

NORTH LANARKSHIRE COUNCIL

AGENDA ITEM NO. ....1.....

REPORT

To: Education (Resources) Sub Committee		Subject: Schools Catering Contract Performance Review April 2004 – June 2004
From: Director of Education Director of Community Services		
Date: July 2004	Ref: MM/KW	

**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 3, April 2004- July 2004.
- b) request the submission of regular review reports to future meetings of the 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 3 (April 2004 – June 2004.)
- 2.2 Table 1 records the daily average number of meals served during this period and compares the comparable period in 2003/2004.
- 2.3 The numbers of free meals show a decline in both primaries and secondaries.
- 2.4 The numbers of paid meals show an overall increase, with a decline in primaries and an increase in secondaries.

**Table 1**

	PRIMARY		SECONDARY		TOTAL	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Free	5,032	4,904	2,078	2,044	7,110	6,948
Paid	6,944	6,722	6,410	6,851	13,354	13,573
Total	11,976	11,626	8,488	8,895	20,464	20,521
% Change		-2.92%		+4.8%		+0.28%

**3. BUDGET PERFORMANCE FOR THE PERIOD**

- 3.1 The information in this section covers period 3 (April 2004 – June 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	405,790	411,728	170,576	151,540	576,366	563,268
Paid Meal Subsidy	198,167	200,270	129,230	117,432	327,397	317,702
Total	603,957	611,998	299,806	268,972	903,763	880,970
% Change		1.33%		-10.28%		-2.52%

- 3.3 At period 3 subsidy income from Education is under-recovered by £22,000. However, the projected outturn is still on target. This forecast is based on experience of previous years.

**Table 3: Budget Analysis Period 1- 3**

<b>Classification</b>	<b>BUDGET Period 1 - 3</b>	<b>ACTUAL Period 1 -3</b>	<b>VARIANCE Period 1 – 3</b>
Catering	£903,763	£880,970	£22,793

**Table 4: Outturn 2004/2005**

<b>Classification</b>	<b>ANNUAL BUDGET</b>	<b>FORECAST OUTTURN</b>	<b>VARIANCE</b>
Catering	£5,795,902	£5,795,902	Nil

#### 4 HUNGRY FOR SUCCESS

The "Hungry for Success" initiative will again feature strongly as it is rolled out to secondary schools. The nutrient standards have to be in place by December 2004 in primary schools and by December 2006 in secondary schools. Catering will experience little difficulty in meeting these implementation dates as the school meals service within North Lanarkshire has always adhered to healthy eating principles and to the diet and nutrition policy of the Council.

#### 5 CUSTOMER COMMENT REPORTS

- 5.1 Table 3 below summarises the information received from schools so far in 2004-2005 in the defined categories and grades.

<b>Grade</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Category</b>	<b>Unsatisfactory</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
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%

- 5.2 Attached are NLCH3 reports detailing head teacher comments and the outcomes of any complaints.

**6. RECOMMENDATIONS**

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

- a) note the performance of the schools catering contract for period 3 ( April 2004 – June 2004.)
- b) request the submission of regular review reports to future meetings of the Committee.

# NLCH3 REPORT

CommentsID: 2891 PERIOD: 1 SCHOOL NAME:

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

#### HT/AHT COMMENTS:

The distribution of meals is greatly hampered by the small serving hatch and inadequate furniture/equipment in the distribution area

DATE OF REPORT: 11-Jun-04 DATE OF VISIT: 21-Jun-04

PROJECT OFFICER: Anne McIntyre

#### OUTCOME OF VISIT:

Project Officer to visit school at start of new term and advise if changes can be made to improve service. Furniture and equipment check will be carried out during visit.

CommentsID: 2888 PERIOD: 1 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:

choice is often restricted to children who are further down the queue and it is difficult to assure quality when meals arrive at 11.15am

DATE OF REPORT: 11-Jun-04 DATE OF VISIT: 18-Jun-04

PROJECT OFFICER: Anne McIntyre

#### OUTCOME OF VISIT:

Large transport unit. Unit to change over to regeneration kitchen in the near future which will provide a better quality product and choice to all children.

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

# NLCH3 REPORT

CommentsID: 2883 PERIOD: 1 SCHOOL NAME:

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

HT/AHT COMMENTS:

DATE OF REPORT: 11-Jun-04 DATE OF VISIT: 18-Jun-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Project Officer to carry out audit to ensure healthy choice and value for money are being provided to children. Next visit August 04 new term.

