

Oakfield Primary School

Sylvia Crescent, Totton, Hampshire, SO40 3LN
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Headteacher: Mr H Mitton BA (HONS) NPQSL QTS | **Deputy Headteacher:** Miss L Bray BSc (HONS) QTS

18 Jul 2023

Re: School Dinners from 1 September 2023

Dear Families,

Starting in September, The Gateway Trust will manage meal services in-house as an alternative to using a third-party company such as Innovate. This will bring about several benefits to your family, but also some challenges for us which we want to work through with you to enable this venture to be successful.

Menu

The menu will be published ahead of the new academic year and is currently being finalised. The menu will remain the same for each school term and meal choices will be on a 3-week rotation. We will be in touch with more details.

Costs

Main (hot) meals will now be priced at £3, consistent with the rates in local schools. **Sandwiches** will continue to be available on the menu and **will now be priced at £2**.

UIFSM

Pupils in Years R, 1 and 2 continue to receive 'Free' school meals (known as Universal Infant Free School Meals or UIFSM for short) - **these meals are not free for the school to produce** and as such we need to ensure that this provision is used responsibly. **If your child comes to school with a packed lunch and you have ordered a meal ahead of time, we will send your child's packed lunch home** so that the food cooked to order is not wasted. If your child orders a meal on the day and you have sent them with a lunch box, we will provide them with the meal they have selected and send the lunch box home. To prevent your child from doing this, please order a meal ahead of time or select the packed lunch option ahead of time to prevent them from overriding this selection.

Support with costs

Those pupils who are eligible for income-based free school meals will not be charged for meals and this is reflected in the cost (£0) when you order ahead or your child orders on the day. This information is not displayed publicly if your child orders on the day.

Ordering

Your feedback has shown us the value of flexibility in ordering meals, and as such we're thrilled to introduce the option to **order meals on the day, as a trial for the first half term**. The success of this trial will largely depend on everyone's adherence to the ordering guidelines set out below, we want this to work but need you to help us to help you!

- **You may choose meals for your child in advance through the Arbor App.** Doing this guarantees your child will be given the meal you choose ahead of time. Changes to the meal choice can only be made by you via the Arbor App, neither the office nor the staff have the ability to amend this. This is to prevent accidental changes to dietary requirements and costs.
- **You may allow your child to order on the day.** We will accept the child's choice as their meal option, and the cost will reflect their choice. If you've pre-ordered a meal (as above) for your child, their requests at school won't change the order. However, if a meal hasn't been pre-ordered, the child's request will be honoured and charged accordingly. Please ensure your child is aware of the pre-arranged meal plans, or use the Arbor system to prevent accidental orders. **Pupils with allergies will not be able to order on the day to ensure we safeguard their health.**



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A charitable company limited by guarantee registered in England and Wales. Company number: 07697070.

Registered office address: The Romsey School, Greatbridge, Romsey, Hampshire, SO51 8ZB

Tel: (01794) 512334 www.gatewaymat.org enquiries@gatewaymat.org

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Absence

Children will not be charged for a meal if they are absent from school, even if it has been ordered. **The system will remove their meal and refund you automatically** if your child is not in school for their morning register.

Lateness

If your child arrives in school on time for registration they will always have the opportunity to order a meal or take one that has been pre-ordered using the Arbor app. Meal orders must be with the kitchen shortly after the registers close as this is when preparation begins. To enable us to run efficiently and keep costs down, we have to cook only what is ordered. **Children arriving in school between 09:00 and 09:15 will initially have meals provided for them, however, arrivals after this time will not. The system will prevent orders received from 09:15 from going through, staff will not be able to override these and therefore you will have to source your own lunch after this time.**

Account management

It will be your responsibility to keep your child's account topped up for meal orders. We will be strict in ensuring the school does not enter into debt and that all families are supported not to enter into unmanageable debt. We understand that circumstances may occasionally prevent timely top-ups ahead of ordering. In such a case, we will allow for **a single meal to be paid for on your next top-up. If you do not top up and your child's account is already in debt by one meal, we will not be able to provide your child with a lunch and will ask you to.**

You can do this by:

1. Topping up your child's account remotely using the Arbor website or app.
2. Bring your child a packed lunch
3. Asking a friend or relative to bring your child a packed lunch
4. Collecting your child from school to feed them

As we embark on this new journey, we expect a few bumps along the way. To help us all acclimatise to these changes, in the first week of September timings and meal choices will be more relaxed as we establish the new routines.

We are excited about these changes and believe they will greatly benefit our school community. Thank you for your understanding and cooperation during this transition period.

L Bray

Miss L Bray

Head of School Designate

H Mitton

Mr H Mitton

Executive Headteacher Designate



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