

MORI



National Audit Office

Smarter food procurement in the public sector

NAO Smarter Food Procurement Survey

Table 1

Q.1 What type of organisation is this?

Base : All

	Total	Type of organisation				
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other
Total	146	48	36	12	49	1
Government Department / Executive Agency / Non-Departmental Public Body (NDPB)	48 33%	48 100%	-	-	-	-
Armed forces organisation	1 1%	-	-	-	-	1 100%
NHS Trust	36 25%	-	36 100%	-	-	-
Local Authority	12 8%	-	-	12 100%	-	-
University	49 34%	-	-	-	49 100%	-
Other	-	-	-	-	-	-
No answer	-	-	-	-	-	-

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Table 2

Q.2 At approximately how many sites does your organisation serve food?

Base : All

	Total	Type of organisation				
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other
Total	146	48	36	12	49	1
None	7 5%	7 15%	-	-	-	-
1+	136 93%	40 83%	35 97%	12 100%	48 98%	1 100%
Not stated	3 2%	1 2%	1 3%	-	1 2%	-
Mean (exc. NS and None)	19.99	20.00	5.94	114.17	6.79	14.00
Std Dev.	59.22	38.12	5.92	162.78	7.05	-

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Table 3

Q.3 For your organisation as a whole (including all sites), what was the total spend on catering in 2004-05, excluding VAT?

Base : All

	Total	Type of organisation				
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other
Total	146	48	36	12	49	1
None	4 3%	4 8%	-	-	-	-
1+	108 74%	32 67%	31 86%	7 58%	37 76%	1 100%
Could not assemble this information	27 18%	9 19%	4 11%	3 25%	11 22%	-
Not stated	7 5%	3 6%	1 3%	2 17%	1 2%	-
Mean (000's)(exc. NS and None)	4136.0	6506.8	4138.5	782.1	2757.5	2667.0
Std Dev.	13871.19	23756.20	8093.07	914.07	4689.73	-

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Table 4

Q.4 For your organisation as a whole (including all sites), how much income did you receive from catering in 2004-05, excluding VAT?

Base : All

	Total	Type of organisation				
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other
Total	146	48	36	12	49	1
None	33 23%	29 60%	2 6%	1 8%	1 2%	-
1+	86 59%	8 17%	29 81%	7 58%	41 84%	1 100%
Could not assemble this information	20 14%	8 17%	4 11%	2 17%	6 12%	-
Not stated	7 5%	3 6%	1 3%	2 17%	1 2%	-
Mean (000's)(exc. NS and None)	2455.1	10137.3	772.4	1384.7	2308.9	3285.0
Std Dev.	8612.13	28229.26	645.03	2585.99	1662.18	-

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Table 5

Q.5 Does your organisation as a whole use any contract catering firms?

Base : All

	Total	Type of organisation				
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other
Total	146	48	36	12	49	1
Yes	66 45%	38 79%	8 22%	5 42%	14 29%	1 100%
No	78 53%	10 21%	27 75%	7 58%	34 69%	- -
No answer	2 1%	- -	1 3%	- -	1 2%	- -

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Table 6

Q.6 Please let us know on which basis you are able to respond:

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Organisation as a whole, including all sites which serve food	71 49%	23 48%	14 39%	3 25%	30 61%	1 100%	71 100%	-	-
A group of sites	26 18%	8 17%	5 14%	6 50%	7 14%	-	-	26 100%	-
One site only	46 32%	17 35%	16 44%	3 25%	10 20%	-	-	-	46 100%
No answer	3 2%	-	1 3%	-	2 4%	-	-	-	-

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Table 7

Q.7 Please state number of sites?

Base : All answering about a group of sites

	Type of organisation					Basis of response		
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	26	8	5	6	7	-	26	-
1+	25	7	5	6	7	-	25	-
	96%	88%	100%	100%	100%	-	96%	-
Not stated	1	1	-	-	-	-	1	-
	4%	13%	-	-	-	-	4%	-
Mean (exc NS)	29.68	25.71	4.20	79.00	9.57	-	29.68	-
Std Dev.	54.63	45.62	2.17	87.30	6.24	-	54.63	-

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Table 8

Q.8 Approximately how many meals did you serve in 2004-05?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
None	11 8%	10 21%	-	1 8%	-	-	9 13%	1 4%	1 2%
1+	114 78%	31 65%	32 89%	10 83%	40 82%	1 100%	51 72%	23 88%	39 85%
Not stated	21 14%	7 15%	4 11%	1 8%	9 18%	-	11 15%	2 8%	6 13%
Mean (000's)(exc NS and None)	1451.55	2836.00	967.53	1819.60	661.70	1936.00	823.61	4584.04	447.18
Std Dev.	7810.38	14934.90	887.03	2801.13	582.48	-	1350.12	17192.90	587.59

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Table 9

Q.9 Where you charge people directly for meals (eg, in staff or public restaurants), do you subsidise the prices of the meals you serve?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Yes	40 27%	22 46%	8 22%	3 25%	7 14%	-	16 23%	5 19%	19 41%
No	94 64%	16 33%	27 75%	8 67%	42 86%	1 100%	49 69%	18 69%	25 54%
No answer	12 8%	10 21%	1 3%	1 8%	-	-	6 8%	3 12%	2 4%

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Table 10

Q.10 In 2004-05, approximately how much did this subsidy amount to overall?

Base : All who say they subsidise meals

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	40	22	8	3	7	-	16	5	19
Nothing	-	-	-	-	-	-	-	-	-
£1+	24	18	-	2	4	-	9	4	11
	60%	82%	-	67%	57%	-	56%	80%	58%
Could not assemble this information	12	3	6	1	2	-	5	1	6
	30%	14%	75%	33%	29%	-	31%	20%	32%
Not stated	4	1	2	-	1	-	2	-	2
	10%	5%	25%	-	14%	-	13%	-	11%
Mean (exc NS and Nothing)	208747.4	192821.3	-	365000.0	202288.3	-	196040.4	591820.8	79844.5
Std Dev.	268140.72	282270.91	-	473761.53	84001.32	-	218589.77	397606.91	50943.61

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Table 11

Q.11 And can you say how much this subsidy was on average per lunch served in 2004-05?

Base : All who say they subsidise meals

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	40	22	8	3	7	-	16	5	19
Don't know	23	12	7	-	4	-	9	2	12
	58%	55%	88%	-	57%	-	56%	40%	63%
Up to £0.50	7	2	-	2	3	-	4	1	2
	18%	9%	-	67%	43%	-	25%	20%	11%
£0.51-1.00	3	2	1	-	-	-	2	-	1
	8%	9%	13%	-	-	-	13%	-	5%
£1.01-1.50	3	3	-	-	-	-	1	-	2
	8%	14%	-	-	-	-	6%	-	11%
£1.51-2.00	2	2	-	-	-	-	-	1	1
	5%	9%	-	-	-	-	-	20%	5%
Over £2.00	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
No answer	2	1	-	1	-	-	-	1	1
	5%	5%	-	33%	-	-	-	20%	5%

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Table 12

Q.12 On the subject of subsidising meal prices, as far as you are aware, are you currently:

Base : All who say they subsidise meals

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	40	22	8	3	7	-	16	5	19
Planning to keep subsidy at the same level	16 40%	9 41%	5 63%	-	2 29%	-	7 44%	-	9 47%
Planning to reduce subsidy	16 40%	8 36%	3 38%	2 67%	3 43%	-	6 38%	3 60%	7 37%
Planning to remove subsidy	7 18%	5 23%	-	-	2 29%	-	3 19%	1 20%	3 16%
No answer	1 3%	-	-	1 33%	-	-	-	1 20%	-

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Table 13

Q.13 Have you ever used catering consultants that successfully helped reduce the costs of your catering operations?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Yes	40 27%	15 31%	5 14%	2 17%	18 37%	-	17 24%	7 27%	14 30%
No	98 67%	27 56%	30 83%	9 75%	31 63%	1 100%	51 72%	17 65%	30 65%
No answer	8 5%	6 13%	1 3%	1 8%	-	-	3 4%	2 8%	2 4%

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Table 14

Q.14 By approximately what percentage did they help to reduce your catering costs

Base : All who have used catering consultants successfully to reduce cost

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	40	15	5	2	18	-	17	7	14
None	-	-	-	-	-	-	-	-	-
1+	11	4	3	1	3	-	4	2	5
	28%	27%	60%	50%	17%	-	24%	29%	36%
Could not assemble this information	29	11	2	1	15	-	13	5	9
	73%	73%	40%	50%	83%	-	76%	71%	64%
Mean (exc NS and None)	17.55	32.00	4.67	23.00	9.33	-	19.00	16.50	16.80
Std Dev.	16.08	16.81	0.58	-	9.29	-	17.64	9.19	19.72

