

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: November 2004	Ref: MM/CW/KF

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 2004 – September 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
Paul Jukes, Director of Community Services, on 0141 304 1931 or
Ken Wilson, Head of Cleaning & 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

1.1 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 7 (April 2004–September 2004.)

2.2 Table 1 records the daily average number of meals served during this period and compares the comparable period in 2003/2004.

The uptake of free meals shows a decline in both primaries and secondaries

Paid meals show an overall increase, with a small decline in primaries offset by an increase in secondaries.

Table 1

	PRIMARY		SECONDARY		TOTAL	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Free	4,716	4,578	2,189	2,112	6,905	6,690
Paid	6,322	6,250	6,901	7,434	13,223	13,684
Total	11,038	10,829	9,090	9,546	20,128	20,374
% Change		-1.89%		+5.02%		+1.22%

3. BUDGET PERFORMANCE

3.1 The information in this section covers period 7(April 2004–September 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	848,898	803,801	356,041	326,272	1,204,939	1,130,073
Paid Meal Subsidy	414,976	389,845	269,249	265,208	684,225	655,052
Total	1,263,874	1,193,646	625,290	591,480	1,889,164	1,785,126
% Change		-5.56%		-5.41%		-5.51%

- 3.3 At period 7 subsidy income from Education is under-recovered by £104,038. However, the projected outturn is still on target. This forecast is based on experience of previous years (Period 7 2003-2004 under-recovery £103,619)

Table 3: Budget Analysis Period 1- 7 (Primary & Secondary Schools)

BUDGET Period 1 – 7	ACTUAL Period 1 -7	VARIANCE Period 1 – 7
£1,889,164	£1,785,126	£104,038

Table 4: Outturn 2004/2005 (Primary, Secondary, Specials, Nurseries and HFS)

Classification	ANNUAL BUDGET	FORECAST OUTTURN	VARIANCE
Catering	£5,795,902	£5,795,902	Nil

4. CUSTOMER COMMENT REPORTS

4.1 Table 5 below summarises the evaluation information received from schools under the relevant headings. A 1 –4 grading is used. The analysis is based on – returns.

Table 3

Grade	1	2	3	4
Category	Unsatisfactory	Fair	Good	Very Good
Value for Money	1	16	118	140
Food Standard	1	6	120	120
Cleanliness of Area	0	2	64	200
Menu	1	12	110	150
Healthy Choices	0	10	100	160
Efficiency of Service	0	3	68	198
Catering Personnel	0	2	36	208
Total	3	51	616	1176
%		3%	33%	64%

4.2 The NLCH3 reports for periods 6 and 7 are attached.

5. RECOMMENDATIONS

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

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

NLCH3 REPORT

CommentsID: 3075 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3) 0 HEALTHY CHOICES: (5) 0
PRODUCT QUALITY: (4) 0 CLEANLINESS OF AREA: 0
FRIENDLINESS OF SERVICE: (6) 0 VALUE FOR MONEY: 0
EFFICIENCY OF SERVICE: 0

HT/AHT COMMENTS:

Fruit initiative - tired fruit being sent. Cranberry juice - please advise of sugar content. 1st of October fruit (bananas) could not be issued as they were not ripe enough to eat and could have caused people to complain of sore tummy.

DATE OF REPORT: 06-Oct-04 DATE OF VISIT: 16-Nov-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Spoke with head teacher who has one or two queries as to type of free fruit supplied. Wants to know why they don't have fruit supplied that is already peeled - e.g satsumas and not enough variety e.g. no strawberries or kiwi. Discussed with Business Manager who will resolve the issue.

CommentsID: 3036 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3) 4 HEALTHY CHOICES: (5) 4
PRODUCT QUALITY: (4) 4 CLEANLINESS OF AREA: 4
FRIENDLINESS OF SERVICE: (6) 4 VALUE FOR MONEY: 4
EFFICIENCY OF SERVICE: 4

HT/AHT COMMENTS:

Healthy eating initiative proving a great success.

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: 3077 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Healthy eating competition is having a positive effect on staff as well as pupils. Enjoyed tasting fish dishes.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 3110 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

We are enjoying the fish menu.

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: 3096 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

When cashless system crashed serious delays were caused

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
acknowledgement sent

CommentsID: 3120 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	0	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

The staff are currently working with only one fryer which is causing difficulties in serving the large numbers using the dining facilities

DATE OF REPORT: 14-Oct-04 DATE OF VISIT: 25-Oct-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:
A new fryer has been ordered and will be installed asap which will alleviate the problem.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3078 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Promoting fish this week - delicious ideas on offer to encourage fish as a healthy option.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

acknowledgement sent

CommentsID: 3039 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Food much improved under Sandra Reid.

