

Appendix 1 – Schools Online Survey Results

	Invited	Responded	Rate	% Satisfaction
	350	193	55%	
Respondents	Primary	Academy	Secondary	
	87%	9%	5%	
Catering Evaluation	Importance	NCC Performance	Gap	
Meeting legislative requirements	5.52	5.46	0.06	**98.9
Accessibility of managers	5.20	4.30	0.90	82.6
Awareness of menu by pupils and parents	5.45	4.99	0.45	91.5
Variety and menu offering	5.51	4.44	1.07	*80.5
Provision of performance/meal uptake reports	4.30	3.63	0.68	84.4
Helpfulness and co-operation of onsite staff	5.71	5.04	0.67	88.2
Overall value for money to pupils	5.52	4.73	0.79	85.7
Overall value for money to the School	5.53	4.64	0.89	83.9
Cleaning Evaluation	Importance	NCC Performance	Gap	
Meeting your requirements and expectations	5.74	4.56	1.18	79.4
Accessibility of managers	5.34	4.13	1.20	77.3
Quality of cleaning chemicals and products	5.18	4.68	0.50	**90.3
Quality of electrical cleaning equipment	5.26	4.27	0.99	81.1
Helpfulness and co-operation of onsite staff	5.74	4.99	0.75	86.9
Overall value for money to the School	5.68	4.38	1.30	*77.1
Grounds and Landscape Evaluation	Importance	NCC Performance	Gap	
Meeting legislative requirements	5.51	5.13	0.38	93.1
Accessibility of managers	5.22	4.49	0.74	*86
Quality of work provided	5.71	5.12	0.59	89.7
Quality of equipment used	5.18	5.00	0.18	**96.5
Helpfulness and co-operation of visiting staff	5.67	5.42	0.25	95.6
Overall value for money to the School	5.63	4.92	0.71	87.3

***Priority areas for improvement (largest gaps); in bold**

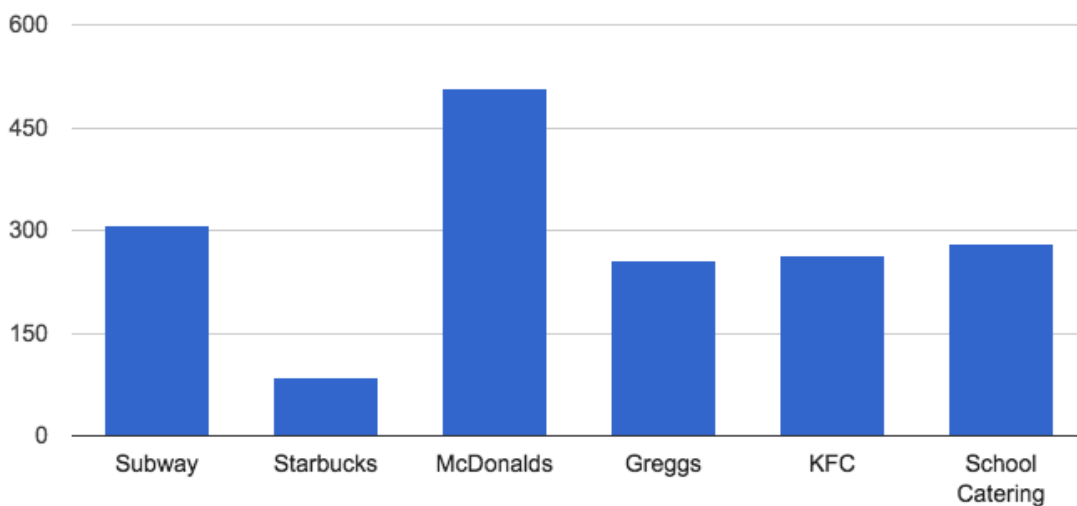
****Best Performance (smallest gaps) in Italics**