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Table 15

Q.15 Roughly what percentage of food items are routinely checked for weight, quality, and quantity when they are delivered?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Not sure	17	11	1	2	3	-	10	4	2
	12%	23%	3%	17%	6%	-	14%	15%	4%
0%	5	4	1	-	-	-	3	-	2
	3%	8%	3%	-	-	-	4%	-	4%
1-20%	4	2	1	-	1	-	3	-	1
	3%	4%	3%	-	2%	-	4%	-	2%
21-40%	10	1	1	1	7	-	4	3	3
	7%	2%	3%	8%	14%	-	6%	12%	7%
41-60%	11	1	2	2	6	-	5	2	4
	8%	2%	6%	17%	12%	-	7%	8%	9%
61-80%	17	6	2	2	7	-	9	3	4
	12%	13%	6%	17%	14%	-	13%	12%	9%
81-100%	73	16	27	4	25	1	32	13	28
	50%	33%	75%	33%	51%	100%	45%	50%	61%
No answer	9	7	1	1	-	-	5	1	2
	6%	15%	3%	8%	-	-	7%	4%	4%

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Table 16

Q.16 Roughly how often are stock reconciliations of food stuffs and kitchen products performed?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Weekly	33 23%	14 29%	7 19%	4 33%	7 14%	1 100%	11 15%	6 23%	15 33%
Monthly	66 45%	14 29%	10 28%	4 33%	38 78%	-	35 49%	12 46%	18 39%
Quarterly	6 4%	-	3 8%	2 17%	1 2%	-	4 6%	1 4%	1 2%
Six-monthly	5 3%	-	5 14%	-	-	-	3 4%	1 4%	1 2%
Annually	10 7%	-	8 22%	-	2 4%	-	5 7%	1 4%	4 9%
Never	7 5%	5 10%	1 3%	-	1 2%	-	4 6%	1 4%	2 4%
Don't know	9 6%	7 15%	1 3%	1 8%	-	-	4 6%	2 8%	3 7%
No answer	10 7%	8 17%	1 3%	1 8%	-	-	5 7%	2 8%	2 4%

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Table 17

Q.17 Do you have separate metering that allows you to keep a record of how much your kitchen operations contribute to your annual utility bills (electricity, gas, and water)?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Yes	32 22%	7 15%	8 22%	1 8%	16 33%	-	16 23%	7 27%	8 17%
No	105 72%	34 71%	27 75%	10 83%	33 67%	1 100%	51 72%	17 65%	36 78%
No answer	9 6%	7 15%	1 3%	1 8%	-	-	4 6%	2 8%	2 4%

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Table 18

Q.18 Have you ever responded to customer feedback by doing any of the following (indicate as many as apply):

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Changed contractor / taken catering back in-house	35 24%	11 23%	7 19%	3 25%	14 29%	-	13 18%	8 31%	12 26%
Increased spend on ingredients	50 34%	5 10%	15 42%	7 58%	22 45%	1 100%	23 32%	10 38%	17 37%
Improved the options offered for vegetarians	124 85%	32 67%	35 97%	9 75%	47 96%	1 100%	60 85%	21 81%	41 89%
Improved the options offered for those who require Kosher or Halal	84 58%	11 23%	28 78%	5 42%	39 80%	1 100%	47 66%	16 62%	20 43%
Offered more local produce	51 35%	11 23%	11 31%	7 58%	21 43%	1 100%	24 34%	13 50%	14 30%
Offered more organic produce	41 28%	13 27%	2 6%	4 33%	21 43%	1 100%	20 28%	8 31%	13 28%
Offered more Fair Trade products	89 61%	23 48%	13 36%	9 75%	44 90%	-	42 59%	18 69%	27 59%
None	7 5%	6 13%	-	1 8%	-	-	4 6%	2 8%	1 2%
No answer	8 5%	7 15%	1 3%	-	-	-	4 6%	1 4%	2 4%

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Table 19

Q.19 Have you ever successfully influenced customers to choose more healthy options?

Base : All

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	146	48	36	12	49	1	71	26	46
Don't know	28	14	3	6	5	-	13	5	8
	19%	29%	8%	50%	10%	-	18%	19%	17%
No answer	12	7	1	1	3	-	7	2	2
	8%	15%	3%	8%	6%	-	10%	8%	4%

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Table 20

Q.20 Do you find the Government's Public Sector Food Procurement Initiative relevant to your work?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Yes	66 45%	20 42%	19 53%	8 67%	19 39%	-	31 44%	16 62%	19 41%
No	21 14%	8 17%	9 25%	-	4 8%	-	11 15%	2 8%	8 17%
Not aware of it	57 39%	19 40%	7 19%	4 33%	26 53%	1 100%	29 41%	7 27%	19 41%
No answer	2 1%	1 2%	1 3%	-	-	-	-	1 4%	-

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Table 21

Q.21 How practically useful would you say Defra's Catering Services and Food Procurement Toolkit was?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Not aware of it	94 64%	30 63%	22 61%	6 50%	35 71%	1 100%	48 68%	16 62%	28 61%
Not at all useful	4 3%	1 2%	2 6%	-	1 2%	-	2 3%	-	2 4%
Not very useful	12 8%	3 6%	2 6%	3 25%	4 8%	-	7 10%	2 8%	3 7%
Quite useful	32 22%	11 23%	9 25%	3 25%	9 18%	-	13 18%	6 23%	13 28%
Extremely useful	1 1%	1 2%	-	-	-	-	-	1 4%	-
No answer	3 2%	2 4%	1 3%	-	-	-	1 1%	1 4%	-

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Table 22

Q.22 Do you look to save costs by buying supermarket-rejected or Class II/Grade B fresh produce, where this is appropriate?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Yes	13 9%	2 4%	7 19%	-	4 8%	-	6 8%	1 4%	6 13%
No	117 80%	36 75%	28 78%	10 83%	42 86%	1 100%	54 76%	23 88%	38 83%
Don't know	6 4%	2 4%	-	1 8%	3 6%	-	5 7%	-	1 2%
No answer	10 7%	8 17%	1 3%	1 8%	-	-	6 8%	2 8%	1 2%

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Table 23

Q.23 If you had more dependable supplies of supermarket-rejected or Class II/Grade B fresh produce, would you buy more of it, where appropriate?

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Yes	27 18%	3 6%	7 19%	2 17%	15 31%	-	15 21%	5 19%	7 15%
No	65 45%	22 46%	21 58%	6 50%	15 31%	1 100%	25 35%	9 35%	29 63%
Don't know	40 27%	12 25%	6 17%	3 25%	19 39%	-	22 31%	10 38%	8 17%
No answer	14 10%	11 23%	2 6%	1 8%	-	-	9 13%	2 8%	2 4%

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Table 24

Q.24 Have you worked with your suppliers to increase efficiency and/or sustainability of your procurement by ...

Base : All

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	146	48	36	12	49	1	71	26	46
Reducing the number of individual goods deliveries through smarter ordering	93 64%	21 44%	26 72%	8 67%	37 76%	1 100%	46 65%	18 69%	27 59%
Reducing payment transaction costs, by paying invoices faster and/or using electronic invoicing and payment	83 57%	21 44%	19 53%	9 75%	33 67%	1 100%	40 56%	14 54%	28 61%
Reducing prices by offering longer contracts	62 42%	14 29%	16 44%	7 58%	24 49%	1 100%	31 44%	12 46%	17 37%
Reducing the packaging of products	41 28%	15 31%	9 25%	5 42%	11 22%	1 100%	14 20%	6 23%	20 43%
Reducing consumption of energy and/or water	40 27%	16 33%	9 25%	2 17%	12 24%	1 100%	18 25%	7 27%	13 28%
Increasing the recycling of waste	70 48%	22 46%	13 36%	3 25%	31 63%	1 100%	30 42%	11 42%	27 59%
Other - please describe one:	26 18%	7 15%	9 25%	3 25%	7 14%	-	12 17%	5 19%	9 20%
None	13 9%	7 15%	3 8%	-	3 6%	-	7 10%	2 8%	4 9%
No answer	11 8%	9 19%	1 3%	1 8%	-	-	7 10%	2 8%	1 2%

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Table 25

Q.25 Is your catering ...

