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Feedback from the Catering working group

Debbie Johns, Head of Performance Networks



Reports



performance networks

Family group comparison

Catering services performance indicator standings

Name of authority

PIN

Family group

Sample authority

7999

C3

Performance indicator

Uptake performance indicators

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 04c - Primary schools free meal uptake (all authorities)	8	85.44%	78.93%	70.86%	70.86%	8	85.22%	4	85.28%	H
PI 04d - Primary schools free meal uptake absence adjusted (all authorities)	3	89.08%	79.13%	72.24%			-		86.48%	H
PI 05c - Special schools free meal uptake (all authorities)	5	100.00%	85.59%	80.25%	80.94%	4	-	-	94.23%	H
PI 05d - Special schools free meal uptake absence adjusted (all authorities)	1	90.13%	90.13%	90.13%			-		90.13%	H
PI 06c - Secondary schools free meal uptake (all authorities)	9	79.22%	66.26%	51.42%	63.40%	7	69.21%	3	74.56%	H
PI 06d - Secondary schools free meal uptake absence adjusted (all authorities)	3	73.30%	68.80%	64.63%			-		72.33%	H
PI 08c - Primary schools paid meal uptake (all authorities)	9	50.81%	42.81%	34.82%	41.50%	6	46.48%	3	49.39%	H
PI 08d - Primary schools paid meal uptake absence adjusted (all authorities)	3	44.25%	39.01%	36.33%			-		42.69%	H
PI 09c - Special schools paid meal uptake (all authorities)	4	64.16%	49.36%	33.54%	41.59%	3	-	-	62.36%	H
PI 09d - Special schools paid meal uptake absence adjusted (all authorities)	1	37.22%	37.22%	37.22%			-		37.22%	H
PI 10c - Secondary schools paid meal uptake (all authorities)	9	76.48%	51.48%	32.59%	32.59%	9	57.61%	4	76.33%	H
PI 10d - Secondary schools paid meal uptake absence adjusted (all authorities)	3	48.28%	45.60%	42.54%			-		47.82%	H
PI 36d - All meal uptake (secondary schools) NI 52	9	74.83%	54.33%	38.18%	38.18%	9	62.07%	4	71.99%	H
PI 36e - All meal uptake (primary and special schools) NI 52	9	68.35%	57.49%	41.68%	59.35%	5	65.41%	2	67.77%	H
PI 36f - All free meal uptake infants (KS1 / P1 – P3) (primary schools only)	10	87.51%	38.78%	0.00%	66.88%	5	74.40%	2	86.14%	H
PI 36g - All free meal uptake juniors (KS2 / P4 – P7) (primary schools only)	10	90.37%	39.91%	0.00%	90.37%	1	80.93%	1	83.93%	H
PI 36h - All paid meal uptake juniors (KS2 / P4 – P7) (primary schools only)	10	51.77%	31.69%	0.00%	41.50%	6	46.48%	3	50.90%	H

Notes:

- a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

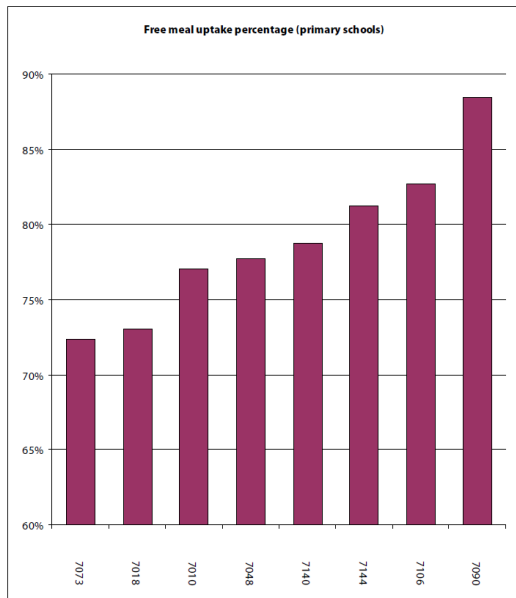


Reports

PI 04c Primary school free meal uptake (all authorities)

Family group C1/2

	Free meal entitlement	Free meal uptake	Percentage uptake
Average			78.92%
Lowest			72.34%
Highest			88.47%
Lowest in range	220,782	191,724	
Highest in range	2,840,077	2,307,806	



Source data

[PNPFMS] / [PCAFMEN]

