

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: 4th April 2006	
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 March 2006.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.

Michael O'Neill

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
Graham Patrick, Head of Facility Support Services, on 0141 304 1804

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 the period April 2005 to March 2006.

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.

Table 1

	PRIMARY		SECONDARY		TOTAL	
	2004/2005	2005/2006	2004/2005	2005/2006	2004/2005	2005/2006
Free	4,627	4,441	2,139	1,946	6,766	6,387
Paid	6,606	6,673	7,909	6,945	14,515	13,618
Total	11,233	11,115	10,048	8,891	21,281	20,006
% Change		-1.05%		-11.52%		-6.00%

3. BUDGET PERFORMANCE FOR THE PERIOD

3.1 The information in this section covers the period April 2005 to 3rd March 2006.

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	1,792,768	1,768,588	742,264	715,888	2,535,032	2,484,476
Paid Meal Subsidy	984,990	1,009,642	760,337	738,442	1,745,327	1,748,084
Total	2,777,758	2,778,230	1,502,601	1,454,330	4,280,359	4,232,560
% variance		0.02%		-3.21%		-1.12%

- 3.3 At period 12 income from education shows a shortfall of £47,799. However based on experience of previous years the projected outturn is still on target.
- 3.4 The "Hungry for Success" initiative will continue to 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. Most local authorities have reported a decrease in meal uptake in secondary schools and the feeling was that some of the reduction should be temporary due to initial responses to the implementation of the new standards. This reduction in uptake figures has levelled out at period 12 and has shown signs of a slight recovery. However, there are a number of initiatives and developments to counteract this decrease including the launch of the Hungry for Success reward scheme on November 1st. This gives sports vouchers, cinema tickets and top prizes such as ipods to pupils in exchange for points collected when healthy items are chosen from the menu. There will also be information screens within dining areas promoting healthy messages and health promoting committees within schools.

Table 3: Budget Analysis Period 1- 12

Classification	BUDGET Period 1 – 12	ACTUAL Period 1 - 12	VARIANCE Period 1 – 12
Catering	£4,280,359	£4,232,560	£47,799

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	2	4	60	82	
Food Standard	2	9	53	88	
Cleanliness of Area	0	2	38	107	
Menu	1	4	50	89	
Healthy Choices	1	3	54	90	
Efficiency of Service	0	2	30	115	
Catering Personnel	0	0	24	123	
Total	5	20	291	590	
%	1%	2%	30%	67%	

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 March 2006.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.

NLCH3 REPORT

CommentsID: 3953 PERIOD: 11 SCHOOL NAME:

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

HT/AHT

Portions are rather small. Yoghurt drink are not available inspite of request

DATE OF 02-Feb-06 DATE OF VISIT: 30-Mar-06

PROJECT Caroline Buick

OUTCOME OF

Above points raised with Business Manager - catering staff made aware so as to action. Follow up visit to be carried out in new term

CommentsID: 3995 PERIOD: 12 SCHOOL NAME:

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

HT/AHT

menu choices are rather odd e.g, chips with mince and potatoes with pizza

DATE OF 27-Feb-06 DATE OF VISIT:

PROJECT Caroline Buick

OUTCOME OF

Unit audit to be carried out end of April 06 when new menus will be in place.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3970 PERIOD: 12 SCHOOL NAME:

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

HT/AHT

but meals sit for too long before lunch in brought in. (There has been a huge improvement over the last week - H.T. comments)

DATE OF 22-Feb-06 DATE OF VISIT: 30-Mar-06

PROJECT Caroline Buick

OUTCOME OF

Meals arriving at school early is due to delivery driver having other units to deliver to before lunch service.

CommentsID: 3944 PERIOD: 11 SCHOOL NAME:

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

HT/AHT

Healthy choices not popular with majority of children. They do the best can within set limits. Pupils complaining about no salt at all

DATE OF 02-Feb-06 DATE OF VISIT: 10-Mar-06

PROJECT Marie Whitelaw

OUTCOME OF

PO discussed the above comment with the head teacher. Head teacher recognised that although the healthy options were not popular with most of the children this was going to be an ongoing process in changing the children's attitude towards healthy foods. The head teacher also commented the catering manager was trying very hard to encourage the children to try the healthy options by making up tasters of new and unfamiliar foods, putting out platters of cut up fresh fruit and vegetables. The children also enjoy the free bread especially the granary and malted breads. She was also pleased to see an increase in the uptake of water. Salt - the head teacher realises that under the current hungry for success guidelines that no salt should be available in any primaries. The outcome was discussed with the head teacher and the business manager

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3993 PERIOD: 12 SCHOOL NAME:

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

HT/AHT

Could we have more selection in sandwich fillings?

DATE OF 24-Feb-06 DATE OF VISIT: 30-Mar-06

PROJECT Caroline Buick

OUTCOME OF

Acknowledgement sent. Above request raised with business manager who will action. PO will follow this up in new term.

CommentsID: 3913 PERIOD: 11 SCHOOL NAME:

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

HT/AHT

catering manager very co-operative

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4000 PERIOD: 11 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

Hamburgers overcooked children threw them away

DATE OF 27-Feb-06 DATE OF VISIT: 30-Mar-06

PROJECT Caroline Buick

OUTCOME OF

Unit audit to be carried out in new term to ascertain if quality of food has improved.

CommentsID: 4001 PERIOD: 12 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	4		

HT/AHT

Not enough food 1day. Loaf and cold meat sent down for sandwiches. Staff are working. (A member of staff short I do not have Enough time to make sandwiches)

DATE OF 27-Feb-06 DATE OF VISIT: 30-Mar-06

PROJECT Caroline Buick

OUTCOME OF

Business manager to action points. Follow up in April by PO to ensure compliance with menus, and ensure there are enough catering staff in place.

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NLCH3 REPORT

CommentsID: 3959 PERIOD: 11 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

Inconsistent staffing levels continue to cause problems

DATE OF 08-Feb-06 DATE OF VISIT: 13-Feb-06

PROJECT Marie Whitelaw

OUTCOME OF

The above problem was due to a vacancy within the school kitchen, this vacancy has now been filled and a new member of staff has now taken up the post. The PO discussed outcome with the head teacher and she is pleased the matter has now been resolved.

CommentsID: 3967 PERIOD: 12 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	4		

HT/AHT

menu is appealing more to the children

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3928 PERIOD: 11 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

I find all catering staff very friendly

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 3912 PERIOD: 11 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

attended health/eco meeting at which wraps and smoothies was asked for, pointed out wraps are on 2 or 3 times a week without many being sold as for smoothies they all get put down drain, but since meeting the number of wraps sold has gone up some, some have asked kids to become involved in what goes into the smoothies to see if this will maybe help to get them to drink them

DATE OF 19-Jan-06 DATE OF VISIT: 31-Jan-06

PROJECT Marie Whitelaw

OUTCOME OF

The head teacher informed the PO that the wraps are now selling well. There is still some resistance to the smoothies but the catering staff are working on this by encouraging the children to try small tasters of different smoothies and asking for their input in what they like to try in the smoothies. PO discussed with the head teacher the outcome, she was pleased with the catering staff's efforts and commitment to encouraging the children to try the wraps and smoothies and the new unfamiliar foods on the menu. This is an ongoing exercise by the catering staff.

CommentsID: 3943 PERIOD: 11 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 catering manager is supporting the school by ordering a variety of bread and organising water

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.