

NORTH LANARKSHIRE COUNCIL

REPORT

AGENDA ITEM No. 3

To: Education (Resources) Sub- Committee	Subject: School Catering Contract Performance Review
From: Director of Education Director of Community Services	
Date: 1st November 2005	
Ref: MM/GP/FC	

Summary

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

Recommendations

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

- (i) note the performance of the schools catering contract for the period April 2005 to October 2005.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.



Members wishing further information about the paper should contact:

Michael O'Neill, Director of Education, on 01236 812337 or,
Murdo Maciver, Head of Education Provision, on 01236 812269.
Paul Jukes, Director of Community Services, on 0141 304 1931 or

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 7 (1st April 2005 – 14th October 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 uptake of free meals show a decline in both primaries and secondaries. However, there is a 5% reduction in eligibility for free meals in primaries and a 7% reduction in eligibility in secondaries in comparison to the previous year's school roll.

The uptake of paid meals show an overall decrease which, is expected in the primaries at this time of year as primary one pupils do not remain in school for lunch until after the September weekend.

Table 1

	PRIMARY		SECONDARY		TOTAL	
	2004/2005	2005/2006	2004/2005	2005/2006	2004/2005	2005/2006
Free	4,578	4,369	2,112	1,885	6,690	6,254
Paid	6,420	6,404	7,434	6,746	13,854	13,150
Total	10,998	10,773	9,546	8,631	20,544	19,404
% Change		-2.05%		-9.57%		-5.54%

3. BUDGET PERFORMANCE FOR THE PERIOD

3.1 The information in this section covers period 7 (1st April 2005 – 14th October 2005)

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	891,535	878,953	369,379	348,154	1,260,913	1,227,107
Paid Meal Subsidy	489,432	480,170	378,353	335,314	867,785	815,484
Total	1,380,966	1,359,123	747,732	683,468	2,128,698	2,042,591
% Change		-1.58%		-8.59%		-4.05%

- 3.3 At period 7 subsidy income from Education is under-recovered by £86,107. However, based on previous years the projected outturn is still on target. The figures suggest a trend of reduced uptake because of good weather conditions and exam timetables in the first three months of the year.
- 3.4 The "Hungry for Success" initiative will again feature strongly as it is rolled out to secondary schools. The nutrient standards have been in place since December 2004 in primary schools and have to be in place by December 2006 in secondary schools. A decrease in meal uptake has been reported by most local authorities and the feeling was that some of the reduction should be temporary due to initial responses to the implementation of the new standards in secondary schools. However, there are a number of initiatives and developments proposed to counteract this decrease including the launch of the Hungry for Success reward scheme in November 2005.

Table 3: Budget Analysis Period 1- 7

Classification	BUDGET Period 1 - 7	ACTUAL Period 1 -7	VARIANCE Period 1 – 7
Catering	£2,128,698	£2,042,591	£86,107

Table 4: Outturn 2005/2006

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

4. CUSTOMER COMMENT REPORTS

- 4.1 Table 3 below summarises the information received from schools so far in 2005-2006 in the defined categories and grades.

Table 3	Grade	1	2	3	4
Category	Unsatisfactory	Fair	Good	Very Good	
Value for Money	1	4	59	63	
Food Standard	2	7	47	73	
Cleanliness of Area	0	0	32	98	
Menu	1	4	50	75	
Healthy Choices	1	3	54	72	
Efficiency of Service	0	2	29	99	
Catering Personnel	0	0	20	110	
Total	5	20	291	590	
%	1%	2%	32%	65%	

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

5. RECOMMENDATIONS

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

- (i) note the performance of the schools catering contract for the period April 2005 to October 2005.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.

NLCH3 REPORT

CommentsID: 3609 PERIOD: 4 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	4		

HT/AHT

The scones provided for meeting of cluster personnel were delicious compliments to the baker.

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3610 PERIOD: 4 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 you again

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

CommentsID: 3684 PERIOD: 6 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 YOU

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

NLCH3 REPORT

CommentsID: 3747 PERIOD: 7 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 you

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

CommentsID: 3611 PERIOD: 4 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
Great parents meal provided by catering staff on sports day

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3676 PERIOD: 6 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	0		

HT/AHT
MORE SANDWICHES PLEASE

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF
ACKNOWLEDGMENT SENT

CommentsID: 3733 PERIOD: 7 SCHOOL NAME:

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

HT/AHT
COULD WE HAVE MORE WRAPS AND SANDWICHES EACH DAY PLEASE
CHILDREN ENJOYED CURRY CHICKEN WITH PITTA BREAD

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3705 PERIOD: 7 SCHOOL NAME:

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

HT/AHT

Children have taken to menu very well. Eating lots of fruit. Our fruit Friday initiative working well

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3736 PERIOD: 7 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

KITCHEN COULD DO WITH TROLLEY FOR LAYING OUT CUTLERY

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 3615 PERIOD: 4 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	0		

HT/AHT

Good improvement with new layout etc good improvement in food. Soup excellent and service much improved.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3745 PERIOD: 7 SCHOOL NAME:

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

HT/AHT

good choices now available. The ladies are presenting a lovely lay out of food which look inviting for the children. The soup selection is excellent as is the choice of bread variety. I am pleased that salt is now being reduced.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
acknowledgment sent

CommentsID: 3637 PERIOD: 4 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

thanks to our ladies

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
acknowledgment sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3665 PERIOD: 6 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

we appreciate our ladies efforts very much--- thanks

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 3726 PERIOD: 7 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

THANKS FOR ALL THE HELP RECEIVED RE OUR MILK PROJECT

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3721 PERIOD: 7 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	4		

HT/AHT

ANNE FORD HAS DONE AN EXCELLENT JOB OF INTRODUCING BREAKFAST CLUB- HAS GIVEN MUCH OF HER OWN TIME TO ENSURE ITS SUCCESS

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

NLCH3 REPORT

CommentsID: 3713 PERIOD: 7 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
unusual high standards

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

CommentsID: 3620 PERIOD: 4 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	3		

HT/AHT
Thanks to Mrs Graham and staff for their assistance with hospitality recently

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

NLCH3 REPORT

CommentsID: 3691 PERIOD: 6 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

speed of service only issue. Not staff's fault

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 3683 PERIOD: 6 SCHOOL NAME:

MENU CHOICE:	2	HEALTHY CHOICES:	3
PRODUCT QUALITY:	1	CLEANLINESS OF AREA:	4
FRIENDLINESS OF SERVICE:	4	VALUE FOR MONEY:	0
EFFICIENCY OF	4		

HT/AHT

SOME FRUIT FOR SNACK TIME HAS TO BE RETURNED. CHILDREN ARE RELUCTANT TO TASTE SOME OF THE NEW MENU ITEMS

DATE OF

12-Sep-05

DATE OF VISIT:

PROJECT

OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3682 PERIOD: 6 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
ABOSLUTELY LOVE THE NEW PIZZA

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

CommentsID: 3718 PERIOD: 7 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
children coming back slowly, beginning to enjoy menu

DATE OF DATE OF VISIT:

PROJECT
OUTCOME OF

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3641 PERIOD: 4 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 italian food day was wonderful. The children loved it

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
acknowlegment sent 24/8/05

CommentsID: 3655 PERIOD: 6 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	0		

HT/AHT

I AM CONCERENED ABOUT THE COST OF THE SACHETS OF SAUCE ETC. 12PENICE IS EXCESSIVE

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF
ACKNOWLEDGMENT SENT

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.