Acceptable parameters: >60% and <100%



performance networks

Catering services performance at a glance

Sample Authority

7999

These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

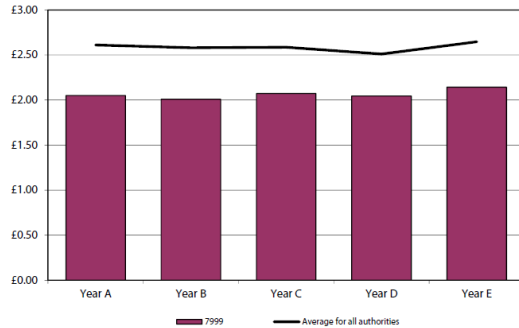
Performance indicators	Performance in current year	Improved since previous year? ^
Uptake performance indicators		
PI 04c Primary school free meal uptake (all authorities)	▲	▼
PI 04d Primary schools free meal uptake absence adjusted (all authorities)	▲	▼
PI 05c Special schools free meal uptake (all authorities)	●	
PI 05d Special schools free meal uptake absence adjusted (all authorities)	●	
PI 06c Secondary school free meal uptake (all authorities)	▲	▼
PI 06d Secondary schools free meal uptake (all authorities absence adjusted)	▲	▼
PI 08c Primary school paid meal uptake (all authorities)	▲	▼
PI 08d Primary schools paid meal uptake (all authorities absence adjusted)	▲	▼
PI 09c Special schools paid meal uptake (all authorities)		
PI 09d Special schools paid meal uptake (all authorities absence adjusted)		
PI 10c Secondary school paid meal uptake (all authorities)	●	▼
PI 10d Secondary schools paid meal uptake (all authorities absence adjusted)	●	▼
PI 36d All meal uptake (secondary schools) – NI 52	●	▼
PI 36e All meal uptake (primary and special schools) – NI 52	●	▼
PI 36f All free meal uptake infants (KS1 / P1 - P3) (primary schools only)	●	▼
PI 36g All free meal uptake juniors (KS2 / P4 - P7) (primary schools only)	▲	▼
PI 36h All paid meal uptake juniors (KS2 / P4 - P7) (primary schools only)	▲	▼
Price performance indicators		
PI 19 Average spend per paying pupil (secondary schools)	◆	—
Productivity performance indicators		
PI 13 Primary school lunchtime meals served per staff hour	●	▼
PI 14 Special school lunchtime meals served per staff hour	●	



Reports

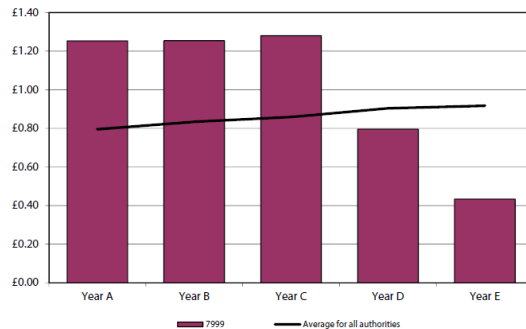
Education catering

PI 11a Total cost per lunchtime meal (excluding CEC)



This performance indicator measures the total cost per lunchtime meal. The cost includes total operational expenditure (staff, food provisions, premises, equipment, transport, supplies and services and other direct costs are included). This performance indicator excludes subsidy, capital charges and central recharges (CEC) such as central payroll, finance and IT support costs. A year-on-year increase in costs is expected with this performance indicator due to inflation.

PI 19 Average spend per paying pupil (secondary schools)

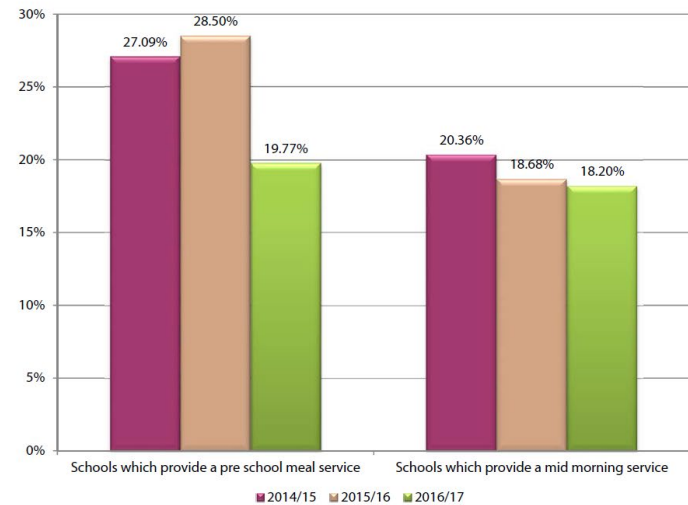


This performance indicator measures the average spend per paying secondary school pupil. This indicator uses the total discountable income, which includes income from all breakfasts, lunches and sundries but does not include milk subsidy or other grant subsidy, and is divided by the total number of pupils on the annualised school roll who are not entitled to free school meals.

