

NORTH LANARKSHIRE COUNCIL

AGENDA ITEM No. 4

REPORT

To: EDUCATION (RESOURCES) SUB-COMMITTEE		Subject: SCHOOL CATERING CONTRACT: PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION AND COMMUNITY SERVICES		
Date: 4 FEBRUARY 2005	Ref: KWMM	

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 April 2004 to December 2004.
- (b) request the submission of regular review reports to future meetings of the 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

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 10 (April 2004–December 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 numbers of free meals show a decline in both primaries and secondaries which is an established trend.

In contrast the numbers of paid meals show an overall increase, with a small decline in primaries offset by an increase in secondaries. Overall the number of meals served has increased by 344.

	PRIMARY		SECONDARY		TOTAL	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Free	4,781	4,619	2,269	2,180	7,050	6,799
Paid	6,509	6,479	7,329	7,854	13,838	14,333
Total	11,290	11,099	9,599	10,034	20,888	21,132
% Change		-1.69%		+4.54%		+1.17%

3. BUDGET PERFORMANCE FOR THE PERIOD

3.1 The information in this section covers period 10 (April 2004–December 2004.)

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

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	1,326,294	1,267,205	553,413	523,957	1,879,710	1,791,162
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- 3.3 At period 10 subsidy income from Education is under-recovered by £88,355. However, the projected outturn is still on target. The figures suggest a trend of reduced uptake due in part to good weather conditions and exam timetables which, fall in the earlier part of the year, followed by increased uptake over the winter months. This forecast is based on experience of previous years (Period 10 2003-2004 under-recovery £90,896).

Table 3: Budget Analysis Period 1- 10 (Primary & Secondary Schools)

Classification	BUDGET Period 1 – 10	ACTUAL Period 1 -10	VARIANCE Period 1 – 10
Catering	£2,947,057	£2,858,702	£88,355

Outturn 2004/2005

The catering budget is £5,795,902 for 2004/2005 and the projected outturn is £5,795,902.

4. DEVELOPMENTS

Hungry for Success

The “Hungry for Success” initiative will again feature strongly as it is rolled out to secondary schools. The nutrient standards are now in place in all primary schools and by December 2006 will be in all secondary schools.

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Apart from Dalziel High School, 25 High schools will have the Smart card cashless system in place by Easter 2005. This will ensure all the pupils will be able to participate in the Young Scot scheme whereby the card entitles them to discounts with retail outlets and cinemas.

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In order to encourage the High School Pupils to continually make healthier choices, an incentive points scheme is currently being compiled to reward pupils who select the healthiest choices with sports vouchers etc.

5. CUSTOMER COMMENT REPORTS

- 5.1 Table 5 below summarises the information received from schools so far in 2004-2005 in the defined categories and grades.

Grade	1	2	3	4
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NLCH3 REPORT

CommentsID: 3209 PERIOD: 9 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:

we remain pleased with food

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

acknowledgment sent

CommentsID: 3242 PERIOD: 10 SCHOOL NAME: Aitkenhead Primary

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

HT/AHT COMMENTS:

pupils are enjoying new variety menus

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3190 PERIOD: 9 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:

this week greater variety on the new menus although pupils did not always opt for this. Children disappointed on Friday when fish and chips sold out early. More fish please.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3275 PERIOD: 8 SCHOOL NAME: Alexandra Primary

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:	2		

HT/AHT COMMENTS:

increase in pupil numbers: service very slow

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3274 PERIOD: 10 SCHOOL NAME:

MENU CHOICE: (3)	1	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:

31/11/04 mince,3types of potatoes & soup.1/12/04 pasta/curry-ok,mashed potato to go with?

DATE OF REPORT: 01-Dec-04 DATE OF VISIT: 11-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Project Officer spoke to Head Teacher on the day of visit on the whole happy with service provided although some days concerned at combination of items on menu

CommentsID: 3298 PERIOD: 9 SCHOOL NAME: Calder Primary

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

HT/AHT COMMENTS:

Head teacher unhappy about menu choice and children not receiving value for money

DATE OF REPORT: 10-Jan-05 DATE OF VISIT: 20-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Food audit carried out portion incorrect and children not taking full value when using ticket cash children making poor choice. Head teacher not in school day of visit spoke to Depute head situation to be checked and resolved and further audit carried out.