Base : All

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	146	48	36	12	49	1	71	26	46
Mainly in-house	88 60%	12 25%	28 78%	7 58%	40 82%	1 100%	50 70%	17 65%	20 43%
Mainly outsourced	51 35%	35 73%	6 17%	4 33%	6 12%	-	17 24%	8 31%	24 52%
Both in-house and outsourced are very important	8 5%	1 2%	3 8%	1 8%	3 6%	-	4 6%	1 4%	3 7%

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Table 26

Q.26 Are you a member of in-house staff, or are you employed by the catering firm?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
In-house staff	50	32	7	3	8	-	19	7	23	50	-
	85%	89%	78%	60%	89%	-	90%	78%	85%	100%	-
Employed by catering firm	5	1	2	1	1	-	-	1	3	-	5
	8%	3%	22%	20%	11%	-	-	11%	11%	-	100%
No answer	4	3	-	1	-	-	2	1	1	-	-
	7%	8%	-	20%	-	-	10%	11%	4%	-	-

NAO Smarter Food Procurement Survey

Table 27

Q.27 Why did the organisation decide to contract out its catering?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
To reduce the time and effort spent on providing catering	23 39%	16 44%	4 44%	-	3 33%	-	8 38%	3 33%	11 41%	23 46%	-
To improve the quality of food served	26 44%	15 42%	3 33%	1 20%	7 78%	-	10 48%	4 44%	11 41%	25 50%	-
To control or reduce catering costs	31 53%	19 53%	4 44%	2 40%	6 67%	-	11 52%	7 78%	12 44%	29 58%	-
As part of a deal with the private sector to attract capital investment (for instance, in a PFI deal)	9 15%	5 14%	2 22%	-	2 22%	-	3 14%	1 11%	5 19%	8 16%	-
To increase the flexibility of staff roles	6 10%	3 8%	-	-	3 33%	-	2 10%	2 22%	2 7%	6 12%	-
Could not say	5 8%	2 6%	1 11%	1 20%	1 11%	-	-	1 11%	4 15%	4 8%	-
Other	17 29%	15 42%	-	1 20%	1 11%	-	9 43%	4 44%	4 15%	15 30%	-
No answer	1 2%	1 3%	-	-	-	-	1 5%	-	-	1 2%	-
Not stated	5 8%	1 3%	2 22%	1 20%	1 11%	-	-	1 11%	3 11%	-	5 100%

NAO Smarter Food Procurement Survey

Table 28

Q.28 Which firm provides your catering services?

Base : All who outsource catering

	Total	Type of organisation					Basis of response			Survey completed by:-	
		Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Aramark	5 8%	3 8%	1 11%	-	1 11%	-	2 10%	-	2 7%	3 6%	2 40%
Compass/Scolarest/ Medirest/Eurest	14 24%	7 19%	1 11%	2 40%	4 44%	-	4 19%	2 22%	8 30%	11 22%	2 40%
Elior/Avenance	2 3%	1 3%	-	-	1 11%	-	1 5%	-	1 4%	2 4%	-
Initial/Autograph	2 3%	-	2 22%	-	-	-	1 5%	-	1 4%	2 4%	-
Sodexo	6 10%	1 3%	1 11%	2 40%	2 22%	-	2 10%	2 22%	1 4%	4 8%	1 20%
Other	30 51%	24 67%	4 44%	1 20%	1 11%	-	11 52%	5 56%	14 52%	28 56%	-
No answer	-	-	-	-	-	-	-	-	-	-	-

NAO Smarter Food Procurement Survey

Table 29

Q.29 What is the basis on which the firm charges you?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Single fixed cost all-in charge	6 10%	3 8%	2 22%	1 20%	-	-	3 14%	1 11%	2 7%	3 6%	1 20%
Semi-fixed cost	17 29%	14 39%	2 22%	-	1 11%	-	6 29%	2 22%	8 30%	17 34%	-
"Cost plus"	5 8%	3 8%	1 11%	-	1 11%	-	4 19%	-	1 4%	4 8%	-
"Cost plus" with guarantees	10 17%	7 19%	-	1 20%	2 22%	-	3 14%	2 22%	5 19%	9 18%	1 20%
Franchised agreement or Nil subsidy	9 15%	5 14%	-	1 20%	3 33%	-	1 5%	3 33%	4 15%	8 16%	1 20%
Other	10 17%	3 8%	3 33%	2 40%	2 22%	-	4 19%	1 11%	5 19%	8 16%	1 20%
No answer	2 3%	1 3%	1 11%	-	-	-	-	-	2 7%	1 2%	1 20%

NAO Smarter Food Procurement Survey

Table 30

Q.30 Which of the following best describes the way the catering firm prepares your meals?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Cook from scratch	34	23	2	3	6	-	12	6	14	30	3
	58%	64%	22%	60%	67%	-	57%	67%	52%	60%	60%
Cook-chill (refrigerated meals are made or bought in advance, then heated when needed)	2	-	2	-	-	-	1	-	1	1	1
	3%	-	22%	-	-	-	5%	-	4%	2%	20%
Regenerated from frozen (meals are bought frozen in advance, then thawed and heated when needed)	1	-	1	-	-	-	-	-	1	1	-
	2%	-	11%	-	-	-	-	-	4%	2%	-
A combination of the above	16	8	3	2	3	-	6	3	7	14	-
	27%	22%	33%	40%	33%	-	29%	33%	26%	28%	-
Other (please describe)	3	3	-	-	-	-	1	-	2	2	-
	5%	8%	-	-	-	-	5%	-	7%	4%	-
No answer	3	2	1	-	-	-	1	-	2	2	1
	5%	6%	11%	-	-	-	5%	-	7%	4%	20%

NAO Smarter Food Procurement Survey

Table 31

Q.31 Itemised costs - under how many of the following headings does the catering firm provide itemised costs

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Food and beverage items	44	26	6	3	9	-	19	6	17	39	3
	75%	72%	67%	60%	100%	-	90%	67%	63%	78%	60%
Staffing costs	45	27	6	3	9	-	19	7	17	40	4
	76%	75%	67%	60%	100%	-	90%	78%	63%	80%	80%
Sundry costs (cleaning materials, laundry & uniforms, disposables, etc.)	38	22	5	2	9	-	17	5	14	34	4
	64%	61%	56%	40%	100%	-	81%	56%	52%	68%	80%
Management fee	40	24	4	3	9	-	17	5	16	35	4
	68%	67%	44%	60%	100%	-	81%	56%	59%	70%	80%
Sales income	43	27	4	3	9	-	16	7	18	40	3
	73%	75%	44%	60%	100%	-	76%	78%	67%	80%	60%
None	4	2	1	1	-	-	-	-	4	3	-
	7%	6%	11%	20%	-	-	-	-	15%	6%	-
No answer	5	3	1	1	-	-	1	1	3	3	1
	8%	8%	11%	20%	-	-	5%	11%	11%	6%	20%

Fieldwork Dates : October 13 - November 25 2005

Source : Market & Opinion Research International (JN: 26008)

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NAO Smarter Food Procurement Survey

Table 32

Q.32 Indicate one of the following that best describes your views on this statement:

“My organisation would have benefited from more expert guidance on drafting and letting contracts with catering firms.”

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm	
Total	59	36	9	5	9	-	21	9	27	50	5
Strongly disagree	7 12%	5 14%	2 22%	-	-	-	2 10%	-	4 15%	5 10%	1 20%
Disagree	31 53%	19 53%	4 44%	2 40%	6 67%	-	14 67%	4 44%	12 44%	28 56%	2 40%
Agree	16 27%	11 31%	1 11%	2 40%	2 22%	-	5 24%	4 44%	7 26%	13 26%	1 20%
Strongly agree	3 5%	-	1 11%	1 20%	1 11%	-	-	1 11%	2 7%	3 6%	-
No answer	2 3%	1 3%	1 11%	-	-	-	-	-	2 7%	1 2%	1 20%

NAO Smarter Food Procurement Survey

Table 33

Q.33 Have you formally agreed minimum nutritional standards with the catering firm?

