

NORTH LANARKSHIRE COUNCIL

AGENDA ITEM No. 1

REPORT

| | |
|---|--|
| To: EDUCATION RESOURCES SUB COMMITTEE | Subject: SCHOOLS CATERING CONTRACT PERFORMANCE REVIEW |
| From: DIRECTOR OF EDUCATION & DIRECTOR OF COMMUNITY SERVICES | |
| Date: April 2004 | Ref: KW/MM |

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 to March 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 report should contact:

Michael O'Neill, Director of Education, on 01236 812337 or
Murdo Maciver, Head of Service, on 01236 812269 or
Paul Jukes, Director of Community Services, on 0141 304 1931 or
Kenneth Wilson, Head of Cleaning and 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. 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 1 April 2003 – 31 March 2004.

2.2 Table 1 records the daily average number of meals served during this period compared to the same period in 2002/2003. The numbers of free meals show a decline in both primaries and secondaries. The numbers of paid meals show an increase in both primaries and secondaries. Overall, despite the fall in the school population the uptake of school meals has increased.

| Table 1 | PRIMARY | | SECONDARY | | TOTAL | |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | 2002/2003 | 2003/2004 | 2002/2003 | 2003/2004 | 2002/2003 | 2003/2004 |
| Free | 5,005 | 4,833 | 2,392 | 2,307 | 7,397 | 7,140 |
| Paid | 6,618 | 6,632 | 7,343 | 7,628 | 13,961 | 14,260 |
| Total | 11,623 | 11,465 | 9,735 | 9,935 | 21,358 | 21,400 |
| % Change | | -1.36% | | +2.05% | | +0.2% |

3. BUDGET PERFORMANCE FOR THE PERIOD

3.1 The information in this section covers the period 1st April 2003 – 31st March 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 | 2,025,742 | 1,981,683 | 842,094 | 809,754 | 2,867,836 | 2,791,437 |
| Paid Meal Subsidy | 847,241 | 869,753 | 489,133 | 499,248 | 1,336,374 | 1,369,001 |
| Total | 2,872,983 | 2,851,436 | 1,331,227 | 1,309,002 | 4,204,210 | 4,160,438 |
| Variance | | 21,547 | | 22,225 | | 43,772 |

3.3 The underspend on free meals is offset by an overspend of paid meal subsidies.

3.4 Year-end Projection

| <u>Education Budget</u> | <u>Forecast Outturn</u> | <u>Variance</u> |
|-------------------------|-------------------------|-----------------|
| £4,453,217 | £4,449,445 | £3,772 |

This is the total education budget for catering and includes nurseries and special schools

4. **CUSTOMER COMMENT REPORTS**

4.1 Table 3 below summarises the evaluations received from schools so far in year 2003-2004 in the defined categories and grades.

| Grade | 1 | 2 | 3 | 4 |
|-----------------------|-----------------------|-------------|-------------|------------------|
| Category | Unsatisfactory | Fair | Good | Very Good |
| Value for Money | 4 | 46 | 239 | 289 |
| Food Standard | 1 | 25 | 253 | 313 |
| Cleanliness of Area | 0 | 10 | 147 | 435 |
| Menu | 1 | 33 | 236 | 321 |
| Healthy Choices | 4 | 31 | 234 | 325 |
| Efficiency of Service | 0 | 8 | 171 | 419 |
| Catering Personnel | 0 | 4 | 111 | 484 |
| Total | 8 | 120 | 1045 | 1957 |
| % | | 4% | 33% | 63% |

4.2 Attached are a sample of NLCH3 reports detailing head teacher comments and the response to any complaints.

5. **RECOMMENDATIONS**

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

- a) note the performance of the schools catering contract for the period April 2003 – March 2004.
- b) request the submission of regular review reports to future meetings of the sub-committee.

NLCH3 REPORT

CommentsID: 2762 PERIOD: 11 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:

we are noticing a considerable improvement in the dinner hall

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 2732 PERIOD: 11 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Delighted to have cook back, she has been a big miss

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

NLCH3 REPORT

CommentsID: 2738 PERIOD: 11 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 have changed menu - provided parents with 3 week rota of menu - food is good - numbers falling - disappointing, any suggestions.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 2717 PERIOD: 11 SCHOOL NAME: [REDACTED]

| | | | |
|--------------------------|---|----------------------|---|
| MENU CHOICE: | 2 | 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:

Although there has been some improvement in the quantity & quality of food provided - a lot more needs to be done!