Primary schools

	2016/17 highest	2016/17 average	2016/17 lowest
Total schools	922	102	20
Percentage of total schools with integrated nurseries	83.33%	6.22%	0.00%
Percentage of total schools with dining centres	70.00%	16.42%	0.00%
Percentage of total schools with regen / mini kitchens	80.33%	3.76%	0.00%
Percentage of total schools which provide a pre-school meal service	96.36%	19.77%	0.00%
Percentage of total schools which provide a mid-morning service	100.00%	18.20%	0.00%

Change in primary school meal service over last 3 years (averages)





Reports

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Case study report 2019

Best and most improved performer award finalists and winners



apse performance networks

Education catering services customer satisfaction survey

For each question please place a cross X within the box that best represents what you think.

How do you think that we are doing?
Please tell us how you think we are performing with regard to each of the following aspects

Please answer 'Not applicable' if you have not had any direct experience of any of the questions asked.

	Not applicable	Excellent	Good	Satisfactory	Poor	Very Poor
Staff and relations						
Responsiveness of on-site catering staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to off-site management to resolve issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care shown by catering staff to pupils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service delivery						
Quality of food offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of available menu options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way food is presented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age appropriate portion sizes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition/quality of the dining environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of nutritional standards & health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & safety practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service development						
Value for money of the lunchtime service ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximising free meal uptake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximising paid meal uptake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Addressing environmental considerations ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of the school meal service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Invoicing *						
Invoicing process for catering services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

** not included in performance score*

Overall are you happy with the education catering services that you experience in your school(s) / local authority area? Yes No

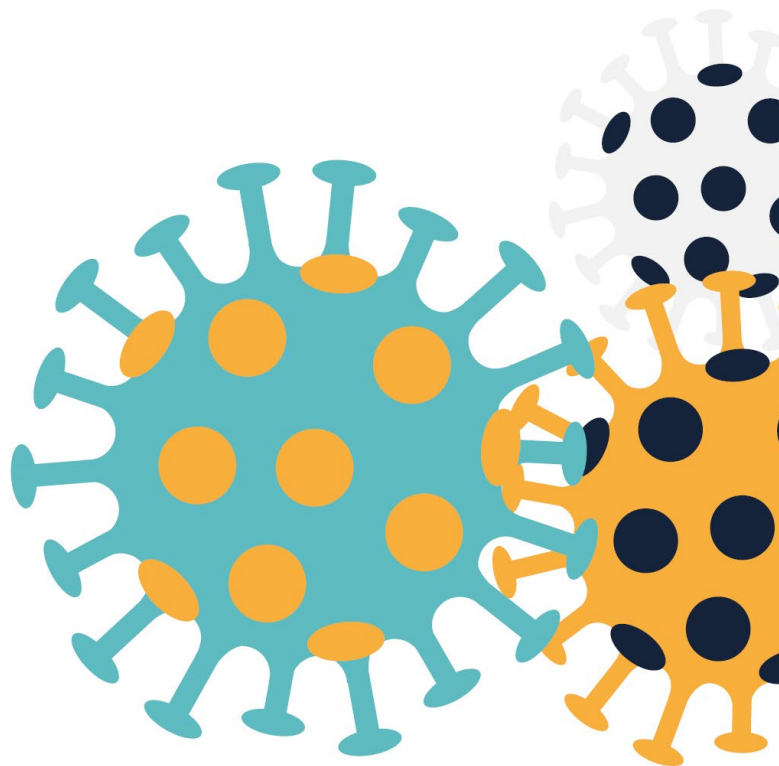
Recent developments

Reduced data collection options:

- K file
- Flagging system
- Prioritise data collection

The impact of Covid-19 on performance management in UK local government

April – June 2020



Working group feedback

Impact of Covid-19 – showing 2019-20 compared to 2020-21 on the PI standings reports.

Introduce stats:

- (i) Free Meal Entitlement from Day of Count
- (ii) Total Unit Staff Hours (by sector)
- (iii) Total number of meals (by sector) *
- (iv) Total income (charges made)
- (v) Total staff costs

* Break these down into (a) Prepared and served in schools/hubs, (b) prepared in schools/hubs for collection/delivery, (c) bought in for collection/delivery.

Meal uptakes

Working group felt these will be meaningless to report. Lots of free meals went to children who were not entitled to free meals under the usual criteria. FME changed from week to week as parents were affected by employment changes.

Calculating Pupil Absence will be unreliable due to 'send homes'.

Day of Count data was probably collected at least once during the year but might not be very reliable.

- Agreed to collect meal data but not pupil absence.
- Simplify 'Meal numbers served' - do not ask for Free Meals Served
- Collect FME on Day of Count but do not use this to calculate 'Paying Pupil Roll' or 'Free Meal Entitlement' for uptake PI's.
- Report "Total meals served" as % of total school roll - subject to reviewing the data in September.

