



Stanhope Barrington C of E  
Primary School

Westcroft

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Head Teacher: Mrs D Cross

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Dear Parent/Carer

2<sup>nd</sup> October 2024

### Re: Changes to Ordering of School Dinners

With effect from Monday 4<sup>th</sup> October 2024 (after half term holiday) Chartwell's will be introducing their new Autumn/Winter Menu.

From that date we will be changing the way in which parents/carers will order their child(ren)'s school meals. From 4<sup>th</sup> October this will be done via Parent Pay.

### What are the benefits?

There are many benefits to this new system including:

- You can order your child's meals for one week ahead
- You can change your choices on a weekly basis rather than being tied to the same choices for a whole term
- If your child reports that they didn't like what they had that day, you can change the choice for the following week without informing the school office
- It is very quick and simple to do via Parent pay
- You all access Parent Pay weekly to pay for the meals and therefore can do both at the same time
- It will save teaching time in giving out coloured bands every day to the children before lunchtime
- It will save admin time in the office in sending out paper menus, collating all of the information and then informing each teacher
- It will save admin time in updating Parent Pay manually for payments to be allocated to accounts
- If your child is absent from school and you have already ordered their meal, Mrs Gurbillon can update the system and you will not be charged.

### How does it work?

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- You choose your child's meals for the following week via Parent Pay and pay for that previous week
- This electronic data is sent directly to Chartwell's to inform them for ordering and meal preparation
- Chartwell's staff will have an ipad in the kitchen at lunchtime which will tell them what each child has ordered for that day's meal
- The electronic data automatically updates Parent Pay
- Ordering and paying for meals is exactly the same as buying anything else on line, you order and pay at that point

### What are the possible drawbacks?

- Parents/carers will need to order every week rather than a one-off decision which remains the same for months. We have challenged this and asked if parents/cares can order for half a term or even a full term but the system does not allow for this to take place because it is linked to Parent Pay and orders can only be placed when payment has been made.
- If parents/carers forget to order weekly, there will be a significant impact on the school office as Mrs Gurbillon (Business Manager) will need to speak to the child to establish their choice for that day and then contact parents/carers to request the order is completed.
- If your Parent Pay account for school meals is not paid off each week you will be unable to order for the following week.

Parents/cares whose children are in receipt of Universal Free School Meals (Rec to Y2 inclusive) can order for the half term because their meals are funded by the government and not paid for privately.

If parents/carers struggle financially to clear their Parent Pay account in any given week, please contact Mrs Gurbillon in the school office and we can make individualised arrangements.

This is a major administrative change for our school and for you as parents/carers and therefore a briefing session will be held on Monday 14<sup>th</sup> October 2024 at 2.45pm in the school hall to explain the process in detail and to respond to any questions or concerns.

Yours sincerely

*Mrs D Cross*

Mrs D Cross  
Head Teacher