

NORTH LANARKSHIRE COUNCIL

REPORT

To: Education (Resources) Sub- Committee	Subject: School Catering Contract Performance Review
From: Director of Education Director of Community Services	
Date: 15th September 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 2006 to August 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,
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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 period 1 to 5 (April 2006 – August 2006)

2.2 Table 1 records the daily average number of meals served during this period and compares the comparable period in 2005/2006. Free meal uptake shows a decline in both primaries and secondaries.

	PRIMARY		SECONDARY		TOTAL	
	2005/2006	2006/2007	2005/2006	2006/2007	2005/2006	2006/2007
Free	4,538	4,372	1,694	1,554	6,232	5,926
Paid	6,634	6,483	6,086	5,161	12,720	11,644
Total	11,172	10,855	7,780	6,715	18,952	17,570
% Change		-2.84%		-13.69%		-7.29%

3. BUDGET PERFORMANCE FOR THE PERIOD

3.1 The information in this section covers period 1 to 5 (April 2006 – August 2006)

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	573,715	563,700	236,322	177,403	810,037	741,103
Paid Meal Subsidy	338,583	333,537	273,830	189,542	612,413	523,079
Total	912,298	897,237	510,152	366,945	1,422,450	1,264,182
% Change		-1.65%		-28.07%		-11.13%

3.3 Community Services anticipates that the year end surplus will be on budget. To achieve this projection it is assumed that steps taken to minimise employee costs and the initiatives developed by the Joint School Meals Working Group to increase meal uptake particularly in the secondary sector will both be successful. The various initiatives include:

- 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.
- the menu leaflets for parents to ensure high profile marketing and provide further information on Hungry for Success
- the installation of plasma screens in secondary school dining rooms, to broadcast healthy eating messages as well as show music videos etc.
- Ongoing marketing initiatives such as theme days, promotions and poster and menu competitions.
- improved communications with parents, pupils and head teachers to promote uptake

All local authorities are having problems with the implementation of Hungry for Success in the secondary sector and are reporting reduced uptakes. Although there has been an encouraging increase in the number of healthy options children have chosen, that increase has been more than outweighed by the loss of sales. In the secondary sector it was anticipated that the trend would follow that of the primaries with the rejection of the healthier menus uptake being on a temporary basis only.

In view of the reduction in meal uptake in secondary schools Community Services has developed action plans to ensure that the budget target is met. Employee costs will have to be reduced and there will also be a review of food costs. The costs of the breakfast club provision will be reviewed.

4. CUSTOMER COMMENT REPORTS

- 4.1 Table 3 below summarises the information received from schools so far in 2006-2007 in the defined categories and grades.

Grade	1	2	3	4
Category	Unsatisfactory	Fair	Good	Very Good
Value for Money	2	5	91	123
Food Standard	2	3	92	130
Cleanliness of Area	1	2	46	177
Menu	2	3	94	125
Healthy Choices	1	5	83	137
Efficiency of Service	1	7	64	152
Catering Personnel	0	2	36	188
Total	9	27	506	1032
%	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 2006 to August 2006.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.

NLCH3 REPORT

CommentsID: 4262 PERIOD: 4 SCHOOL NAME:

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

HT/AHT

Hungry for Success - No daily menu displayed in school. No variety of free bread available.

DATE OF 28-Aug-06 DATE OF VISIT: 15-Sep-06

PROJECT Marie Whitelaw

OUTCOME OF

PO discussed above comments with the head teacher, the business manager and the catering manager. A unit audit will be carried out WC 18/09/06 to ensure a variety of free bread is made available daily. At present there is a menu on display in the dining room and from October when new menus are introduced a weekly menu will be put on display.

CommentsID: 4241 PERIOD: 4 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	0		

HT/AHT

Meals are getting better but some days enough food other days very little & struggle to feed all children. Asian children still have very little choice.

DATE OF 03-Jul-06 DATE OF VISIT: 14-Sep-06

PROJECT Caroline Buick

OUTCOME OF

Comments passed on to Business manager to action points raised. PO to visit school and assess situation W/C 18/09/06

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4224 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 year at Christ the King. Thank you to all the catering staff.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

CommentsID: 4259 PERIOD: 4 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	1		

HT/AHT

Efficiency affected by young scot cards

DATE OF 25-Aug-06 DATE OF VISIT: 15-Sep-06

PROJECT Marie Whitelaw

OUTCOME OF

PO discussed above comments with Mr Sommerville, the catering manager and Young Scot. There had been a number of problems on the first day of the new term which affected the efficiency of service. The contractor who was in the school installing plasma screens cut through vital cables leading to the hero pads and revaluation units for the cashless system and this slowed the service considerably. Added to this only the children who had filled in young scot application forms were on the database which young scot sent to CRB. CRB can only add to the system the information they receive from young scot. Therefore all the other children were not on the cashless system database and had to be added manually by the catering manager this also slowed the service on the day. PO spoke again to Mr Sommerville and he is satisfied the above problems have been rectified and the young scot card situation is improving, he also commented on how well the catering staff on site coped on a very difficult day.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4263 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

Hungry for Success - no variety of fresh bread available.

DATE OF 29-Aug-06 DATE OF VISIT: 31-Aug-06

PROJECT Marie Whitelaw

OUTCOME OF

PO discussed comments with Miss Guthrie. Miss Guthrie thought nurseries were entitled to free fresh bread daily. PO explained only Primaries and High schools are entitled to free bread under the hungry for success initiative. Miss Guthrie was happy with this explanation, she thought she would ask anyway. She also added the nursery did supply a variety of free bread daily for the children.

CommentsID: 4250 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

This is the way I expected things to run. I am delighted!

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4245 PERIOD: 4 SCHOOL NAME:

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

HT/AHT

Fruit quality could be better.

DATE OF 03-Jul-06 DATE OF VISIT: 14-Sep-06

PROJECT Caroline Buick

OUTCOME OF

Point raised with Business manager and catering manager. PO advised catering manager to complete supplier complaint form when fruit quality is not of a high standard. Quality of fruit has now improved.

CommentsID: 4261 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	3		

HT/AHT

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

DATE OF 25-Aug-06 DATE OF VISIT: 14-Sep-06

PROJECT Caroline Buick

OUTCOME OF

Points passed to Business manager for action. PO visited unit to meet head teacher, who is concerned that burgers placed on menu are not a healthy choice. Catering manager will now reduce the number of burgers provided.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4258 PERIOD: 4 SCHOOL NAME:

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

HT/AHT

Hungry for Success - Staff have actively promoted hungry for Success

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.