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: 3100 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Pupils enjoying more home cooked food

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
acknowledgement sent

CommentsID: 3112 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

As our numbers have increased, both tuckshop and lunchtime it is difficult getting all the children through. Salad bowls, baguettes and healthy eating very popular. Toast in the morning excellent idea.

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: 3043 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:
Thanks to our ladies for a very good job.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:
OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 3083 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:
Our ladies are wonderful. The work to support P1 joining the routine has been greatly appreciated.

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: 3048 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

There is much less waste in the cafeteria now.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

Acknowledgement sent

CommentsID: 3099 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Thank you to Mrs Docherty and staff for assistance with health promoting day - ordering of fruit.

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: 3123 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	0	HEALTHY CHOICES: (5)	0
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Pupils struggling with healthy eating menu

DATE OF REPORT: 14-Oct-04 DATE OF VISIT: 25-Oct-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

The menu bank as of Monday 25th October has changed. It is recommended that the new menu is given time to settle in. Project Officer will make enquiries as to whether this has helped. To revisit by 2nd December.

CommentsID: 3064 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	2	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	2	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	2		

HT/AHT COMMENTS:

Why have all the arrangements which were put into place last session to improve efficiency stopped. Since the start of session the provision has varied for a lot of children, not value fro money, not enough food available on occasions, needs to improve

DATE OF REPORT: 15-Sep-04 DATE OF VISIT: 04-Nov-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Many visits have been carried out by P.O. After meeting with Business Manager to discuss comments, Catering staff have been given training and menu items discussed to ensure that a good standard, variety and value for money are offered. Catering staff at the production kitchen have been made aware of comments. P.O. has been advised that the regeneration program will take place, but later than anticipated due to other projects to be completed first.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3087 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:
improved since last month's report

DATE OF REPORT: 06-Oct-04 DATE OF VISIT: 04-Nov-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:
P.O. will continue to monitor improvement.

CommentsID: 3114 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:
Staff have worked very hard to provide hungry for success menus.

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: 3032 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	0		

HT/AHT COMMENTS:

Despite efforts of the staff, most days it is taking half to three quarters of an hour for all children to be through one till.

DATE OF REPORT: 10-Sep-04 DATE OF VISIT: 28-Oct-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Project officer to visit - liaise with Business Manager. Another till installed. Still ongoing problem with packed lunches. To revisit in Jan 2005.

CommentsID: 3050 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Staff make every effort to encourage healthy choices.

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: 3102 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:

Puplis still taking their time to come for meals but when they do try new things they like them. Teachers good feedback.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 3022 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

Please note the above is for salad bar but there have been some complaints about main meals. Salad Bar/Healthy Option very successful.

DATE OF REPORT: 07-Sep-04 DATE OF VISIT: 12-Nov-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Senior catering assistant has now began making most of the main meal items on site, instead of obtaining them from Cook freeze unit. Head Teacher has found an improvement and children are much happier about the quality of the menu items being provided. PO will call school next month to ensure standards remain favourable.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3051 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	2	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	2		

HT/AHT COMMENTS:

Continues to improve, better quality meals, children beginning to enjoy a variety of foods.

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowledgement sent

CommentsID: 3090 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	2
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

continues to improve - relates well to scheduled menus

DATE OF REPORT: 06-Oct-04 DATE OF VISIT: 04-Nov-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:
Sometimes choice of menu may not be what children like so staff have difficulty trying to make up value on tray. Will continue to monitor situation. Will revisit by 2nd December.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3027 PERIOD: 6 SCHOOL NAME:

MENU CHOICE: (3)	4	HEALTHY CHOICES: (5)	4
PRODUCT QUALITY: (4)	4	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE: (6)	4	VALUE FOR MONEY:	4
EFFICIENCY OF SERVICE:	4		

HT/AHT COMMENTS:
A very good services as usual

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
Acknowlegement sent

CommentsID: 3092 PERIOD: 7 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	3	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:
Still need more choice for children coming in last

DATE OF REPORT: 06-Oct-04 DATE OF VISIT: 16-Nov-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:
Many choices were left at end of service for children to choose from. Letter sent to Mrs Williams on 18/11/04 Follow up visit on 10/01/05.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.