NLCH3 REPORT

CommentsID: 3240 PERIOD: 10 SCHOOL NAME:

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

HT/AHT COMMENTS:

Christmas lunch was excellent. Perfectly cooked, and special desserts also homebaking. Children enjoyed Christmas lunch

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3223 PERIOD: 9 SCHOOL NAME: Cathedral Primary

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

HT/AHT COMMENTS:

Grave concerns at new menus. Children are eating sandwiches not meals

DATE OF REPORT: 06-Dec-04 DATE OF VISIT: 21-Dec-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Head teacher now happy with service menus now changed again children returned to taking main meals

NLCH3 REPORT

CommentsID: 3237 PERIOD: 9 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:
more food need to be available for those being served towards the end of lunch break

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
acknowledgment sent

CommentsID: 3214 PERIOD: 9 SCHOOL NAME: Coltness High

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:
Continuing excellent service. Recently a number of visitors eating lunch have commented on the choice on offer and the friendliness of the staff

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3222 PERIOD: 9 SCHOOL NAME:

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

HT/AHT COMMENTS:
Felt dip in quality when supervisor off sick

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3159 PERIOD: 8 SCHOOL NAME: Greenhill Primary

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

HT/AHT COMMENTS:
Meals are less appetising than previously. (Mince and stew thin and watery. Have to be served with straining spoon). Pasta dishes no flavour.

DATE OF REPORT: 05-Nov-04 DATE OF VISIT: 12-Nov-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Project officer having received the complaint, informed Mrs Miller that a visit to the unit will be carried W/C 15/11/04. PO also spoke with Business Manager will be in contact with Catering manager at production kitchen. An audit was carried out on Tuesday 16th November. Please see audit sheet for report. Mrs Miller is unhappy with the quality of food items being sent from production unit, this happening on a regular basis. The food items on the menu on day of visit were mostly of an acceptable standard. PO will continue to closely monitor how the lunch service progresses.

NLCH3 REPORT

CommentsID: 3204 PERIOD: 9 SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	44	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:
A parent complained that fish fingers were burnt

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3247 PERIOD: 9 SCHOOL NAME: Kildrum Primary

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:
Christmas dinner was really good. Children enjoyed the meal

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:
acknowledgment sent

NLCH3 REPORT

CommentsID: 3160

PERIOD: 8

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:

numbers increasing due to variety of menus.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3199

PERIOD: 9

SCHOOL NAME: Logans Primary

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 team of ladies. We appreciate their efforts

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3259

PERIOD: 10

SCHOOL NAME:

MENU CHOICE: (3)

3

HEALTHY CHOICES: (5)

3

PRODUCT QUALITY: (4)

0

CLEANLINESS OF AREA:

3

FRIENDLINESS OF SERVICE: (6)

3

VALUE FOR MONEY:

3

EFFICIENCY OF SERVICE:

3

HT/AHT COMMENTS:

menu choice often different from menu sent out to parents which results in confusion for pupils.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3133

PERIOD: 8

SCHOOL NAME: Muir Street Primary

MENU CHOICE: (3)

0

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:

Our numbers are increasing so it is taking longer to get children through and a challenge for staff to get cleared - often stay

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3287 PERIOD: 10 SCHOOL NAME:

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

HT/AHT COMMENTS:

the choice of a highly flavoured main meal and spicy snack is too similar to offer that choice to children

DATE OF REPORT: 12-Nov-04 DATE OF VISIT: 21-Jan-05

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Project Officer spoke to Head Teacher on day of audit, new catering personnel have improved service with which she is delighted.

CommentsID: 3179 PERIOD: 8 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:

Excellent, thanks for everything

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3182 PERIOD: 8 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:
Superb display for Halloween

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3144 PERIOD: 8 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 much improved service - very popular with the children. Children's attendance up by 50%

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3196 PERIOD: 10 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:

Parent phoned this morning, her child admitted to hospital Friday 26 Nov with food poisoning. Hospital said it was fish she had at school at lunch time. HT wanted someone to deal with this serious complaint. Mr Dunbar notified, he phoned HT Environmental Services at C/N contacted Project Officer spoke to George Barr at 9.50am He will phone HT to ascertain all details eg pupils name etc. He will instigate/procedure pick up samples. Project officer will visit school to liase with catering manager.

DATE OF REPORT: 01-Dec-04 DATE OF VISIT: 15-Dec-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Samples were up lifted and tested. All samples were negative. No further action required.

CommentsID: 3285 PERIOD: 10 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:

Seems to be not a great of variety (3 chicken options in one day)

DATE OF REPORT: 20-Dec-04 DATE OF VISIT: 10-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoke to Ms Barr on the whole happy with service provided just concerned that some days choice could be better.

NLCH3 REPORT

CommentsID: 3146 PERIOD: 8 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:

Menu is sometimes changed. We had parental complaints about the sandwich day. Perhaps an alternative kitchen could provide hot meals if this was to happen again.