Base : All who outsource catering

	Type of organisation						Basis of response			Survey completed by:-	
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Yes	25 42%	12 33%	8 89%	3 60%	2 22%	-	6 29%	3 33%	15 56%	21 42%	2 40%
No	31 53%	22 61%	-	2 40%	7 78%	-	14 67%	6 67%	10 37%	28 56%	2 40%
No answer	3 5%	2 6%	1 11%	-	-	-	1 5%	-	2 7%	1 2%	1 20%

NAO Smarter Food Procurement Survey

Table 34

Q.34 Roughly what proportion of the food and drink items provided at your organisation comes from your local area or region of the country?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Don't know	29	20	3	3	3	-	11	3	14	23	2
	49%	56%	33%	60%	33%	-	52%	33%	52%	46%	40%
0-1%	-	-	-	-	-	-	-	-	-	-	-
2-10%	6	1	2	1	2	-	2	1	3	4	2
	10%	3%	22%	20%	22%	-	10%	11%	11%	8%	40%
11-20%	2	-	2	-	-	-	1	-	1	2	-
	3%	-	22%	-	-	-	5%	-	4%	4%	-
21-30%	6	4	1	-	1	-	2	2	1	6	-
	10%	11%	11%	-	11%	-	10%	22%	4%	12%	-
31-40%	7	4	-	1	2	-	1	1	5	7	-
	12%	11%	-	20%	22%	-	5%	11%	19%	14%	-
Over 40%	7	6	-	-	1	-	4	2	1	7	-
	12%	17%	-	-	11%	-	19%	22%	4%	14%	-
No answer	2	1	1	-	-	-	-	-	2	1	1
	3%	3%	11%	-	-	-	-	-	7%	2%	20%

NAO Smarter Food Procurement Survey

Table 35

Q.35 Which one of the following best describes how true this statement is in your experience?

“It is possible to get the catering firm to source more food and drink from local or regional producers while staying within budget.”

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Not sure	22	14	4	1	3	-	9	2	10	16	2
	37%	39%	44%	20%	33%	-	43%	22%	37%	32%	40%
Never	2	-	1	1	-	-	-	-	1	2	-
	3%	-	11%	20%	-	-	-	-	4%	4%	-
Sometimes	26	15	3	3	5	-	9	5	12	24	2
	44%	42%	33%	60%	56%	-	43%	56%	44%	48%	40%
Most often	5	4	-	-	1	-	1	2	2	5	-
	8%	11%	-	-	11%	-	5%	22%	7%	10%	-
Always	1	1	-	-	-	-	1	-	-	1	-
	2%	3%	-	-	-	-	5%	-	-	2%	-
No answer	3	2	1	-	-	-	1	-	2	2	1
	5%	6%	11%	-	-	-	5%	-	7%	4%	20%

NAO Smarter Food Procurement Survey

Table 36

Q.36 Which one of the following best describes how true this statement is in your experience?

“Providing more food and drink from local or regional producers gives better quality than buying from major suppliers.”

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Not sure	18 31%	12 33%	3 33%	1 20%	2 22%	-	8 38%	2 22%	7 26%	12 24%	2 40%
Never	2 3%	2 6%	-	-	-	-	1 5%	-	1 4%	2 4%	-
Sometimes	29 49%	16 44%	4 44%	3 60%	6 67%	-	11 52%	5 56%	12 44%	27 54%	2 40%
Most often	8 14%	5 14%	1 11%	1 20%	1 11%	-	1 5%	2 22%	5 19%	8 16%	-
Always	-	-	-	-	-	-	-	-	-	-	-
No answer	2 3%	1 3%	1 11%	-	-	-	-	-	2 7%	1 2%	1 20%

NAO Smarter Food Procurement Survey

Table 37

Q.37 What is the overall length of the contract with the catering firm (from the date it was signed to the date it is due to end)?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm	
Total	59	36	9	5	9	-	21	9	27	50	5
Zero	1 2%	1 3%	-	-	-	-	1 5%	-	-	1 2%	-
1+ years	55 93%	33 92%	8 89%	5 100%	9 100%	-	19 90%	9 100%	25 93%	48 96%	4 80%
Mean (exc NS and zero)	5.11	4.58	7.63	4.40	5.22	-	4.79	4.78	5.32	5.27	4.50
Std Dev.	3.45	2.08	7.58	2.19	1.64	-	1.93	2.28	4.67	3.56	3.00
Not stated	3 5%	2 6%	1 11%	-	-	-	1 5%	-	2 7%	1 2%	1 20%

NAO Smarter Food Procurement Survey

Table 38

Q.38 Is there a break clause in the contract?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Yes	38	26	4	1	7	-	16	5	16	33	1
	64%	72%	44%	20%	78%	-	76%	56%	59%	66%	20%
No	18	8	4	4	2	-	4	4	9	15	3
	31%	22%	44%	80%	22%	-	19%	44%	33%	30%	60%
No answer	3	2	1	-	-	-	1	-	2	2	1
	5%	6%	11%	-	-	-	5%	-	7%	4%	20%

NAO Smarter Food Procurement Survey

Table 39

Q.39 How does the organisation monitor the competitiveness of the prices the catering firm says it pays for ingredients?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Have a sense of what is a good price	16 27%	11 31%	3 33%	- -	2 22%	-	8 38%	2 22%	6 22%	15 30%	1 20%
Use shared knowledge of competitive prices among other public sector bodies	10 17%	4 11%	3 33%	2 40%	1 11%	-	5 24%	2 22%	3 11%	8 16%	1 20%
Do own research and monitoring of competitive prices	19 32%	14 39%	2 22%	1 20%	2 22%	-	5 24%	3 33%	11 41%	18 36%	-
Use commercial price monitoring service	8 14%	5 14%	- -	- -	3 33%	-	5 24%	1 11%	2 7%	8 16%	-
Use a catering consultancy to help secure price reductions	7 12%	6 17%	- -	- -	1 11%	-	3 14%	- -	4 15%	7 14%	-
Don't monitor	13 22%	7 19%	2 22%	1 20%	3 33%	-	2 10%	3 33%	6 22%	10 20%	2 40%
Other	10 17%	6 17%	1 11%	- -	3 33%	-	5 24%	2 22%	3 11%	10 20%	-
None	2 3%	1 3%	1 11%	- -	- -	-	1 5%	- -	1 4%	1 2%	1 20%
No answer	4 7%	2 6%	1 11%	1 20%	- -	-	1 5%	1 11%	2 7%	2 4%	1 20%

NAO Smarter Food Procurement Survey

Table 40

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Minced beef

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	20 34%	15 42%	-	2 40%	3 33%	-	4 19%	5 56%	11 41%	20 40%	-
Not stated	39 66%	21 58%	9 100%	3 60%	6 67%	-	17 81%	4 44%	16 59%	30 60%	5 100%
Mean (exc NS and nothing)	1.97	1.85	-	2.01	2.55	-	1.43	1.34	2.45	1.97	-
Std Dev.	1.06	0.88	-	1.30	1.95	-	0.26	0.44	1.22	1.06	-

NAO Smarter Food Procurement Survey

Table 41

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Pork sausages

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	19 32%	14 39%	-	2 40%	3 33%	-	4 19%	5 56%	10 37%	19 38%	-
Not stated	40 68%	22 61%	9 100%	3 60%	6 67%	-	17 81%	4 44%	17 63%	31 62%	5 100%
Mean (exc NS and nothing)	1.52	1.57	-	0.89	1.70	-	1.11	1.42	1.73	1.52	-
Std Dev.	0.81	0.80	-	0.04	1.15	-	0.28	0.60	1.00	0.81	-

NAO Smarter Food Procurement Survey

Table 42

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Frozen peas

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	20 34%	15 42%	-	2 40%	3 33%	-	4 19%	5 56%	11 41%	20 40%	-
Not stated	39 66%	21 58%	9 100%	3 60%	6 67%	-	17 81%	4 44%	16 59%	30 60%	5 100%
Mean (exc NS and nothing)	0.97	0.95	-	0.74	1.21	-	0.46	0.92	1.17	0.97	-
Std Dev.	0.58	0.61	-	0.11	0.71	-	0.21	0.49	0.62	0.58	-

NAO Smarter Food Procurement Survey

Table 43

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Butter

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	17 29%	14 39%	-	1 20%	2 22%	-	4 19%	4 44%	9 33%	17 34%	-
Not stated	42 71%	22 61%	9 100%	4 80%	7 78%	-	17 81%	5 56%	18 67%	33 66%	5 100%
Mean (exc NS and nothing)	0.84	0.81	-	1.15	0.93	-	0.81	0.78	0.89	0.84	-
Std Dev.	0.22	0.22	-	-	0.04	-	0.26	0.26	0.20	0.22	-