DATE OF REPORT: 19-Apr-04 DATE OF VISIT: 20-Apr-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:
Project Officer will visit the school in April and continue to monitor the situation.

NLCH3 REPORT

CommentsID: 2731 PERIOD: 11 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Food provided is excellent, as are catering staff

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 2759 PERIOD: 11 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

The healthy eating menu is at present reducing numbers eating in cafeteria. Some compromise may be needed

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

NLCH3 REPORT

CommentsID: 2763 PERIOD: 11 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Menu excellent for adults but we are having problems getting pupils to eat healthily. Soup great success

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 2718 PERIOD: 11 SCHOOL NAME: [REDACTED]

| | | | |
|--------------------------|---|----------------------|---|
| 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:

Excellent Xmas lunch

DATE OF REPORT: 19-Apr-04 DATE OF VISIT: 20-Apr-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Project Officer will visit the school and monitor.

NLCH3 REPORT

CommentsID: 2820 PERIOD: 12 SCHOOL NAME: ██████████

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

HT/AHT COMMENTS:

Excellent staff lunch for inservice day - catered for and was lovely

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 2811 PERIOD: 12 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:

new menu - much better tortilla wraps a great success. Overall improvements

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

NLCH3 REPORT

CommentsID: 2814 PERIOD: 12 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:

We are in process of reviewing menu - to try and encourage greater uptake whilst still providing healthy choice

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 2781 PERIOD: 12 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:

New menu going well, although would like to see less of the unpopular meals & more quantities of the popular one

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: 2815 PERIOD: 12 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:

the variety of choice is excellent. Fresh fruit 'tasters' is an excellent idea to encourage healthier eating. Very friendly and approachable service

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 2785 PERIOD: 12 SCHOOL NAME: [REDACTED]

| | | | |
|--------------------------|---|----------------------|---|
| 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:

children loved the chip shop day and ate well

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

NLCH3 REPORT

CommentsID: 2783 PERIOD: 12 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

Continuing to try to encourage pupils to select healthy options

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 2775 PERIOD: 12 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

There is never enough snack potatoes especially on a Monday.

DATE OF REPORT: 19-Apr-04 DATE OF VISIT: 20-Apr-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Project Officer to visit Head Teacher and will monitor the service provided.

NLCH3 REPORT

CommentsID: 2776 PERIOD: 12 SCHOOL NAME: [REDACTED]

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

HT/AHT COMMENTS:

New menus are unpopular - children are now bringing packed lunches

DATE OF REPORT: 19-Apr-04 DATE OF VISIT: 20-Apr-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

New menu being looked at and will continue to monitor the situation.

CommentsID: 2777 PERIOD: 12 SCHOOL NAME: [REDACTED]

| | | | |
|--------------------------|---|----------------------|---|
| MENU CHOICE: | 2 | 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:

Whilst appreciating the need for healthy options perhaps a plainer menu would be of more use to us

DATE OF REPORT: 19-Apr-04 DATE OF VISIT: 20-Apr-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Project Officer will visit the Head Teacher and monitor the nursery.

NLCH3 REPORT

CommentsID: 2778 PERIOD: 12 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 remain very satisfied with Mrs McDougall & her teams work (and meals) have mentioned the quality & variety of main meals.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 2779 PERIOD: 12 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:

the new menus offer excellent pupil choice

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

NLCH3 REPORT

CommentsID: 2793 PERIOD: 12 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 group of workers who are well led

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:
OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 2848 PERIOD: 13 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:
steak pie - wonderful

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: 2833 PERIOD: 13 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:

The range and quality of the school meals is excellent all the staff regularly have a school meal at some point each week.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 2837 PERIOD: 13 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:

Again, food great and time and care taken to prepare dishes that the children will like (ie theme, cakes, packed lunches)

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

NLCH3 REPORT

CommentsID: 2845 PERIOD: 13 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:

We are very grateful to our ladies for their contributions to the school. Thanks

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent