

# Performance networks

## Benchmarking group

### KEY PERFORMANCE INDICATORS...CATERING

#### Cost per meal top 3

<u>Auth : £/meal</u>	<u>total meals</u>	<u>sale price</u>	<u>m/h</u>	<u>uptake</u>	<u>staff/food</u>	<u>schools</u>
7111 : £2.04	653,498	£1.60	13.57	54.6%	0.76/0.90	22
7021 : £2.14	1,478,564	£1.75	10.26	55.9%	1.15/0.69	27
7068 : £2.26	4,357,962	£1.20	7.63	65.9%	1.06/0.65	140

#### Questions...

Production style

Menu choices

Staffing terms and conditions

Management structure / budget holder

Spread and size of schools

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### QUALITY INDICATORS...CATERING

#### **Nutrition**

Nutrient standards?  
Nutritionist?  
External funding?  
Staff training?  
Breakfast / ASM?  
Awards?

#### **Quality**

Customer satisfaction?  
Consultation?  
Complaints?

#### **Sustainability**

Food sourcing?  
Disposables?  
Training?  
Waste policy?  
Energy reduction?  
ISO14001

#### **Staffing**

Absence?  
Training?  
IIP?  
Job evaluation?  
Development plans?

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### KEY PERFORMANCE INDICATORS...CLEANING

#### Cost square metre top 3

Auth : £/m	m2	staffratio	mat/equi	FTE	abs	m2/h (p)
5138 : £10.01	274,604	92%	3.7%	178	6.24	1.01
5025 : £10.86	562,557	82%	5.9%	362	4.03	0.92
5083 : £11.05	590,104	92%	3.6%	339	4.57	0.98

#### Questions...

Frequency of cleaning

Pay rates

Input or output spec / cover levels

Employment terms and conditions

Property types

Range of services

# Performance networks

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QUALITY INDICATORS...CLEANING

## Quality

Customer satisfaction?

Consultation?

Complaints?

## Sustainability

Environmental policy?

Chemical use?

## Staffing

Absence?

Turnover?

Training?