NAO Smarter Food Procurement Survey

Table 44

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Milk

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	18 31%	13 36%	-	2 40%	3 33%	-	4 19%	5 56%	9 33%	18 36%	-
Not stated	41 69%	23 64%	9 100%	3 60%	6 67%	-	17 81%	4 44%	18 67%	32 64%	5 100%
Mean (exc NS and nothing)	0.34	0.31	-	0.39	0.39	-	0.30	0.37	0.33	0.34	-
Std Dev.	0.05	0.04	-	0.04	0.07	-	0.02	0.07	0.05	0.05	-

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Table 45

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Baked beans

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	20 34%	15 42%	-	2 40%	3 33%	-	4 19%	5 56%	11 41%	20 40%	-
Not stated	39 66%	21 58%	9 100%	3 60%	6 67%	-	17 81%	4 44%	16 59%	30 60%	5 100%
Mean (exc NS and nothing)	1.81	1.66	-	2.25	2.30	-	1.15	1.77	2.07	1.81	-
Std Dev.	0.61	0.59	-	0.57	0.49	-	0.67	0.69	0.36	0.61	-

NAO Smarter Food Procurement Survey

Table 46

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Bread

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	19 32%	14 39%	-	2 40%	3 33%	-	4 19%	5 56%	10 37%	19 38%	-
Not stated	40 68%	22 61%	9 100%	3 60%	6 67%	-	17 81%	4 44%	17 63%	31 62%	5 100%
Mean (exc NS and nothing)	0.86	0.84	-	0.83	0.97	-	0.75	0.82	0.92	0.86	-
Std Dev.	0.16	0.17	-	0.21	0.14	-	0.21	0.18	0.11	0.16	-

NAO Smarter Food Procurement Survey

Table 47

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Sugar

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	18 31%	13 36%	-	2 40%	3 33%	-	4 19%	5 56%	9 33%	18 36%	-
Not stated	41 69%	23 64%	9 100%	3 60%	6 67%	-	17 81%	4 44%	18 67%	32 64%	5 100%
Mean (exc NS and nothing)	1.10	0.99	-	1.50	1.30	-	0.55	1.22	1.27	1.10	-
Std Dev.	0.55	0.48	-	1.07	0.55	-	0.19	0.46	0.57	0.55	-

NAO Smarter Food Procurement Survey

Table 48

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Mars Bar

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	19 32%	14 39%	-	2 40%	3 33%	-	4 19%	5 56%	10 37%	19 38%	-
Not stated	40 68%	22 61%	9 100%	3 60%	6 67%	-	17 81%	4 44%	17 63%	31 62%	5 100%
Mean (exc NS and nothing)	0.26	0.25	-	0.26	0.27	-	0.22	0.27	0.27	0.26	-
Std Dev.	0.03	0.03	-	*	0.03	-	0.03	0.02	0.02	0.03	-

NAO Smarter Food Procurement Survey

Table 49

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Specified brand of Cola

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	18 31%	13 36%	-	2 40%	3 33%	-	3 14%	5 56%	10 37%	18 36%	-
Not stated	41 69%	23 64%	9 100%	3 60%	6 67%	-	18 86%	4 44%	17 63%	32 64%	5 100%
Mean (exc NS and nothing)	0.28	0.27	-	0.32	0.27	-	0.24	0.29	0.28	0.28	-
Std Dev.	0.04	0.04	-	0.03	0.04	-	0.02	0.04	0.05	0.04	-

NAO Smarter Food Procurement Survey

Table 50

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Vending cups

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	1 2%	-	-	1 20%	-	-	-	-	1 4%	1 2%	-
£0.01+	14 24%	11 31%	-	1 20%	2 22%	-	3 14%	4 44%	7 26%	14 28%	-
Not stated	44 75%	25 69%	9 100%	3 60%	7 78%	-	18 86%	5 56%	19 70%	35 70%	5 100%
Mean (exc NS and nothing)	1.56	1.40	-	1.09	2.66	-	0.89	1.36	1.96	1.56	-
Std Dev.	0.91	0.86	-	-	0.52	-	0.90	1.02	0.74	0.91	-

NAO Smarter Food Procurement Survey

Table 51

Q.40 Most recently, how much is the catering firm saying that it pays, on average, for the following items?

Black sacks

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	-	-	-	-	-	-	-	-	-	-	-
£0.01+	13 22%	9 25%	-	2 40%	2 22%	-	2 10%	4 44%	7 26%	13 26%	-
Not stated	46 78%	27 75%	9 100%	3 60%	7 78%	-	19 90%	5 56%	20 74%	37 74%	5 100%
Mean (exc NS and nothing)	2.86	2.24	-	3.24	5.25	-	2.82	4.08	2.17	2.86	-
Std Dev.	2.01	1.91	-	1.05	1.77	-	1.67	1.86	2.09	2.01	-

NAO Smarter Food Procurement Survey

Table 52

Q.41 In your knowledge, has a catering firm used by the organisation ever tried to renegotiate their fees / prices to increase them by more than inflation within the first year of the contract?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Yes	8 14%	6 17%	-	2 40%	-	-	3 14%	1 11%	4 15%	6 12%	-
No	48 81%	28 78%	8 89%	3 60%	9 100%	-	17 81%	8 89%	21 78%	42 84%	4 80%
No answer	3 5%	2 6%	1 11%	-	-	-	1 5%	-	2 7%	2 4%	1 20%

NAO Smarter Food Procurement Survey

Table 53

Q.42 Has the catering firm provided capital investment in the organisation (eg, to construct or renovate new facilities or a whole building), whether on its own or as part of a larger PFI consortium?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Yes	25	15	3	2	5	-	9	3	11	21	2
	42%	42%	33%	40%	56%	-	43%	33%	41%	42%	40%
No	30	20	5	2	3	-	10	5	15	26	3
	51%	56%	56%	40%	33%	-	48%	56%	56%	52%	60%
No answer	4	1	1	1	1	-	2	1	1	3	-
	7%	3%	11%	20%	11%	-	10%	11%	4%	6%	-

NAO Smarter Food Procurement Survey

Table 54

Q.43 Does the firm which provides your catering also have the contract to provide your organisation with other services?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Vending machines	38 64%	24 67%	5 56%	3 60%	6 67%	-	13 62%	6 67%	17 63%	31 62%	5 100%
Cleaning	8 14%	4 11%	4 44%	-	-	-	3 14%	2 22%	3 11%	6 12%	1 20%
Retail (eg, onsite shops)	12 20%	9 25%	2 22%	1 20%	-	-	3 14%	-	9 33%	10 20%	2 40%
Security	5 8%	4 11%	1 11%	-	-	-	2 10%	2 22%	1 4%	4 8%	-
Reception	5 8%	4 11%	1 11%	-	-	-	2 10%	2 22%	1 4%	4 8%	-
Mailroom	7 12%	3 8%	4 44%	-	-	-	1 5%	2 22%	3 11%	5 10%	1 20%
Reprographics	2 3%	2 6%	-	-	-	-	-	2 22%	-	2 4%	-
Grounds maintenance	6 10%	4 11%	2 22%	-	-	-	2 10%	2 22%	2 7%	5 10%	-
Other (please state)	8 14%	6 17%	2 22%	-	-	-	2 10%	3 33%	2 7%	8 16%	-
None	14 24%	9 25%	2 22%	1 20%	2 22%	-	5 24%	1 11%	8 30%	13 26%	-
No answer	4 7%	1 3%	1 11%	1 20%	1 11%	-	1 5%	1 11%	2 7%	3 6%	-

NAO Smarter Food Procurement Survey

Table 55

Q.44 The Office of Government Commerce is looking for case examples of good practice in using contract catering firms, especially those which illustrate the potential for maximising efficiency. If your organisation has a good story to tell about its use of contract caterers, and would be willing to discuss this further with OGC, please indicate as many of the following which describe your example:

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Engaging with contractors to reduce their costs and "gainshare" savings	10 17%	8 22%	1 11%	-	1 11%	-	4 19%	2 22%	3 11%	10 20%	-
Bundling the catering contract with other contracts (eg, cleaning, security)	4 7%	3 8%	1 11%	-	-	-	-	3 33%	-	4 8%	-
Encouraging contractors to innovate, with both parties sharing in savings / income	12 20%	9 25%	1 11%	-	2 22%	-	4 19%	2 22%	5 19%	12 24%	-
Procuring catering services jointly with other public bodies	1 2%	-	-	-	1 11%	-	-	-	1 4%	1 2%	-
Working with contractors to reduce costs by reducing or recycling resources	7 12%	6 17%	-	1 20%	-	-	1 5%	4 44%	2 7%	6 12%	1 20%
Other - please describe:	5 8%	4 11%	-	-	1 11%	-	3 14%	1 11%	1 4%	5 10%	-
None	28 47%	17 47%	4 44%	3 60%	4 44%	-	10 48%	3 33%	14 52%	24 48%	2 40%
No answer	12 20%	6 17%	4 44%	1 20%	1 11%	-	5 24%	1 11%	6 22%	8 16%	2 40%

NAO Smarter Food Procurement Survey

Table 56

Q.45 Have you changed catering firm since 2004-05?

