

**NORTH LANARKSHIRE COUNCIL**

**REPORT**

AGENDA ITEM NO. 3

To: <b>Education (Resources) Sub- Committee</b>	Subject: <b>School Catering Contract Performance Review</b>
From: <b>Director of Education Director of Community Services</b>	
Date: <b>JULY 2006</b>	
Ref: <b>MM/GP/FC</b>	

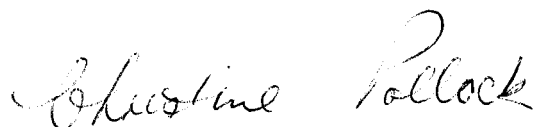
**Summary**

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 2006 to June 2006.
- (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  
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 2006 to June 2006.

2.2 Table 1 records the daily average number of meals served during this period and compares the comparable period in 2005/2006. The uptake of free meals show a decline in both primaries and secondaries. However, there has been a 9% reduction in eligibility for free meals in primaries and a 13% reduction in secondaries in comparison to the school roll for 2005. Of particular concern is the reduction in the overall uptake of free or paid meals in the secondary sector.

**Table 1 – Uptake of Meals**

	PRIMARY		SECONDARY		TOTAL	
	2005/2006	2006/2007	2005/2006	2006/2007	2005/2006	2006/2007
Free	4,594	4,473	1,774	1,322	6,368	5,795
Paid	6,891	6,768	6,422	4,890	13,313	11,658
Total	11,485	11,242	8,196	6,212	19,681	17,453
% Change		-2.12%		-24.21%		-11.32%

**3. BUDGET PERFORMANCE FOR THE PERIOD**

3.1 The information in this section covers the period April 2006 to June 2006.

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

**Table 2 - Budget Performance**

	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	409,763	402,990	168,787	132,982	578,550	535,972
Paid Meal Subsidy	241,899	245,849	195,579	143,348	437,478	389,197
Total	651,662	648,839	364,336	276,330	1,016,028	925,169
% Variance		0.43%		24.15%		8.94%

The variance represents a budget underspend from an education perspective but an under recovery of income for community services.

#### 4. ACTION TO ADDRESS THE REDUCED UPTAKE

4.1 All local authorities are reporting problems with the implementation of Hungry for Success in the secondary sector. Although there has been an encouraging increase in the uptake of healthy options, that increase has been more than outweighed by the overall loss of sales. In the secondary sector it was anticipated the trend would follow that of the primaries so that after an initial rejection of the healthier menus uptake would start to increase. However, in North Lanarkshire this is not yet apparent.

4.2 The implementation of an action plan is proposed to address the downturn and to ensure that the budget is met. Employee costs, food costs in areas such as free fruit provision and free bread provision will all be reviewed. It is a concern that the overall drop in the numbers of secondary children taking school meals is having an effect on the viability of the service. The plan will build on the actions already taken to increase the uptake of school meals, including the following proposals from the Joint School Meals Working Group.

- (1) Improvements to the reward scheme launched last year which will reinforce the value of the Young Scot Cashless Cards and the importance of looking after them.
- (2) The high profile marketing of school meals among parents, including further information on Hungry for Success
- (3) The use of plasma screens in the dining room, to broadcast healthy eating messages.
- (4) To continue objections to licence applications by mobile traders outside schools.
- (5) Ongoing marketing initiatives such as theme days, promotions, poster and menu competitions.
- (6) Other marketing strategies targetted at parents, pupils and head teachers.

#### 5. CUSTOMER COMMENT REPORTS

5.1 Table 3 below summarises the evaluation information received from schools in 2006-2007.

**Table 3 – Customer Comments**

Grade / Category	1	2	3	4
	Unsatisfactory	Fair	Good	Very Good
Value for Money	2	3	59	73
Food Standard	2	2	59	78
Cleanliness of Area	1	2	31	106
Menu	2	2	58	77
Healthy Choices	1	2	57	80
Efficiency of Service	0	4	41	94
Catering Personnel	0	2	23	116
Total	8	17	328	624
%	0%	2%	34%	64%

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

## **6. RECOMMENDATIONS**

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

- (i) note the performance of the schools catering contract for the period April 2006 to June 2006.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.

# NLCH3 REPORT

CommentsID: 4073 PERIOD: 1 SCHOOL NAME:

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

HT/AHT

Value for money - very small portions. Product Qual - very poor all week. Hungry for success/trying to improve but very small quantity each time.

DATE OF 15-May-06 DATE OF VISIT: 13-Jun-06

PROJECT Caroline Buick

OUTCOME OF

PO called Mrs Sherill on 13 June to enquire if there have been any improvements since last visit on 24 May "Things are slightly better, although portions remain small" Mrs Sherill will continue to monitor service provided. Mrs Sherill also enquired about if there has been any movement on the installation of cooking equipment. Due to the amount of new school projects, the above is on hold for the time being. The poor quality of food items has been raised with the business maager - now being actioned

CommentsID: 4134 PERIOD: 2 SCHOOL NAME:

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

HT/AHT

very small portions, burgers cheap & very thin, healthy choices/some days are better than others/v.f.m./portion sizes dreadful, sub standard quality, days where there is no choice for 2nd sitting. HUNGRY 4 SUCCESS- is there a variety of free bread available daily/ NO

DATE OF 18-May-06 DATE OF VISIT: 13-Jul-06

PROJECT Anne McIntyre

OUTCOME OF

Comments passed to business manager situation to be monitored audit to be carried out in new term

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

# NLCH3 REPORT

CommentsID: 4178 PERIOD: 3 SCHOOL NAME:

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

HT/AHT

Food cooked early and sits far to long in oven. Wasted by time children get it.

DATE OF 13-Jun-06 DATE OF VISIT: 13-Jun-06

PROJECT Caroline Buick

OUTCOME OF

PO called Mrs Sherill on 13 June to enquire if there have been any improvements since last visit on 24 May "Things are slightly better, although portions remain small" Mrs Sherill will continue to monitor service provided. Mrs Sherill also enquired about if there has been any movement on the installation of cooking equipment. Due to the amount of new school projects, the above is on hold for the time being. The poor quality of food items has been raised with the business manager - now being actioned.

CommentsID: 4141 PERIOD: 2 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

staff feel not such good value for portion sizes

DATE OF 19-May-06 DATE OF VISIT: 14-Jun-06

PROJECT Anne McIntyre

OUTCOME OF

Staff in school feel since price increase that they are not receiving value for money. Audit will be carried out in the new term to ensure portion sizes for children are correct.

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

# NLCH3 REPORT

CommentsID: 4160 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 YOU

DATE OF DATE OF VISIT:

PROJECT  
OUTCOME OF

CommentsID: 4204 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  
Thankyou for your adaptibility despite our changes of move dates.

DATE OF DATE OF VISIT:

PROJECT  
OUTCOME OF

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

# NLCH3 REPORT

CommentsID: 4206 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  
great

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 4083 PERIOD: 1 SCHOOL NAME:

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

HT/AHT

V.F.M.- only if children get what they ask for. On paper choices are good. However non-delivery of items is a major down point. Fruit quality is variable

DATE OF 15-May-06 DATE OF VISIT: 14-Jun-06

PROJECT Anne McIntyre

OUTCOME OF

Head teacher very happy with service at present time there has been a great improvement in quantity and service being provided.



# NLCH3 REPORT

CommentsID: 4201 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	3		

HT/AHT

Problems with healthy tuck shop. Children spending too long in queueing to be served.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

CommentsID: 4169 PERIOD: 3 SCHOOL NAME:

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

HT/AHT

The burgers on a Friday are not a healthy choice we have regressed as far as healthy eating is concerned

DATE OF 12-Jun-06 DATE OF VISIT: 15-Jun-06

PROJECT Caroline Buick

OUTCOME OF

visit carried out on 15 June. Following points noted. Head teacher, Mrs Verrechia would like menu on a Friday to return to homemade food items and not processed burgers, as these are not a healthy choice. Mrs Verrechia is unhappy that these changes have happened and would like the healthier items provided again. Mrs Verrechia is happy with all other menu items and the service provided by the catering staff. PO will notify business manager of above points.

# NLCH3 REPORT

CommentsID: 4153 PERIOD: 2 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

this week is our health week and our catering staff have been superb

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Primary

CommentsID: 4129 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

very impressed with the new healthy eating menu

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

\* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.