DATE OF REPORT: 03-Nov-04 DATE OF VISIT: 03-Dec-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoke to Miss Barr menu sometimes changed without prior notice. Menu sent have to parents to allow them to know what children eating to allow checks for allergies. On day sandwiches sent this was due to St Matthews supply kitchen being painted over weekend had told school they may have to send packed lunch to allow kitchen to be cleaned as it was a cold day on the Monday parents complained hot food was not available would have been better if hot soup could have been sent. Result have advised head teacher school would try to arrange for soup or hot item to be sent should occasion arise

CommentsID: 3195 PERIOD: 9 SCHOOL NAME:

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

HT/AHT COMMENTS:

Not enough variety in the meat eg. 3 chicken options on same day

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PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoke to Ms Barr on the whole happy with service provided just concerned that some days choice could be better

NLCH3 REPORT

CommentsID: 3147

PERIOD: 8

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:

great

DATE OF REPORT:

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NORTH LANARKSHIRE COUNCIL

REPORT

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- (c) note the performance of the schools catering contract for period April 2004 December 2004.
- (d) request the submission of regular review reports to future meetings of the committee.

NLCH3 REPORT

CommentsID: 3209

PERIOD: 9

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:

we remain pleased with food

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

acknowledgment sent

CommentsID: 3242

PERIOD: 10

SCHOOL NAME: Aitkenhead Primary

MENU CHOICE: (3)

3

HEALTHY CHOICES: (5)

3

PRODUCT QUALITY: (4)

3

CLEANLINESS OF AREA:

4

FRIENDLINESS OF SERVICE: (6)

4

VALUE FOR MONEY:

3

EFFICIENCY OF SERVICE:

4

HT/AHT COMMENTS:

pupils are enjoying new variety menus

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3190

PERIOD: 9

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:

this week greater variety on the new menus although pupils did not always opt for this. Children disappointed on Friday when fish and chips sold out early. More fish please.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3275

PERIOD: 8

SCHOOL NAME: Alexandra Primary

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:

2

HT/AHT COMMENTS:

increase in pupil numbers: service very slow

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3274 PERIOD: 10 SCHOOL NAME:

MENU CHOICE: (3)	1	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:

31/11/04 mince,3types of potatoes & soup.1/12/04 pasta/curry-ok,mashed potato to go with?

DATE OF REPORT: 01-Dec-04 DATE OF VISIT: 11-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Project Officer spoke to Head Teacher on the day of visit on the whole happy with service provided although some days concerned at combination of items on menu

CommentsID: 3298 PERIOD: 9 SCHOOL NAME: Calder Primary

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

HT/AHT COMMENTS:

Head teacher unhappy about menu choice and children not receiving value for money

DATE OF REPORT: 10-Jan-05 DATE OF VISIT: 20-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Food audit carried out portion incorrect and children not taking full value when using ticket cash children making poor choice. Head teacher not in school day of visit spoke to Depute head situation to be checked and resolved and further audit carried out.

NLCH3 REPORT

CommentsID: 3240 PERIOD: 10 SCHOOL NAME:

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

HT/AHT COMMENTS:

Christmas lunch was excellent. Perfectly cooked, and special desserts also homebaking. Children enjoyed Christmas lunch

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3223 PERIOD: 9 SCHOOL NAME: Cathedral Primary

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

HT/AHT COMMENTS:

Grave concerns at new menus. Children are eating sandwiches not meals

DATE OF REPORT: 06-Dec-04 DATE OF VISIT: 21-Dec-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Head teacher now happy with service menus now changed again children returned to taking main meals

NLCH3 REPORT

CommentsID: 3237

PERIOD: 9

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:

more food need to be available for those being served towards the end of lunch break

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

acknowledgment sent

CommentsID: 3214

PERIOD: 9

SCHOOL NAME: Coltness High

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:

Continuing excellent service. Recently a number of visitors eating lunch have commented on the choice on offer and the friendliness of the staff

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3222 PERIOD: 9 SCHOOL NAME:

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

HT/AHT COMMENTS:

Felt dip in quality when supervisor off sick

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3159 PERIOD: 8 SCHOOL NAME: Greenhill Primary

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

HT/AHT COMMENTS:

Meals are less appetising than previously. (Mince and stew thin and watery. Have to be served with straining spoon). Pasta dishes no flavour.

DATE OF REPORT: 05-Nov-04 DATE OF VISIT: 12-Nov-04

PROJECT OFFICER: Caroline Buick

OUTCOME OF VISIT:

Project officer having received the complaint, informed Mrs Miller that a visit to the unit will be carried W/C 15/11/04. PO also spoke with Business Manager will be in contact with Catering manager at production kitchen. An audit was carried out on Tuesday 16th November. Please see audit sheet for report. Mrs Miller is unhappy with the quality of food items being sent from production unit, this happening on a regular basis. The food items on the menu on day of visit were mostly of an acceptable standard. PO will continue to closely monitor how the lunch service progresses.