Base : All who outsource catering

	Type of organisation						Basis of response			Survey completed by:-	
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Yes	8 14%	7 19%	-	1 20%	-	-	4 19%	2 22%	2 7%	8 16%	-
No	50 85%	29 81%	8 89%	4 80%	9 100%	-	17 81%	7 78%	24 89%	41 82%	5 100%
No answer	1 2%	-	1 11%	-	-	-	-	-	1 4%	1 2%	-

NAO Smarter Food Procurement Survey

Table 57

Q.46 Which firm provided your catering services in 2004-05?

Base : All who outsource catering and have changed their catering firm

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	8	7	-	1	-	-	4	2	2	8	-
Aramark	-	-	-	-	-	-	-	-	-	-	-
Compass/Scolarest/ Medirest/Eurest	2 25%	2 29%	-	-	-	-	-	1 50%	1 50%	2 25%	-
Elior/Avenance	-	-	-	-	-	-	-	-	-	-	-
Initial/Autograph	-	-	-	-	-	-	-	-	-	-	-
Sodexo	-	-	-	-	-	-	-	-	-	-	-
Other	6 75%	5 71%	-	1 100%	-	-	4 100%	1 50%	1 50%	6 75%	-
No answer	-	-	-	-	-	-	-	-	-	-	-

NAO Smarter Food Procurement Survey

Table 58

Q.47 In 2004-05, what was the turnover of the contract, excluding VAT?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	1	-	-	1	-	-	-	1	-	-	1
	2%	-	-	20%	-	-	-	11%	-	-	20%
£1+	42	27	4	3	8	-	14	6	20	40	2
	71%	75%	44%	60%	89%	-	67%	67%	74%	80%	40%
Not stated	16	9	5	1	1	-	7	2	7	10	2
	27%	25%	56%	20%	11%	-	33%	22%	26%	20%	40%
Mean (000's)(exc NS and nothing)	1250.1	664.4	1070.8	6377.3	1393.8	-	986.9	1908.5	1281.8	1261.2	1027.5
Std Dev.	2276.19	721.34	1489.84	7038.82	821.44	-	966.78	1560.99	3102.51	2329.94	775.70

NAO Smarter Food Procurement Survey

Table 59

Q.48 In 2004-05, what was the total cost of this contract to the organisation, excluding VAT?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Nothing	7	3	-	1	3	-	2	2	3	7	-
	12%	8%	-	20%	33%	-	10%	22%	11%	14%	-
£1+	36	26	4	3	3	-	13	6	16	34	2
	61%	72%	44%	60%	33%	-	62%	67%	59%	68%	40%
Not stated	16	7	5	1	3	-	6	1	8	9	3
	27%	19%	56%	20%	33%	-	29%	11%	30%	18%	60%
Mean (000's)(exc NS and nothing)	413.2	306.3	1358.0	436.7	56.3	-	187.8	718.8	440.6	419.3	309.5
Std Dev.	640.89	436.19	1306.49	351.14	11.59	-	212.30	739.78	793.08	656.11	383.96

NAO Smarter Food Procurement Survey

Table 60

Q.49 What were your views on the quality of the food provided under the catering contract in 2004-05?

Base : All who outsource catering

	Type of organisation						Basis of response			Survey completed by:-	
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Very poor	1 2%	-	-	1 20%	-	-	-	-	1 4%	1 2%	-
Poor	1 2%	1 3%	-	-	-	-	1 5%	-	-	1 2%	-
Fair	10 17%	7 19%	-	2 40%	1 11%	-	5 24%	3 33%	2 7%	9 18%	-
Good	25 42%	14 39%	5 56%	1 20%	5 56%	-	9 43%	2 22%	13 48%	23 46%	-
Very good	15 25%	12 33%	1 11%	-	2 22%	-	5 24%	3 33%	7 26%	15 30%	-
No answer	2 3%	1 3%	1 11%	-	-	-	1 5%	-	1 4%	1 2%	-
Not stated	5 8%	1 3%	2 22%	1 20%	1 11%	-	-	1 11%	3 11%	-	5 100%

NAO Smarter Food Procurement Survey

Table 61

Q.50 What were your views on how expensive was the service provided under the catering contract in 2004-05?

Base : All who outsource catering

	Type of organisation					Basis of response			Survey completed by:-		
	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm	
Total	59	36	9	5	9	-	21	9	27	50	5
Very inexpensive	2	1	-	-	1	-	1	-	1	2	-
	3%	3%	-	-	11%	-	5%	-	4%	4%	-
Inexpensive	33	22	5	1	5	-	12	4	16	32	-
	56%	61%	56%	20%	56%	-	57%	44%	59%	64%	-
Expensive	10	8	-	2	-	-	3	3	4	9	-
	17%	22%	-	40%	-	-	14%	33%	15%	18%	-
Very expensive	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
No answer	9	4	2	1	2	-	5	1	3	7	-
	15%	11%	22%	20%	22%	-	24%	11%	11%	14%	-
Not stated	5	1	2	1	1	-	-	1	3	-	5
	8%	3%	22%	20%	11%	-	-	11%	11%	-	100%

Fieldwork Dates : October 13 - November 25 2005

Source : Market & Opinion Research International (JN: 26008)

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NAO Smarter Food Procurement Survey

Table 62

Q.51 How would you characterise your relationship with the catering firm in 2004-05?

Base : All who outsource catering

	Type of organisation						Basis of response			Survey completed by:-	
	Total	Govt Dept/ Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisatio n as a whole, including all sites which serve food	A group of sites	One site only	In-house staff	Catering firm
Total	59	36	9	5	9	-	21	9	27	50	5
Very poor	-	-	-	-	-	-	-	-	-	-	-
Poor	2 3%	2 6%	-	-	-	-	1 5%	1 11%	-	2 4%	-
Fair	9 15%	6 17%	1 11%	2 40%	-	-	4 19%	2 22%	3 11%	8 16%	-
Good	26 44%	15 42%	3 33%	2 40%	6 67%	-	11 52%	1 11%	14 52%	23 46%	-
Very good	16 27%	12 33%	2 22%	-	2 22%	-	5 24%	4 44%	6 22%	16 32%	-
No answer	1 2%	-	1 11%	-	-	-	-	-	1 4%	1 2%	-
Not stated	5 8%	1 3%	2 22%	1 20%	1 11%	-	-	1 11%	3 11%	-	5 100%

NAO Smarter Food Procurement Survey

Table 63

Q.52 Which of the following best describes the way your organisation prepares meals?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Cook from scratch	47 49%	3 23%	10 33%	3 38%	30 70%	1 100%	26 48%	10 56%	11 50%
Cook-chill (refrigerated meals are made or bought in advance, then heated when needed)	3 3%	-	3 10%	-	-	-	2 4%	-	1 5%
Regenerated from frozen (meals are bought frozen in advance, then thawed and heated when needed)	1 1%	-	1 3%	-	-	-	-	1 6%	-
A combination of the above	27 28%	-	13 43%	3 38%	11 26%	-	13 24%	5 28%	8 36%
Other (please describe)	12 13%	6 46%	2 7%	2 25%	2 5%	-	8 15%	2 11%	2 9%
No answer	4 4%	4 31%	-	-	-	-	4 7%	-	-
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 64

Q.53 If cooking from scratch or making your own cook-chill meals, do you use standard costed recipes?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Yes	63 66%	3 23%	24 80%	4 50%	31 72%	1 100%	34 63%	13 72%	15 68%
No	16 17%	2 15%	2 7%	-	12 28%	-	9 17%	2 11%	5 23%
No answer	15 16%	8 62%	3 10%	4 50%	-	-	10 19%	3 17%	2 9%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 65

Q.54 In 2004-05, how much did you spend in total on your in-house catering?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	3 3%	3 23%	-	-	-	-	3 6%	-	-
£1+	80 84%	4 31%	26 87%	7 88%	42 98%	1 100%	43 80%	16 89%	20 91%
Not stated	12 13%	6 46%	4 13%	1 13%	1 2%	-	8 15%	2 11%	2 9%
Mean (000's)(exc NS and nothing)	4408.9	23549.5	3912.8	3939.4	2873.5	8517.0	2691.5	10709.4	3231.3
Std Dev.	11745.80	46900.48	8479.41	5237.19	4273.61	-	2588.36	24681.33	5977.65

