

REPORT OF SERVICE DIRECTOR, ENVIRONMENT, TRANSPORT & PROPERTY**OPERATIONAL REPORT - SCHOOLS AND ACADEMIES, CATERING AND FACILITIES MANAGEMENT SERVICES****Purpose of the Report**

1. This report provides the period 4 monthly performance reports for the Schools and Academies Catering and Facilities Management Services ending 31st July 2016.

Information and Advice

2. The Place Department provides a range of Catering & Facilities Management services sold to schools and other customers across the County largely on a bought-back basis, together with employee dining.

Performance Reports**School Catering**

3. The Schools Catering Service served an average 42,605 meals per day over the 4 month period, a decrease of 0.9% on the same period for 2015/16 in total meal numbers, in most part, due to a teachers' strike day in July and the loss of 6 Primary schools over the last year.
4. Overall cumulative uptake for the period is now 58.5% in primaries and 48.3% in the academies/secondary schools sector. This compares to 59.6% and 45.2% in the previous year respectively. Historically the summer term is the quietest period of the year in terms of school meals uptake..
5. Take-up of Universal Infant Free School Meals (UIFSM) for April – June 2016 is currently 75.8% compared to 76.2% in the previous year. It should be noted that figures for Nottinghamshire are based on the assumption that every entitled pupil attends school every day; which in reality is very rarely the case.
6. Other pupil premium free school meals are recorded at a 75.0% take-up.
7. Catering continues to operate at Bilsthorpe Depot after the Highways transition took place. The new contract is on a cost plus basis.

8. Work is nearing completion for the next menu change within schools catering. This launch will focus on rural and health themes. Completed examples of menus are attached at the rear of this report as an appendix. Thus far communications with NCC marketing and print and design colleagues has been seamless. We are expecting similar in the distribution elements of the rollout.
9. The Cypad Kitchen Manager project is now in its major implementation phase – all 260 primary schools were live at the end of the July school closure. This will achieve major efficiencies for the business and streamline our internal communications capacity and increase effectiveness. All catering suppliers are now coming 'on-board', enabling school kitchen teams to order products direct from devices, receive confirmation and take delivery. Additionally, stock control will be carried out via the tablet devices. We are also considering the feasibility of implementing the inspection capability into the building cleaning service area of C&FM. Feedback from frontline catering employees continues to be overwhelmingly positive.
10. Queen Elizabeth Academy has been retained on a 3 year contract which involves the investment of returns in a newly designed second dining area, planned to be operational in September 2016. In addition, the contract at Sutton Academy will cease at the end of the summer term. Becket, Magnus and St Edmund Campion contracts came to an end in July 2016.
11. A number of schools are considering the type of contract they currently have with School Catering and are looking to have individual stand alone contracts rather than the current cross-subsidised contract, especially as schools plan to transfer to academy status.

Overall Performance

Financial

	Budget to date (£000's)	Actual (£000's)	Variance (£000's)	Revised Annual Budget (£000's)	Forecast Outturns (£000's)
Turnover	6,832	6,793	(39)	0	20,736
Direct Costs	5,756	5,498	258	0	18,180
Indirect costs	669	618	51	0	1,679
Overhead and Support Costs	291	291	0	0	874
Net Surplus - Deficit	116	386	270	0	3

Meal Numbers

Meal Numbers (000's)	Budget to date	Actual	Variance
Primary - Free Meals	293	268	(25)
Primary - Paid Meals	607	615	8
Universal Infant Free Meals	1,092	1,087	(5)
Secondary & SLA	782	786	4
Specials	16	17	1
Total	2,790	2,773	(17)

Facilities Services 2016/17 Buy-Back Update

12. It is a challenging period of time for the service as Schools/Academies and also non-school customers continue to review their budget positions.
13. The Landscape Services business is projected to lose approximately 9% of its turnover this year as customers consider alternatives. However, the most significant cause of turnover reduction with Landscape Services has been the result of existing customers reducing their current work schedules in order to minimise service costs; plus a number of sites who are undergoing development works whereby green space maintenance has been reduced.
14. The Building Cleaning Services is projected to see its turnover reduce by approximately 6% as customers face similar challenges and consider service level reductions to meet their budgetary requirements. This service has continued to see further requests from Schools to supply their Site Management/Caretaking provision and as a result new posts have been created for a number of schools.
15. However, FM Services have been successful in regaining the building cleaning contract for the Minster School. This is in addition to the existing landscaping contract already in place and retained.
16. Facilities Services is, however, undergoing a review of its direct costs in order to position its financial standing, aligned to the turnover reductions.
17. This Service continues to see the development of new business through providing residential house clearances, major cleans and landscapes work to support requirements of Adult/Social Care. This particular area of work continues to both increase and evolve with an agreed Service Level Agreement in place with Adult and Social Care. In 2015/16 this new business opportunity raised in excess of £15k and is likely to increase further in 2016/17.
18. In addition, planned savings in the FM budgets for county offices are on course to be delivered.
19. Work continues with the improvement programmes, in particular Smarter Working, and corporate business support teams to review operating procedures within county offices and in developing a service delivery model across the county office estate that is aligned to the resource hub operating in both County Hall and Trent Bridge House. The most advanced aspects of these projects are at Lawn View House and Sir John Robinson Way. New seating arrangements for C&FM are in place at LVH. Work is also underway to consolidate operational budgets

Overall Financial Performance

	Budget to date (£000's)	Actual (£000's)	Variance (£000's)	Revised Annual Budget (£000's)	Forecast Outturn (£000's)
Turnover	4,520	4,482	(38)	0	13,386
Direct Costs	3,965	3,997	(32)	0	11,904
Indirect costs	316	347	(31)	0	1,006
Overhead and Support Costs	264	264	0	0	791
Net Surplus - Deficit	(25)	(126)	(101)	0	(315)

