

NORTH LANARKSHIRE COUNCIL

AGENDA ITEM No. 5 REPORT

To: EDUCATION (RESOURCES) SUB COMMITTEE	Subject: SCHOOL CATERING CONTRACT: PERFORMANCE REVIEW
From: DIRECTOR OF EDUCATION DIRECTOR OF COMMUNITY SERVICES	
Date: 26 July 2005	Ref: MM/RA

Summary

This report is part of the regular monitoring of the schools catering contract.

Recommendations

The education (resources) sub committee is recommended:

- (i) note the performance of the schools catering contract for period April 2005 to June 2005.
- (ii) request the submission of a further review report to future meetings of the committee.

Christine Pollock

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 Dukes, Director of Community Services, on 0141 304 1931
Graham Patrick, Head of Facility Support Services 0141304 1804.

NORTH LANARKSHIRE COUNCIL: DEPARTMENT OF EDUCATION

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 2005 to June 2005.)

2.2 Table 1 records the daily average number of meals served during this period and compares the comparable period in 2004/2005. The main trends are as follows:

(a) The numbers of free meals show a decline in both primaries and secondaries.

(b) The numbers of paid meals show an overall slight decrease, with an increase in primaries and a decrease in secondaries.

Table 1

	PRIMARY		SECONDARY		TOTAL	
	2003/2004	2004/2005	2003/2004	2004/2005	2003/2004	2004/2005
Free	4904	4594	2068	2044	6972	6368
Paid	6722	7015	6888	6513	13610	13528
Total	11625	11609	8955	8287	20582	19896
% Change		-0.14%		-7.46%		-3.32%

3. BUDGET PERFORMANCE

3.1 The information in this section covers period 3 (April 2005 to June 2005)

3.2 The financial performance of the contract for the period is detailed in Tables 2-4.

Table 2	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	414,594	406,447	170,461	142,298	585,055	548,745
Paid Meal Subsidy	227,547	231,354	174,501	151,566	402,048	382,920
Total	642,141	637,801	344,962	293,864	987,103	931,665
% Change		-0.68%		-14.81%		-5.62%

Table 3: Budget Analysis Period 1- 3 (all sectors)

Classification	BUDGET Period 1 – 3	ACTUAL Period 1 -3	VARIANCE Period 1 – 3
Catering	£987,103	£931,665	£55,438

Table 4: Outturn 2005/2006 (all sectors)

Classification	ANNUAL BUDGET	FORECAST OUTTURN	VARIANCE
Catering	£5,695,190	£5,695,190	Nil

- 3.3 At period 3 subsidy income from Education is under-recovered by £55,000. However, based on experience of previous years, the projected outturn is still on target. The figures suggest a trend of reduced uptake because of good weather conditions and examinations in the first three months of the year.

4. Current Developments

- 4.1 An important current development is the review of the existing school menus to ensure that all menus are healthy and balanced in accordance with the National Standards. The timescale for this is December 2004 for special and primary schools and all secondary schools by December 2006. Community Services has employed a nutritionist to analyse all menus. The introduction of these standards within secondary schools is progressing and will be complete within the agreed timescale.

- 4.2 The “Hungry for Success” initiative is covered by a separate committee report.

CUSTOMER COMMENT REPORTS

- 4.1 Table 5 below summarises the information received from schools so far in 2005-2006 in the defined categories and grades.

Table 5	Grade	1	2	3	4
Category	Unsatisfactory	Fair	Good	Very Good	
Value for Money	4	5	65	65	
Food Standard	3	9	52	79	
Cleanliness of Area	1	1	31	107	
Menu	2	6	60	74	
Healthy Choices	0	4	60	77	
Efficiency of Service	0	3	34	104	
Catering Personnel	0	0	26	115	
Total	8	120	1045	1957	
%	1%	3%	33%	63%	

- 4.2 Attached are NLCH3 reports illustrating selected Head Teacher comments and the outcomes of any complaints.

5. RECOMMENDATIONS

The education (resources) sub committee is recommended:

- (i) note the performance of the schools catering contract for period 3 (April 2005 to June 2005).
- (ii) request the submission of a further review report to future meetings of the committee.

NLCH3 REPORT

CommentsID: 3455 PERIOD: 1 SCHOOL NAME:

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

HT/AHT

Menu choice has improved pupils enjoying variety

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 30/06/05

CommentsID: 3606 PERIOD: 3 SCHOOL NAME:

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

HT/AHT

STANDARD OF MEALS MUCH IMPROVED. PUPILS ENJOYING CAKE/CUSTARD. SALMON QUICHE BEAUTIFULLY PRESENTED BUT NOT POPULAR WITH PUPILS

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

acknowledgement sent 30/6/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3461 PERIOD: 1 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	4		

HT/AHT

More children now trying healthier options

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 12/05/05

CommentsID: 3538 PERIOD: 2 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	4		

HT/AHT

excellent

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 12/05/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3574 PERIOD: 3 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	4		

