PERIOD: 8 SCHOOL NAME: [REDACTED]

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:

I am really pleased with the recent change to the menu, offering both variety and healthy options.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent.

NLCH3 REPORT

CommentsID: 2704 PERIOD: 10 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

New menu seems to be a big improvement - it may take some time to convince our pupils.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

CommentsID: 2705 PERIOD: 10 SCHOOL NAME: [REDACTED]

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:

A terrific hard working team who are very well led nice atmosphere.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgment sent

NLCH3 REPORT

CommentsID: 2715 PERIOD: 10 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Food with hair in it and caterpillar in salad.

DATE OF REPORT: DATE OF VISIT: 03-Feb-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

PO visited school to chat with Mrs Williams (HT) and offer an apology for the situation re: foreign body in food items. PO advised HT to ensure in future that food items should be kept for analysis and not thrown away. BM has also been made aware of comment, and to inform catering manager at production kitchen, ensuring that there isnt a reoccurrence of the above.