County Hall & Trent Bridge House Catering & Facilities Management

20. A number of improvements have taken place at County Hall and Trent Bridge House. Highlights of performance are:

Riverview

- Overall food cost percentage for the year 15/16 was 44.9% against 48.4% for the previous year – a favourable reduction in our cost of sales of 4.5%.
- The first 4 periods of 2016/2017 are on target to achieve year end breakeven status.
- West Bridgford catering is also adding an additional 80 school meals per day to production.
- There was a continued reduction in food costs against the 2014/2015 financial year and this continues in the current financial year.
- Introduction of additional hot items in the County Hall coffee shop venue has resulted in sales of approximately £260 - £300 per day in total. This range of products will be extended in the forthcoming months to reflect both trends and seasonality.

Porthole:

- Regular management/supervision taking place.
- Income is rising. We anticipate this will increase, as services relocate to Trent Bridge House and who were traditionally regular customers at County Hall.
- New internal signage is in place – further signage is to follow.

General:

- Facilities Management – County Hall now have uniforms in keeping with their front of house presence – feedback remains positive. Customer care and intervention training has already taken place.
- It is planned to extend the Cypad programme to the West Bridgford catering and FM operations in addition to its inspection and audit capability proposed for Building Cleaning operations.
- We are also looking at the feasibility of upgrading the current CCTV system in 16/17.
- Options are being appraised to reposition the seating arrangements that currently service both the Committee Rooms and the Registrars facility.
- A full improvement review is also underway in relation to personal emergency evacuation plans for all areas/floors of both County Hall and Trent Bridge House. Call Point training for Fire Marshalls and Wardens has already taken place in both

buildings. This includes coordination after evacuation has taken place. This is being extended to all county offices.

- With tighter controls and additional sales, County Hall & Trent Bridge House catering ended the previous financial year £15K away from a break-even point. Given the ongoing management focus, it would not be unrealistic to expect a breakeven result at the conclusion of the current financial year.

Further works underway within the West Bridgford campus include:

- Emergency Lift evacuation and servicing – ensuring continuity of service. Additional external call point's system access for communication during an evacuation to be installed at TBH and CH. We are also updating the lift void inspection protocols in partnership with Property colleagues; to ensure adherence to asbestos management and safety procedures. Work continues with Property/Arc to create a procedure for shutting off the vents in the event of a 'white powder' incident. It is proposed to extend this to other buildings in the estate.
- CFM supporting the Breastfeeding Friendly initiative working with Health & Wellbeing.
- Deaf-Alert system being implemented across county buildings – procedures and user guides to be produced.

- **Refurbishment County Hall**

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Ladies WC's are completed. This incorporates a first aid/nappy changing facility. A multi faith prayer room is accessible via the Ground floor Riverside South corridor. Gents WC's are on course to be completed W/C 12th September or before. Both the ladies & gents incorporate an accessible toilet within the main facility and are to be complete prior to 19th September.

Temporary cycle lock up facility

This is located at the Bridgford North end of the H block. This will be in use for the duration of the Clasp demolition works.

Clasp demolition update

The work is due to commence on the 19th September. Detailed communication with Members/Staff/Public & residents will be in the form of:

Displays for TBH and County Hall reception areas. NCC intranet communications.
A5 information flyer to staff who regularly park at County Hall and TBH.
A5 information flyer on windscreens of employee vehicles.
Information A boards for County Hall and TBH.
Posters for lifts and noticeboards at TBH and County Hall.
Letter to local residents – outlining plans and timescales.
Additional spaces are now available in the Nottingham Forest car park.
We are working in partnership with corporate colleagues to implement a full communications campaign.

Training and Development

21. Training over 2500 employees dispersed over 400 operational units throughout the county remains both a priority and a challenge. The electronic Kitchen Manager project (Cypad) will facilitate our mandatory and additional training requirements across all school kitchens. It also has the ability to encompass our inspection and audit requirements with report capability sent directly and electronically to the customer; together with its instant ordering and communications capability.
22. We continue with a number of ongoing training modules and courses which cover areas such as safeguarding children, food safety, control of substances, FM services, health and safety, asbestos awareness and Prevent. Our core training activity remains on course. An update will be included in the next Personnel Committee report.
23. The services continue to achieve ISO 9001 and OHSAS 18001 accreditations. This is currently receiving particular focus from C&FM into 2016 with full senior management support. We are currently exploring the feasibility of having only one accreditation body across CFM.
24. The Schools Catering Service has retained its Food for Life Partnership – Gold.
25. Asbestos awareness sessions for C&FM are now completed.
26. C&FM managers are now utilising the BSC e-recruitment functionality which is being supported by C&FM business support colleagues.
27. A number of Health & Safety specific audits have taken place across several NCC county offices. Non conformities and observations are currently being addressed by and within C&FM.
28. Performance data for both Schools Catering and Facilities Management are contained at the end of this report

Other Options Considered

29. None – report for noting only.

Reasons for Recommendation

30. The monitoring of performance of the Catering & Facility Management service supports the aspirations of the County Council to secure good quality affordable services.

Statutory and Policy Implications

31. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working 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

32. The financial implications are contained within the body of the report.

RECOMMENDATION

That the Committee notes the contents of this report.

Jas Hundal
Service Director
Environment, Transport & Property

For any enquiries about this report please contact: John Hughes
Group Manager – Catering & Facilities Management or alternatively Shane Grayson

Constitutional Comments

33. This report is for noting only no Constitutional Comments are required

Financial Comments

34. The financial implications are set out in the report