NAO Smarter Food Procurement Survey

Table 66

Q.55 In 2004-05, how much income did you receive from your catering, excluding VAT?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	12 13%	9 69%	-	1 13%	2 5%	-	9 17%	2 11%	1 5%
£1+	75 79%	1 8%	27 90%	6 75%	40 93%	1 100%	40 74%	14 78%	21 95%
Not stated	8 8%	3 23%	3 10%	1 13%	1 2%	-	5 9%	2 11%	-
Mean (000's)(exc NS and nothing)	2594.4	260.0	777.4	12686.5	2349.6	3228.0	2271.4	5593.7	1210.1
Std Dev.	6362.15	-	625.13	20919.88	1505.80	-	2423.19	14060.73	1135.28

NAO Smarter Food Procurement Survey

Table 67

Q.56 Itemised costs - under how many of the following headings do you keep account of itemised costs

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Food and beverage items	83 87%	5 38%	28 93%	6 75%	43 100%	1 100%	44 81%	16 89%	22 100%
Staffing costs	80 84%	2 15%	29 97%	6 75%	42 98%	1 100%	43 80%	15 83%	21 95%
Sundry costs (cleaning materials, laundry & uniforms, disposables, etc.)	80 84%	3 23%	29 97%	6 75%	42 98%	- -	42 78%	15 83%	22 100%
Sales income	80 84%	1 8%	29 97%	6 75%	43 100%	1 100%	44 81%	14 78%	21 95%
None	3 3%	2 15%	-	1 13%	-	-	2 4%	1 6%	-
No answer	7 7%	6 46%	-	1 13%	-	-	6 11%	1 6%	-
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 68

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Minced beef

Base : All with in-house catering

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	65	3	21	4	36	1	38	9	17
	68%	23%	70%	50%	84%	100%	70%	50%	77%
Not stated	30	10	9	4	7	-	16	9	5
	32%	77%	30%	50%	16%	-	30%	50%	23%
Mean (exc NS and nothing)	1.11	1.64	0.98	1.13	1.14	1.11	1.09	1.20	1.11
Std Dev.	0.38	1.05	0.35	0.10	0.30	-	0.33	0.64	0.32

NAO Smarter Food Procurement Survey

Table 69

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Pork sausages

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	66 69%	2 15%	21 70%	4 50%	38 88%	1 100%	39 72%	10 56%	16 73%
Not stated	29 31%	11 85%	9 30%	4 50%	5 12%	-	15 28%	8 44%	6 27%
Mean (exc NS and nothing)	0.86	0.60	0.81	0.79	0.91	0.75	0.87	0.73	0.93
Std Dev.	0.43	0.22	0.26	0.39	0.51	-	0.50	0.23	0.31

NAO Smarter Food Procurement Survey

Table 70

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Frozen peas

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	67 71%	3 23%	22 73%	4 50%	37 86%	1 100%	38 70%	11 61%	17 77%
Not stated	28 29%	10 77%	8 27%	4 50%	6 14%	-	16 30%	7 39%	5 23%
Mean (exc NS and nothing)	0.38	0.25	0.36	0.31	0.41	0.27	0.37	0.32	0.43
Std Dev.	0.23	0.02	0.19	0.03	0.28	-	0.21	0.13	0.33

NAO Smarter Food Procurement Survey

Table 71

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Butter

Base : All with in-house catering

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	62	3	19	4	35	1	33	11	17
	65%	23%	63%	50%	81%	100%	61%	61%	77%
Not stated	33	10	11	4	8	-	21	7	5
	35%	77%	37%	50%	19%	-	39%	39%	23%
Mean (exc NS and nothing)	0.62	0.93	0.49	0.52	0.68	0.64	0.64	0.63	0.60
Std Dev.	0.21	0.53	0.13	0.24	0.16	-	0.15	0.36	0.19

NAO Smarter Food Procurement Survey

Table 72

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Milk

Base : All with in-house catering

	Type of organisation						Basis of response		
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	73 77%	4 31%	23 77%	7 88%	38 88%	1 100%	38 70%	14 78%	20 91%
Not stated	22 23%	9 69%	7 23%	1 13%	5 12%	-	16 30%	4 22%	2 9%
Mean (exc NS and nothing)	0.26	0.32	0.21	0.33	0.27	0.35	0.26	0.26	0.26
Std Dev.	0.08	0.13	0.02	0.13	0.06	-	0.07	0.07	0.10

NAO Smarter Food Procurement Survey

Table 73

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Baked beans

Base : All with in-house catering

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	69	3	23	4	38	1	38	12	18
	73%	23%	77%	50%	88%	100%	70%	67%	82%
Not stated	26	10	7	4	5	-	16	6	4
	27%	77%	23%	50%	12%	-	30%	33%	18%
Mean (exc NS and nothing)	1.38	3.27	1.27	1.14	1.34	1.10	1.25	1.94	1.22
Std Dev.	0.77	3.49	0.27	0.03	0.30	-	0.21	1.72	0.11

NAO Smarter Food Procurement Survey

Table 74

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Bread

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	71 75%	3 23%	23 77%	6 75%	38 88%	1 100%	37 69%	14 78%	19 86%
Not stated	24 25%	10 77%	7 23%	2 25%	5 12%	-	17 31%	4 22%	3 14%
Mean (exc NS and nothing)	0.66	0.55	0.55	0.66	0.73	0.73	0.69	0.65	0.62
Std Dev.	0.20	0.14	0.11	0.12	0.24	-	0.21	0.22	0.19

NAO Smarter Food Procurement Survey

Table 75

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Sugar

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	68 72%	3 23%	22 73%	6 75%	36 84%	1 100%	36 67%	14 78%	17 77%
Not stated	27 28%	10 77%	8 27%	2 25%	7 16%	-	18 33%	4 22%	5 23%
Mean (exc NS and nothing)	0.77	0.76	0.73	0.81	0.78	0.71	0.75	0.81	0.77
Std Dev.	0.23	0.39	0.13	0.14	0.28	-	0.23	0.20	0.27

NAO Smarter Food Procurement Survey

Table 76

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Mars Bar

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	-	-	-	-	-	-	-	-	-
£0.01+	63	3	20	4	35	1	32	12	18
	66%	23%	67%	50%	81%	100%	59%	67%	82%
Not stated	32	10	10	4	8	-	22	6	4
	34%	77%	33%	50%	19%	-	41%	33%	18%
Mean (exc NS and nothing)	0.24	0.24	0.24	0.27	0.24	0.25	0.24	0.24	0.24
Std Dev.	0.03	0.02	0.03	0.06	0.03	-	0.04	0.04	0.02

NAO Smarter Food Procurement Survey

Table 77

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Specified brand of Cola

Base : All with in-house catering

	Type of organisation						Basis of response		
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	2	-	1	-	1	-	1	-	1
	2%	-	3%	-	2%	-	2%	-	5%
£0.01+	60	2	16	5	36	1	33	10	16
	63%	15%	53%	63%	84%	100%	61%	56%	73%
Not stated	33	11	13	3	6	-	20	8	5
	35%	85%	43%	38%	14%	-	37%	44%	23%
Mean (exc NS and nothing)	0.23	0.28	0.27	0.27	0.20	0.12	0.22	0.25	0.24
Std Dev.	0.06	0.01	0.06	0.13	0.03	-	0.06	0.09	0.03

NAO Smarter Food Procurement Survey

Table 78

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Vending cups

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	1 1%	-	-	-	1 2%	-	-	1 6%	-
£0.01+	49 52%	2 15%	18 60%	4 50%	25 58%	-	28 52%	5 28%	15 68%
Not stated	45 47%	11 85%	12 40%	4 50%	17 40%	1 100%	26 48%	12 67%	7 32%
Mean (exc NS and nothing)	1.23	0.56	1.16	1.84	1.24	-	1.28	1.20	1.16
Std Dev.	0.85	0.77	0.42	1.18	1.01	-	0.95	0.86	0.71

NAO Smarter Food Procurement Survey

Table 79

Q.57 Most recently, how much are you on average paying per item for the following ingredients?

