

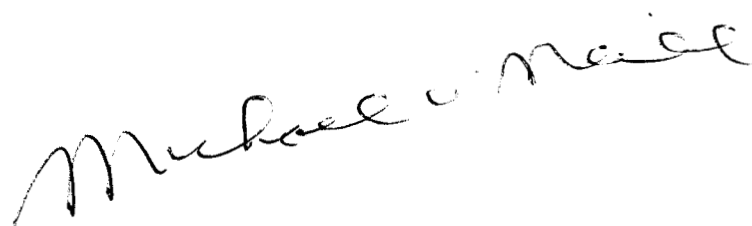
NORTH LANARKSHIRE COUNCIL

REPORT

To: Education (Resources) Sub- Committee	Subject: School Catering Contract Performance Review
From: Director of Education Director of Community Services	
Date: 27th November 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 October 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 period 1 to 7 (April 2006 – October 2006)

2.2 Table 1 records the daily average number of meals served during this period and this is benchmarked with the comparable period in 2005/2006. Free meal uptake shows a decline of 3.34% in primary schools and 9.34% in secondary schools. However, free meal eligibility has decreased by 4.30% in primaries and 7.06% in secondaries since 2005/2006. The uptake of paid meals shows an overall decrease.

Table 1 Uptake of Meals

Table 1	PRIMARY			SECONDARY			TOTAL		
	05/06	06/07	%	05/06	06/07	%	05/06	06/07	%
Free	4,369	4,223	-3.34%	1,885	1,709	-9.34%	6,254	5,932	-5.15%
Paid	6,348	6,221	-2.00%	6,705	5,699	-15.00%	13,053	11,920	-8.68%
Total	10,717	10,444		8,590	7,409		19,307	17,853	
% Change		-2.54%			-13.75%			-7.53%	

3. BUDGET PERFORMANCE FOR THE PERIOD

3.1 The information in this section covers period 1 to 7 (April 2006 – October 2006)

3.2 The financial performance of the contract for the period is detailed in table 2. The main issue is the lower expenditure on meal subsidy as a result of the reduction in paid meal uptake in secondary schools and the decline of school rolls.

Table 2 Budget Performance

Table 2	PRIMARY		SECONDARY		TOTAL	
	Budget	Actual	Budget	Actual	Budget	Actual
Free Meal Subsidy	£895,534	£841,058	£373,293	£304,438	£1,268,826	£1,145,496
Paid Meal Subsidy	£521,964	£500,571	£423,265	£324,401	£945,229	£824,972
Total	£1,417,498	£1,341,629	£796,558	£628,839	£1,422,450	£1,264,182
% Change		-5.35%		-21.06%		-11.00%

- 3.3 The Scottish Executive's Hungry for Success initiative is currently the main driver for catering services and for the provision of school meals in North Lanarkshire. However, pupils have been shown to give full support to the healthy menus and uptake if meals have declined, particularly to the secondary sector.

It is widely recognised and accepted that the changes in the eating habits of secondary school pupils will take several years to change and this will only happen as primary pupils go on to secondary school each year.

School Meal initiatives developed by the Working Group included the following:

- improvements to the reward scheme
- menu leaflets for parents to ensure high profile marketing and provide further information on Hungry for Success.
- every secondary school has had one or more plasma screens installed in the dining room, which will broadcast healthy eating messages.
- the department of education will continue to address the issue of mobile traders outside schools.
- photographs of food items were introduced in April 2006 and these can be used in both the dining rooms and the classroom as part of the education process.
- ongoing marketing initiatives such as theme days, promotions and poster and menu competitions.
- improved communication with parents, pupils and head teachers to promote uptake.

Whilst faced with the social and educational challenges of Hungry for Success and its impact on school meals, catering services also has a statutory obligation to fulfil for the Council in meeting financial targets and its rate of return in its role as a Trading Operation.

- 3.4 For 2006/07, it is projected that the year end subsidy for education catering will be on budget. In addition, catering services has reviewed and will continue to review operational costs, particularly employee and food costs to try to bring in line with income.

Table 3: Outturn 2006/2007

Classification	ANNUAL BUDGET	FORECAST OUTTURN	VARIANCE
Catering	£6,206,436	£6,206436	Nil

4. CUSTOMER COMMENT REPORTS

4.1 Table 4 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	6	113	148
Food Standard	2	4	112	157
Cleanliness of Area	1	3	64	206
Menu	2	5	115	150
Healthy Choices	1	9	99	165
Efficiency of Service	1	7	76	188
Catering Personnel	0	3	45	225
Total	9	37	624	1239
%	0%	2%	33%	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 October 2006.
- (ii) request the submission of regular review reports to future meetings of the sub-committee.