NLCH3 REPORT

CommentsID: 3204

PERIOD: 9

SCHOOL NAME:

MENU CHOICE: (3)	3	HEALTHY CHOICES: (5)	3
PRODUCT QUALITY: (4)	3	CLEANLINESS OF AREA:	3
FRIENDLINESS OF SERVICE: (6)	44	VALUE FOR MONEY:	3
EFFICIENCY OF SERVICE:	3		

HT/AHT COMMENTS:

A parent complained that fish fingers were burnt

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3247

PERIOD: 9

SCHOOL NAME: Kildrum Primary

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:

Christmas dinner was really good. Children enjoyed the meal

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

acknowledgment sent

NLCH3 REPORT

CommentsID: 3160

PERIOD: 8

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:

numbers increasing due to variety of menus.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3199

PERIOD: 9

SCHOOL NAME: Logans Primary

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 team of ladies. We appreciate their efforts

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3259

PERIOD: 10

SCHOOL NAME:

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

HT/AHT COMMENTS:

menu choice often different from menu sent out to parents which results in confusion for pupils.

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3133

PERIOD: 8

SCHOOL NAME: Muir Street Primary

MENU CHOICE: (3)	0	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:

Our numbers are increasing so it is taking longer to get children through and a challenge for staff to get cleared - often stay

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3287 PERIOD: 10 SCHOOL NAME:

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

HT/AHT COMMENTS:

the choice of a highly flavoured main meal and spicy snack is too similar to offer that choice to children

DATE OF REPORT: 12-Nov-04 DATE OF VISIT: 21-Jan-05

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Project Officer spoke to Head Teacher on day of audit, new catering personnel have improved service with which she is delighted.

CommentsID: 3179 PERIOD: 8 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:

Excellent, thanks for everything

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3182 PERIOD: 8 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:
Superb display for Halloween

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

CommentsID: 3144 PERIOD: 8 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 much improved service - very popular with the children. Children's attendance up by 50%

DATE OF REPORT: DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT:

NLCH3 REPORT

CommentsID: 3196 PERIOD: 10 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:

Parent phoned this morning, her child admitted to hospital Friday 26 Nov with food poisoning. Hospital said it was fish she had at school at lunch time. HT wanted someone to deal with this serious complaint. Mr Dunbar notified, he phoned HT Environmental Services at C/N contacted Project Officer spoke to George Barr at 9.50am He will phone HT to ascertain all details eg pupils name etc. He will instigate/procedure pick up samples. Project officer will visit school to liase with catering manager.

DATE OF REPORT: 01-Dec-04 DATE OF VISIT: 15-Dec-04

PROJECT OFFICER: Sharon Harden

OUTCOME OF VISIT:

Samples were up lifted and tested. All samples were negative. No further action required.

CommentsID: 3285 PERIOD: 10 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:

Seems to be not a great of variety (3 chicken options in one day)

DATE OF REPORT: 20-Dec-04 DATE OF VISIT: 10-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoke to Ms Barr on the whole happy with service provided just concerned that some days choice could be better.

NLCH3 REPORT

CommentsID: 3146 PERIOD: 8 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:

Menu is sometimes changed. We had parental complaints about the sandwich day. Perhaps an alternative kitchen could provide hot meals if this was to happen again.

DATE OF REPORT: 03-Nov-04 DATE OF VISIT: 03-Dec-04

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoke to Miss Barr menu sometimes changed without prior notice. Menu sent have to parents to allow them to know what children eating to allow checks for allergies. On day sandwiches sent this was due to St Matthews supply kitchen being painted over weekend had told school they may have to send packed lunch to allow kitchen to be cleaned as it was a cold day on the Monday parents complained hot food was not available would have been better if hot soup could have been sent. Result have advised head teacher school would try to arrange for soup or hot item to be sent should occasion arise

CommentsID: 3195 PERIOD: 9 SCHOOL NAME:

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

HT/AHT COMMENTS:

Not enough variety in the meat eg. 3 chicken options on same day

DATE OF REPORT: 20-Dec-05 DATE OF VISIT: 10-Jan-05

PROJECT OFFICER: Anne McIntyre

OUTCOME OF VISIT:

Spoke to Ms Barr on the whole happy with service provided just concerned that some days choice could be better

NLCH3 REPORT

CommentsID: 3147

PERIOD: 8

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:

great

DATE OF REPORT:

DATE OF VISIT:

PROJECT OFFICER:

OUTCOME OF VISIT: