

Homework –

Friday 11th January 2019



Miss Farmer



Dear Parent/Carer

We have been quite lucky with the weather so far this month and will have to keep our fingers crossed that although the weather can get very nippy at this time of year, so far we haven't seen any snow ☺.

I thought that parents might like to have a bit of an update on the way in which we currently provide school meals. In the past, parents paid the school for school meals and we then paid the provider. There were two issues with this; firstly, all the counting of the money and banking the money took up **A LOT** of teacher time and office time – time that could be more usefully spent for the benefit of the children. Secondly, a small but significant number of parents got into huge debt to the school which led to more office time trying to recover those debts – and sometimes that would be a lengthy and expensive process for all concerned.

The system we use with Dolce, is that parents pay directly to the company through **Live Kitchen** (and meals are ordered directly with them, online, which means that children always get their choice). If a parent owes money for five meals, they cannot order another (and Live Kitchen sends you reminders the second you are in debt and keeps reminding you until it is paid...) If you cannot order a dinner, because you have run up a debt, you will already know, but the school will also ring you and ask you to pay your account or **request that you send a packed lunch up**. If you think you have paid into Live Kitchen but that it hasn't shown up yet, then you need to telephone or email Live Kitchen for an explanation – **the school cannot do that on your behalf**.

If we cannot contact a parent, **we will make sure that children are fed**. We would never leave a child without a meal simply because their parent hasn't been paying for meals; the **school is here to look after children** and **we always put children first** (in the same way that if a parent is late picking up a child, we keep them safe for as long as it takes – hours even)

The new system is much better for the school – and for parents, who can be sure that their children get their choices. In my view, the choice and quality of food has also greatly improved since we started with Dolce.

I hope this makes clear how the system works, as well as the school's commitment to making sure that children will always be fed if parents cannot be contacted – there have been some **ill-informed comments** on social media and we wouldn't want parents to be misinformed.

Please use the comment box below to write anything you have to say about the homework or about any other school issues...

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| Signed: |

Please make sure that your child's medical details and emergency contact numbers are with the office and up-to-date.