CommentsID: 2871 PERIOD: 1 SCHOOL NAME:

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

HT/AHT COMMENTS:

DATE OF REPORT: 11-Jun-04 DATE OF VISIT: 18-Jun-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Business Manager aware of concerns regarding service and looking at making change to service in the new term.

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

# NLCH3 REPORT

CommentsID: 2943 PERIOD: 2 SCHOOL NAME:

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

## HT/AHT COMMENTS:

Menu choice - change is good however children nowadays don't like particular items - they prefer fish, hot dogs, wraps - they can't get these every day. Issue re vegetarian - 3 choices but child didn't like

DATE OF REPORT: 17-Jun-04 DATE OF VISIT: 18-Jun-04

PROJECT OFFICER: Anne McIntyre

## OUTCOME OF VISIT:

Menu change is due to Hungry for Success being introduced. Fish, hot dogs and wraps are still available but not on a daily basis. Production unit will check type of food vegetarian child will eat. Project Officer will carry out audit in new term.

CommentsID: 2903 PERIOD: 2 SCHOOL NAME:

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

## HT/AHT COMMENTS:

DATE OF REPORT: 17-Jun-04 DATE OF VISIT: 21-Jun-04

PROJECT OFFICER: Anne McIntyre

## OUTCOME OF VISIT:

Business Manager aware of problems in this unit and is making changes accordingly. This unit will change over to regeneration kitchen in the near future, which will greatly improve the service.

# NLCH3 REPORT

CommentsID: 2915 PERIOD: 2 SCHOOL NAME:

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

## HT/AHT COMMENTS:

Friday 14/5/04 (Fast Food Day) chips were unable to be eaten and had to be binned (the majority of product). Also on 11/5/04 chips were poor (cold).

DATE OF REPORT: 17-Jun-04 DATE OF VISIT: 21-Jun-04

PROJECT OFFICER: Anne McIntyre

## OUTCOME OF VISIT:

Chips difficult item to transport. This situation should be resolved in the near future as unit is changing to a regeneration kitchen.

CommentsID: 2913 PERIOD: 2 SCHOOL NAME:

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

## HT/AHT COMMENTS:

School catering staff are great, however, we had a recent visit from someone conducting an audit of standards that resulted in office staff complaining about abrupt attitude.

DATE OF REPORT: 17-Jun-04 DATE OF VISIT: 21-Jun-04

PROJECT OFFICER: Anne McIntyre

## OUTCOME OF VISIT:

Situation which instigated above comment passed to Education and awaiting outcome.

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



# NLCH3 REPORT

CommentsID: 2911 PERIOD: 2 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:

DATE OF REPORT: 17-Jun-04 DATE OF VISIT: 21-Jun-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Project Officer to carry out audit in new term.

CommentsID: 3001 PERIOD: 3 SCHOOL NAME:

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

HT/AHT COMMENTS:

DATE OF REPORT: 14-Jun-04 DATE OF VISIT: 23-Jun-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Project Officer visited school on 23 June and found the service to be satisfactory. However, Project Officer will visit again in the new term.

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

# NLCH3 REPORT

CommentsID: 2999 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:

Portion size for older pupils.

DATE OF REPORT: 14-Jun-04 DATE OF VISIT: 18-Jun-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

When Project Officer visited the school the Head Teacher was unavailable. Project Officer will re-visit at the start of the new term.

CommentsID: 2998 PERIOD: 3 SCHOOL NAME:

MENU CHOICE:	3	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:

Children are intimating that they do not have the same range of food available. Some are opting for packed lunch.

DATE OF REPORT: 14-Jun-04 DATE OF VISIT:

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Project Officer will liase with the Business Manager and audit the unit at the start of the new term.

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

# NLCH3 REPORT

CommentsID: 2945 PERIOD: 3 SCHOOL NAME:

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

HT/AHT COMMENTS:

DATE OF REPORT: 20-Jun-04 DATE OF VISIT: 05-Jul-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Project officer liased with Business Manager who confirmed that a new menu will be in place for the start of the new term. This will include more healthy choices. The unit will be monitored again in the new term regarding product quality.

CommentsID: 2974 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:

Problem with soup, very unpalatable.

DATE OF REPORT: 25-Jun-04 DATE OF VISIT:

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

NLCH3 was late arriving at head office. Project Officer will visit the school and assess the quality of the menu items in the new term in August.

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