Black sacks

Base : All with in-house catering

	Total	Type of organisation					Basis of response		
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Nothing	2 2%	-	2 7%	-	-	-	2 4%	-	-
£0.01+	46 48%	-	9 30%	6 75%	31 72%	-	24 44%	8 44%	13 59%
Not stated	47 49%	13 100%	19 63%	2 25%	12 28%	1 100%	28 52%	10 56%	9 41%
Mean (exc NS and nothing)	1.42	-	1.02	1.38	1.55	-	1.51	1.39	1.33
Std Dev.	0.86	-	0.54	0.81	0.93	-	1.03	0.75	0.63

NAO Smarter Food Procurement Survey

Table 80

Q.58 In 2004-05, who were your main catering suppliers in terms of the amount of money you spent with them?

Base : All with in-house catering

	Total	Type of organisation					Basis of response		
		Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
3663	64	2	20	1	40	1	36	11	16
	67%	15%	67%	13%	93%	100%	67%	61%	73%
Brake Bros	54	2	18	4	30	-	26	10	17
	57%	15%	60%	50%	70%	-	48%	56%	77%
Cadburys/Schweppes	20	-	5	-	15	-	13	4	2
	21%	-	17%	-	35%	-	24%	22%	9%
Compass group	1	-	-	-	1	-	1	-	-
	1%	-	-	-	2%	-	2%	-	-
Express Dairy	26	-	10	2	14	-	12	6	8
	27%	-	33%	25%	33%	-	22%	33%	36%
JR Holland	4	-	3	-	1	-	2	1	1
	4%	-	10%	-	2%	-	4%	6%	5%
Matthew Algie	5	-	-	-	5	-	4	-	1
	5%	-	-	-	12%	-	7%	-	5%
M&J Seafood	8	-	-	-	8	-	6	1	1
	8%	-	-	-	19%	-	11%	6%	5%
Unigate	6	-	2	-	4	-	3	-	3
	6%	-	7%	-	9%	-	6%	-	14%
Anglia Crown	2	-	2	-	-	-	1	-	1
	2%	-	7%	-	-	-	2%	-	5%
British Bakeries Ltd	4	-	3	-	1	-	1	1	2
	4%	-	10%	-	2%	-	2%	6%	9%
Coca Cola	51	-	11	2	38	-	33	7	10
	54%	-	37%	25%	88%	-	61%	39%	45%
DBC	35	1	21	-	13	-	17	7	11
	37%	8%	70%	-	30%	-	31%	39%	50%
Geest	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Kerry Foods	1	-	1	-	-	-	1	-	-
	1%	-	3%	-	-	-	2%	-	-
McLaren Foods	3	-	1	-	2	-	1	-	2
	3%	-	3%	-	5%	-	2%	-	9%

Fieldwork Dates : October 13 - November 25 2005
Source : Market & Opinion Research International (JN: 26008)

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NAO Smarter Food Procurement Survey

Table 80

Q.58 In 2004-05, who were your main catering suppliers in terms of the amount of money you spent with them?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only	
Total	95	13	30	8	43	1	54	18	22
Tillery Valley	4 4%	-	4 13%	-	-	-	1 2%	2 11%	1 5%
Others	64 67%	4 31%	23 77%	5 63%	32 74%	-	36 67%	12 67%	15 68%
No answer	10 11%	7 54%	1 3%	2 25%	-	-	7 13%	2 11%	1 5%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 81

Q.59 Do you do any joint buying with other public bodies?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Yes	45 47%	-	5 17%	4 50%	36 84%	-	29 54%	8 44%	7 32%
No	43 45%	9 69%	23 77%	3 38%	7 16%	1 100%	21 39%	8 44%	14 64%
No answer	6 6%	4 31%	1 3%	1 13%	-	-	3 6%	2 11%	1 5%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 82

Q.60 Have you established minimum nutritional standards for the meals you serve?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Yes	38 40%	2 15%	26 87%	2 25%	7 16%	1 100%	17 31%	8 44%	13 59%
No	48 51%	5 38%	2 7%	5 63%	36 84%	-	30 56%	9 50%	8 36%
No answer	8 8%	6 46%	1 3%	1 13%	-	-	6 11%	1 6%	1 5%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 83

Q.61 Roughly what proportion of the food and drink items you buy comes from your local area or region of the country?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Don't know	27	6	9	2	10	-	15	4	8
	28%	46%	30%	25%	23%	-	28%	22%	36%
0-1%	2	-	1	-	1	-	1	-	1
	2%	-	3%	-	2%	-	2%	-	5%
2-10%	12	-	3	-	8	1	9	2	1
	13%	-	10%	-	19%	100%	17%	11%	5%
11-20%	19	1	7	1	10	-	10	5	4
	20%	8%	23%	13%	23%	-	19%	28%	18%
21-30%	7	-	1	1	5	-	5	2	-
	7%	-	3%	13%	12%	-	9%	11%	-
31-40%	11	-	3	2	6	-	4	3	4
	12%	-	10%	25%	14%	-	7%	17%	18%
Over 40%	8	1	3	1	3	-	3	1	3
	8%	8%	10%	13%	7%	-	6%	6%	14%
No answer	8	5	2	1	-	-	6	1	1
	8%	38%	7%	13%	-	-	11%	6%	5%
Not stated	1	-	1	-	-	-	1	-	-
	1%	-	3%	-	-	-	2%	-	-

NAO Smarter Food Procurement Survey

Table 84

Q.62 Which one of the following best describes how true this statement is in your experience?

“It is possible to buy a larger proportion of food and drink from local or regional producers while staying within budget.”

Base : All with in-house catering

	Type of organisation						Basis of response		
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Not sure	26 27%	3 23%	7 23%	5 63%	11 26%	-	13 24%	6 33%	6 27%
Never	4 4%	1 8%	1 3%	-	2 5%	-	3 6%	-	1 5%
Sometimes	47 49%	2 15%	17 57%	1 13%	26 60%	1 100%	28 52%	9 50%	10 45%
Most often	7 7%	-	3 10%	1 13%	3 7%	-	4 7%	-	3 14%
Always	1 1%	-	-	-	1 2%	-	-	-	1 5%
No answer	9 9%	7 54%	1 3%	1 13%	-	-	5 9%	3 17%	1 5%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 85

Q.63 Which one of the following best describes how true this statement is in your experience?

“Buying more food and drink from local or regional producers gives better quality than buying from major suppliers.”

Base : All with in-house catering

	Type of organisation						Basis of response		
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
Not sure	16 17%	2 15%	5 17%	3 38%	6 14%	-	9 17%	4 22%	3 14%
Never	3 3%	1 8%	1 3%	-	1 2%	-	3 6%	-	-
Sometimes	52 55%	1 8%	19 63%	3 38%	28 65%	1 100%	31 57%	9 50%	11 50%
Most often	12 13%	2 15%	2 7%	1 13%	7 16%	-	5 9%	2 11%	5 23%
Always	1 1%	-	-	-	1 2%	-	-	-	1 5%
No answer	10 11%	7 54%	2 7%	1 13%	-	-	5 9%	3 17%	2 9%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-

NAO Smarter Food Procurement Survey

Table 86

Q.64 How do you monitor the competitiveness of the prices you pay for food items?

Base : All with in-house catering

	Type of organisation					Basis of response			
	Total	Govt Dept/Exec Agency/NDPB	NHS Trust	Local Authority	University	Other	Organisation as a whole, including all sites which serve food	A group of sites	One site only
Total	95	13	30	8	43	1	54	18	22
We have a sense of what is a good price	37 39%	2 15%	11 37%	6 75%	18 42%	-	22 41%	7 39%	8 36%
We use shared knowledge of competitive prices among other public sector bodies	57 60%	2 15%	18 60%	5 63%	32 74%	-	30 56%	14 78%	13 59%
We do our own research and monitoring of competitive prices	72 76%	4 31%	24 80%	6 75%	38 88%	-	38 70%	15 83%	18 82%
We use a commercial price monitoring service	14 15%	1 8%	-	1 13%	11 26%	1 100%	9 17%	4 22%	1 5%
We use a catering consultancy to help secure price reductions	3 3%	-	-	-	3 7%	-	3 6%	-	-
Don't monitor	1 1%	1 8%	-	-	-	-	1 2%	-	-
Other	12 13%	1 8%	6 20%	-	5 12%	-	5 9%	3 17%	4 18%
None	1 1%	1 8%	-	-	-	-	1 2%	-	-
No answer	9 9%	6 46%	2 7%	1 13%	-	-	6 11%	2 11%	1 5%
Not stated	1 1%	-	1 3%	-	-	-	1 2%	-	-