NLCH3 REPORT

CommentsID: 4352

PERIOD: 7

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

H4S/ is there a variety of free bread available daily? No - always same

DATE OF 12-Oct-06 DATE OF VISIT: 12-Oct-06

PROJECT Anne McIntyre

OUTCOME OF

Comment passed to business manager for action. PO to visit to ensure variety of bread is offered on a daily basis.

CommentsID: 4284

PERIOD: 6

SCHOOL NAME:

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

HT/AHT

Efficiency of service/when staff available Healthy choice/no choice for ethnic children
Value for money?
Portions too small for senior children.

DATE OF 07-Sep-06 DATE OF VISIT: 14-Sep-06

PROJECT Caroline Buick

OUTCOME OF

Points have been raised with Business Manager for action.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4300 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	2		

HT/AHT

Young scot card situation - improving

DATE OF 12-Sep-06 DATE OF VISIT: 16-Oct-06

PROJECT Marie Whitelaw

OUTCOME OF

PO to discuss above with Head Teacher and Catering Manager. There had been a few problems with the Young Scot cards the first week of the new term. The problems were with the Young Scot team not Catering Services. PO has spoken with Mr Sommerville and the catering manager. The problems with the Young Scot cards have now been resolved and Mr Sommerville is pleased the situation has improved.

CommentsID: 4305 PERIOD: 6 SCHOOL NAME:

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

HT/AHT

once again not enough fish - other choices children don't like, end up in bin - Friday is the busiest day and most children only come for fish and chips

DATE OF 12-Sep-06 DATE OF VISIT: 14-Sep-06

PROJECT Caroline Buick

OUTCOME OF

Head teacher would like more fish on menu, as children prefer this to the vegetarian option. Head teacher aware of Hungry for Success initiative. Unit visit will be carried out by PO on Friday 29th Sept 06. Business manager made aware of comment. Visit has been carried out by PO and it was found that the amount of fish sent was adequate to cater for the number of children having lunch.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4287 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

Big improvement on quality of meals being served since Frances Taylor arrived

DATE OF 07-Sep-06 DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

CommentsID: 4357 PERIOD: 7 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

very disappointed that Mrs Taylor was not appointed to the permanent post. She has been excellent.

DATE OF DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4310

PERIOD: 6

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

Children enjoying the new menu

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

CommentsID: 4269

PERIOD: 6

SCHOOL NAME: Kirk 'O' Shotts Primary

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

H4S/ A Good variety of all are displayed in school

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4276

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

The ladies have got us off to a good start

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

Acknowledgement sent

CommentsID: 4282

PERIOD: 6

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

H4S/ No variety of free bread available daily

DATE OF

07-Sep-06

DATE OF VISIT:

14-Sep-06

PROJECT

Caroline Buick

OUTCOME OF

Comment passed to Business manager for action. PO to visit unit to ensure variety of bread is offered on a daily basis.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4345

PERIOD: 7

SCHOOL NAME:

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

HT/AHT

Service has been slow for last few weeks as there is only two working.

DATE OF

06-Oct-06

DATE OF VISIT:

06-Oct-06

PROJECT

Caroline Buick

OUTCOME OF

There are now three members of catering staff working within the kitchen/dining room.

CommentsID: 4277

PERIOD: 6

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	3		

HT/AHT

soup very salty. Curry very good, savoury pasta excellent.

DATE OF

05-Sep-06

DATE OF VISIT:

28-Sep-06

PROJECT

Marie Whitelaw

OUTCOME OF

PO discussed above comment with catering staff and head teacher. On the day in question the catering staff felt the soup tasted lovely, but the head teacher felt it was too salty, the catering staff have taken this on board and will ensure levels of salt in soup are kept to a minimum in the future. The head teacher also commented she was delighted with the pasta and curry dishes.

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.

NLCH3 REPORT

CommentsID: 4349

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

children and staff enjoy excellent facilities, which add to our health promotion's sticker project.
Increased fruit and veg choice
from pupils

DATE OF

DATE OF VISIT:

PROJECT

OUTCOME OF

acknowledgement sent

* 0 SCORING INDICATES HEAD TEACHER HAS LEFT CATEGORY BLANK.