Meal definitions

- Prepared and served in schools/hubs or bought in for serving in schools/hubs
- Prepared in schools/hubs for collection/delivery
- Bought in for collection/delivery or direct delivery from supplier.
- Exclude Meal Vouchers or direct payments to families as these will not be known by the service providers.

Other changes

Collect "PPE and other Covid related equipment as % of total expenditure"

New Covid-related absence questions

New PI - "Trading deficit for year (Expenditure - Income)"

Profile data: add Y/N fields for basis for charging for service:

- Average Free meal number from previous year trading
- Full Cost recovery (Cost Re-imbursable)
- A mixture of the above
- Other

Would you like some help in actually completing your data?

Free support available to performance networks members

[Click here to book online](#)

Due to the Covid-19 pandemic, APSE is offering free support for those councils who have not yet sent in their data for 2019-20. This will help you to complete your data for the next round of reports –



Already registered?

N

Complete the form with contact details and which service areas you need to access.

APSE will then email the service contact for authorisation to add you as a report or data contact.

Once authorisation is received, your account will be set up.

You will receive an email from **webportal@apse.org.uk** with instructions to set your account up

Y

If you have been registered but have not accessed the portal before, you may need to reset your password.

Login to the portal
pn.apse.org.uk and click on forgot your password. You will immediately be sent a reset link. If this does not arrive check your firewall settings as it may have been sent to your junk email folder.

Hurray! You can log on to the portal and access data templates and view your reports*

*if you have the correct level of access.

Report contact – can access the data templates AND view the reports

Data contact – can only access the data templates, they cannot view the reports

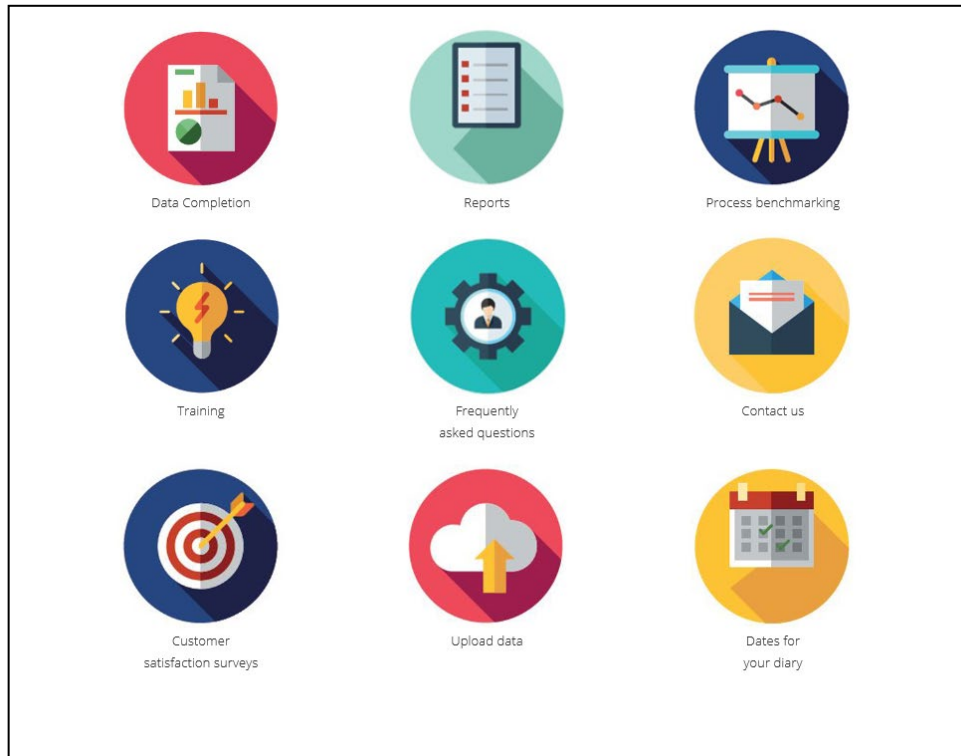
I don't know if I'm registered?

That's fine! Just check with the APSE staff at the registration desk today and they can tell you. Alternatively, you can email **webportal@apse.org.uk** and we can tell you.

How to... access the performance networks web portal

From January 1 2020 the old PN web portal will no longer be accessible so you need to make sure you are registered on the brand new portal

New web portal design and layout



Awards ceremony

The prestigious performance networks awards are a high profile occasion where both the best performing authorities and the most improved are awarded for their achievements.



This years awards will be held in spring 2021 and will include second batch participants.

NEW MUNICIPALISM

Delivering for local people and local economies

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