

**PROPOSED KPIs**

**FOR THE PROVISION OF DELIVERED IN HOT SCHOOL MEALS**

**FOR THE FOLLOWING SCHOOLS:**

**WILLIAM BARNES PRIMARY SCHOOL, STURMINSTER NEWTON**

**STALBRIDGE CHURCH OF ENGLAND PRIMARY SCHOOL, STALBRIDGE**

**ST NICHOLAS CHURCH OF ENGLAND (VA) PRIMARY SCHOOL, CHILD OKEFORD**

**HAZELBURY BRYAN COMMUNITY PRIMARY SCHOOL, HAZELBURY BRYAN**

Annex C - Provision of Deliver In Hot School Meals – Proposed KPIs

ACTIVITY REF	PROPOSED KPI	DETAILED REQUIREMENTS
1	<b>PROVISION OF DELIVERED IN HOT SCHOOL MEALS - PROPOSED KPIs</b>	
1.1	<b>Failure To Deliver Hot School Meals</b>	<p>This KPI relates to the prompt delivery of Delivered in Hot Schools Meals and will be measured against lateness and non-delivery. The latest times that the school requires the DIHSM will be agreed between the schools and the contractor before the start of each school year; the contract monitor (Hazelbury Bryan Primary School Finance Governor) shall be informed of these agreed timings by the schools. Failure to deliver DIHSM will be considered as the follows:</p> <p><u>Lateness of Delivery.</u> Greater than a 10 minutes delay to the latest agreed time, DIHSM will be considered late delivery. This is to measure the reliability and consistency of delivery.</p> <p><u>Non-Delivery.</u> Complete failure to deliver DIHSM on any school term day will result in the DIHSM service being unavailable.</p>
1.2	<b>Quality, Menu Choice and Uptake of DIHSM</b>	<p>This KPI relates to the quality of food and menu choices, this will be measured as follows:</p> <p><u>Menu choice.</u> The contractor shall provide proposed future menus to the schools once a term and confirm the compositions, portion size and raw/cooked weight of individual portions.</p> <p><u>Quality.</u> To check the quality of DIHSM, the contractor will propose how to utilise customer comments from staff and children on a daily basis in order to improve the quality of the meals.</p> <p><u>Uptake.</u> Each school will measure the number of students each term eating DIHSM to measure the popularity of meals and service provided.</p>