HT/AHT
excellent

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
last letter sent 12/05/05

CommentsID: 3623 PERIOD: 3 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	4		

HT/AHT
excellent as always

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
last letter sent 12/05/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3492 PERIOD: 1 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	4		

HT/AHT

Thank ypu. This has helped us gain Health Promotion Bronze Award

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 01/07/05

CommentsID: 3462 PERIOD: 1 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	4		

HT/AHT

Excellent cook and staff new recipes are working well catering staff working hard at encouraging pupils

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 20/04/05

• 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3510 PERIOD: 2 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	4		

HT/AHT

oily fish went down well . Catering staff worked hard to encourage pupils.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 20/04/05

CommentsID: 3561 PERIOD: 3 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	4		

HT/AHT

catering very good . New ideas and M.Francis help in our Health Promotion school was excellent

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 20/04/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3553 PERIOD: 2 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	4		

HT/AHT

INTERESTING INTRODUCTION OF DIFFERENT MENUS WITHIN NEW MEAL CHOICE

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 24/06/05

CommentsID: 3605 PERIOD: 3 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	4		

HT/AHT

increasing introduction of healthy choices, momitoring usage by pupils

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

acknowledgment sent 24/6/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3465 PERIOD: 1 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	4		

HT/AHT

Wed - burger and chips day. Healthier choice for future perhaps.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 12/05/05

CommentsID: 3576 PERIOD: 3 SCHOOL NAME:

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

HT/AHT

children not receiving toast. Limited amount being made

DATE OF 17-Jun-05 DATE OF VISIT: 18-Jun-05

PROJECT Caroline Buick

OUTCOME OF

Catering manager has spoken with head teacher and problems now resolved

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3540 PERIOD: 2 SCHOOL NAME:

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

HT/AHT

cleanliness of area/ not due to catering staff but generally poor state of dining area

DATE OF 24-May-05 DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 3512 PERIOD: 2 SCHOOL NAME:

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

HT/AHT

butter beans -dry and unappetising - not popular

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 24/06/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3604 PERIOD: 3 SCHOOL NAME:

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

HT/AHT

'happy faces' potato products were inedible. Limiting choices

DATE OF 24-Jun-05 DATE OF VISIT:

PROJECT

OUTCOME OF

acknowledgment sent 24/6/05

CommentsID: 3472 PERIOD: 1 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	0		

HT/AHT

Sandwich I received on Monday 25th April was highly unsatisfactory. Very little filling and sandwich was made with an end slice of loaf facing inwards inside sandwich, Mrs Fraser DHT.

DATE OF 12-May-05 DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3578 PERIOD: 3 SCHOOL NAME:

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

HT/AHT

vegetables need to be cooked less. I am pleased that our Regen kitchen starts soon

DATE OF 17-Jun-05 DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 3473 PERIOD: 1 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	4		

HT/AHT

our ladies do a wonderful job and are integrated inot the work of the school.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 12/05/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3479 PERIOD: 1 SCHOOL NAME:

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

HT/AHT

staff and pupils very pleased with improvements

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 12/05/05

CommentsID: 3602 PERIOD: 3 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	4		

HT/AHT

food is now excellent, but still waiting for promised upgrade of canteen area, salad bar, etc

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 12/05/05

• 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3565 PERIOD: 3 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	4		

HT/AHT

the standard of food was excellent. One of the best schools I have visited. The staff were friendly and approachable. Thank you

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 15/06/05

CommentsID: 3502 PERIOD: 2 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	3		

HT/AHT

Some staff absence caused supervisory problem

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 31/05/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3554 PERIOD: 1 SCHOOL NAME:

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

HT/AHT

menu during week beginning 30th may poor

DATE OF 07-Jun-05 DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 3481 PERIOD: 1 SCHOOL NAME:

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

HT/AHT

Trays greasy and cutlery cleanliness poor

DATE OF 12-May-05 DATE OF VISIT: 03-May-05

PROJECT Caroline Buick

OUTCOME OF

PO SPOKE WITH HEAD TEACHER WHO REMAINS UNHAPPY ABOUT THE LUNCH SERVICE BEING PROVIDED. COMMENTS PASSED TO BUSINESS MANAGER TO BE ACTIONED. PO TO VISIT DINING ROOM W/C 06/06/05 TO MONITOR THE POINTS HIGHLIGHTED BY THE HEAD TEACHER AND IF ANY IMPROVEMENTS

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3536 PERIOD: 2 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	4		

HT/AHT

absolutely wonderful especially the pasta

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 31/05/05

CommentsID: 3596 PERIOD: 3 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	4		

HT/AHT

kids had a good week with the seafish tasting week

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

last letter sent 31/05/05

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3564 PERIOD: 3 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	4		

HT/AHT
an excellent service as usual

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
last letter sent 08/10/04

CommentsID: 3588 PERIOD: 3 SCHOOL NAME:

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

HT/AHT
I think parents would be disapointed on some occasions if they could see the choice and quality of meals

DATE OF 17-Jun-05 DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.