Appendix 2 – iPad Survey Results

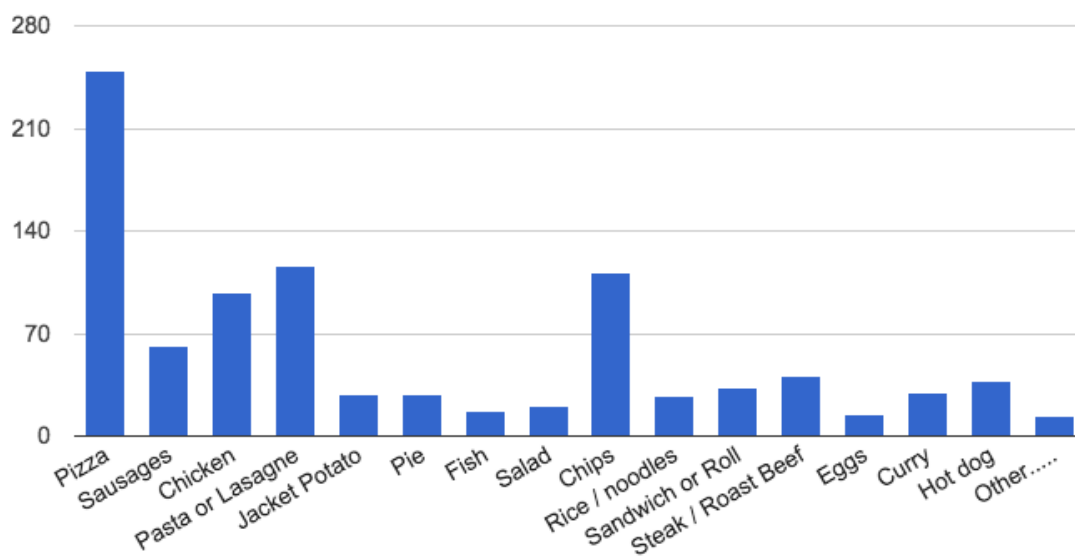
Schools Catering

Catering Service Factor	NCC Score for this factor	Importance of this factor	Gap (Performance vs. Importance)	% Satisfaction
Helpfulness of Staff	76%	81%	5%	94%
Presentation and quality of food	68%	77%	8%	88%
Value for money	65%	76%	11%	86%
Range of choice	60%	72%	12%	83%
Length of time you wait to be served	57%	71%	14%	80%

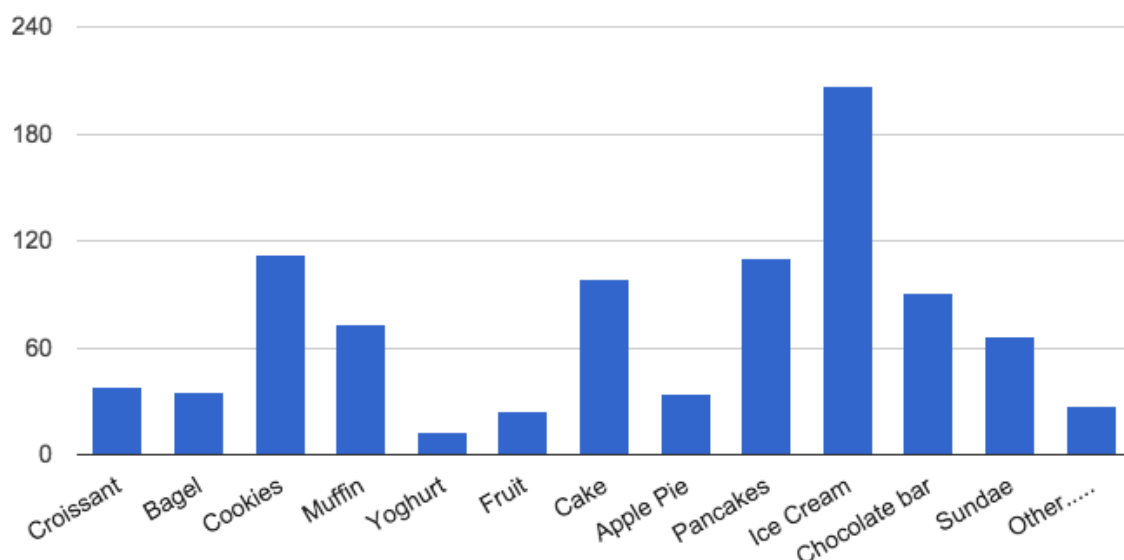
Which of these eating-places do you think offers the best value for money?



What is your favourite savoury menu item?



What is your favourite sweet menu item?



Building Cleaning

How Clean are?	Excellent	Good	OK	Not Great / Poor
Classrooms	28%	35%	32%	5%
Hall & Dining Area	14%	27%	33%	26%
Corridors	24%	32%	26%	18%
Changing Rooms	10%	17%	43%	30%
Toilets	10%	12%	17%	61%