

**REPORT OF SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT****PERFORMANCE REPORT - CATERING & FACILITIES MANAGEMENT  
SERVICES****Purpose of the Report**

1. This report provides information to the Committee on the performance of the Environment & Resources Department Catering Services Period 8, 31 November 2013.

**Information and Advice**

2. The Environment & Resources Department provides a school meals service to Primary, Secondary and Academies across the County
3. Income for the service includes cash sales from catering, free meal budget allocations and a charge to schools for equipment and premises repair , maintenance and replacement

**Summary of Performance – Appendix 1****Schools Catering Service –**

4. The levels of buy back from Schools & Academies for 2013/14 remain at similar levels from previous years. No major changes in market share provision have occurred since the previous report however with delegated budgets schools do have the choice to buy-in to the County Council, manage the service themselves or contract to a private sector provider.
5. Financial performance remains on target for the year. Of particular encouragement has been the effective control of food costs in spite of turbulent market conditions. The introduction of 2 Roast Dinner days for the Autumn/Winter menu has proved extremely popular with pupils.

6. The service level agreements and contracts in place with Secondary schools and Academies require a return of any surplus income over expenditure. This amount varies and allows flexibility in pricing and a contribution towards premises and utility operating costs. Target returns are slightly down on forecast due in part to an increase in wage costs following the removal of the lowest scale point on the pay scale (SCP4) in April 2013.
7. A significant majority of schools reinvest any surpluses into improving the environment. It is estimated that over the last 10 years that over £3m has been returned in this manner allowing some excellent improvements to dining rooms without the need for major capital expenditure. **Appendix 2** shows recent examples of work undertaken. This relationship continues to work well in over 60% of the County's Academies and Secondary Schools. Testimonials from customers such as the one below recently received from the Manor emphasise the value that can be added by working in partnership to develop services.

*“ The Manor Academy is a large secondary school serving the community of Mansfield Woodhouse feeding over a 1,000 hungry mouths a day. The ‘Quad Café & Restaurant’ offers a wide range of delicious, affordable and nutritionally balanced food that has been locally sourced and ethically produced to cater for all tastes and appetites.*

*Our partnership with Nottinghamshire County Council's School Catering Service has gone from strength to strength, having jointly invested many thousands of pounds in modern facilities, cashless payment technology and new menu options and product lines in response to the very discerning tastes of our students! We have an excellent relationship with the School Catering Team. They are professional, responsive and willing to try new things, a recipe that has helped ensure that our bottom line is very healthy in terms of trading. At the end of the day I cannot think of a more challenging clientele to please than teenagers but that said, I would put our café & restaurant up against any you find on the High Street.”*

*Steve Singleton (Director of Business at the Academy).*

8. Christmas Dinners served in schools continue to be well supported and this year estimated to be over 35,000 in Primary Schools alone, almost double an average days meal take-up. Our 300 School Chefs roasted 6,000kgs of turkeys and over 28,000 chipolata sausages, baked 100s of mince pies, cooked just under 7,000kgs of roast potatoes, steamed almost 4,000kgs of Brussels sprouts and carrots and preparing just over 4,000 veggie Quorn roasts. NCC have sourced locally-grown ingredients, wherever possible, to help support East Midlands and Nottinghamshire farmers and suppliers, to boost our economy and to reduce food miles.

9. Work is continuing to roll out electronic returns of data to update central management information systems – half the secondary school contracts are using the new system and the plan is to roll this out to the rest of our secondary school contracts and to start a pilot in primary schools if computer access queries can be overcome. Additionally work is being undertaken with our frozen/grocery contractor to introduce web based online food ordering.
10. The programme to develop online payment for dinner money and for school monies continues. All NCC managed secondary contracts and 65 primary schools now have an online payment system– the system allows for cash and cheque payments to be made, but the level of online cash payment is rising proportionately with a number of schools not taking any cash at all now.
11. New menus have been introduced in to ASCH Day Centres as part of our partnership to support development and a more cost effective catering provision are being well received by catering teams and service users alike in the centres.
12. Preliminary research has commenced in to the mandatory requirement by December 2014 for allergen information to be available to consumers and how this will be managed within the School Catering environment for parents, pupils and schools.

## **Other Options Considered**

13. None -Report for information.

## **Reasons for Recommendations**

14. The monitoring of performance of the facilities management services supports the aspirations of the County Council to secure good quality affordable services.

## **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

16. The monitoring of service performance will ensure that the spend on facilities management services will be used efficiently and effectively.

## **RECOMMENDATION**

That the Committee notes the contents of this report and that financial performance across the Schools Catering is meeting the financial targets set for this period.

**Kevin McKay**

**Group Manager Catering & Facilities Management.**

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## **Constitutional Comments**

Personnel Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

## **Financial Comments**

The contents of this report are duly noted; there are no direct financial implications.

**Background Papers - None**

**Electoral Division(s) and Member(s) Affected**

All

Nottinghamshire