

School Meals – Flexible meal choices option

We require all Parents/Guardians to update their school meal choice in the Arbor Portal/App.

Once you have accessed the Arbor site for your child, please choose the orange Quick Actions tab (top left). You will see the options appear with Meals at the bottom.

The screenshot shows the Arbor Portal interface for Stocklake Park School. The top navigation bar includes the school logo, name, and user options like 'Sign out' and 'Help Centre'. The left sidebar features a 'Quick Actions' menu with items such as Behaviour, Attendance, Trips, Clubs, Report Cards, Payments, and Meals (highlighted with a red circle). Below this are sections for Notices, Previous lesson, Next lesson, and a Calendar. The main content area is titled 'Statistics' and displays 'Attendance (2022/2023)' at 84.5% with a bar chart comparing it to a 100% target for the last 4 weeks. It also shows 'Positive Behavioural Incidents - this term' as 0. Other sections include Guardian Consultations (no consultations), Accounts (Meals, Balance: £70.00), Activities (Clubs, Trips), and School Shop (School Shop Products).

Choose Meals to take you through to the Meal Choices section where you will pick the next half term meals option.

The screenshot shows the 'Meal Choices' section of the Arbor Portal. The left sidebar has 'Meals' selected. The main content area is titled 'Meal Choices' and shows the 'Academic Year' as '2022/2023'. Below this, there is a dropdown menu for 'Meals available to' which is currently set to 'Spring Term 2023'. A right-pointing arrow indicates that more options are available.

At this point you will be given the below listing of days in the coming half term from which you may choose your meal option.

Stocklake Park School

My Items

Meals

Meal Choices

Meal Choices - School Meal

Meals Balance: £70.00

Top up account

Week beginning 20 Feb 2023

Monday	No choices made	▶
Tuesday	No choices made	▶
Wednesday	No choices made	▶
Thursday	No choices made	▶
Friday	No choices made	▶

Week beginning 27 Feb 2023

Monday	No choices made	▶
Tuesday	No choices made	▶
Wednesday	No choices made	▶
Thursday	No choices made	▶
Friday	No choices made	▶

Week beginning 06 Mar 2023

Monday	No choices made	▶
Tuesday	No choices made	▶

Each day you will have a Meat, Vegetarian, Jacket Potato or School Packed Lunch option to choose from as per the full menu for the half term previously distributed.

« Back 20 Feb 2023

Deadline date
The deadline for making choices for this meal is 30 Jan 2023, 12:00

Add Meal Choice

Meal choice* Pork Sausages, Mash & Gravy

Pick for all future available dates

Cancel Confirm choice

« Back 20 Feb 2023

Deadline date
The deadline for making choices for this meal is 30 Jan 2023, 12:00

Add Meal Choice

Meal choice* Vegetarian Sausages, Mash & Gravy

Pick for all future available dates

Cancel Confirm choice

« Back 20 Feb 2023

Deadline date
The deadline for making choices for this meal is 30 Jan 2023, 12:00

Edit Meal Choice

Meal choice* Packed Lunch

Pick for all future available dates

Remove choice Cancel Confirm choice

Remember, if you do not make a meal choice on a day, you will need to provide a lunch from home.

To make the process easier as we have a meal menu that works on a revolving 3-week rota if you tick the box **“Pick for all future available dates”** for each day’s meal you will only need to complete the first 3 weeks choices and the remaining weeks will populate automatically.

Note: Please ignore the “Deadline date” shown. The school sets the deadline and this is made clear in all communication.

So, your menu choice could look as follows:

Stocklake Park School
My Items

Meal Choices - School Meal

Meals Balance: £70.00

[Top up account](#)

Week beginning 20 Feb 2023

Monday	Pork Sausages, Mash & Gravy	▶
Tuesday	Packed Lunch	▶
Wednesday	Roast Quorn Fillet, Roast Potatoes & Gravy	▶
Thursday	Packed Lunch	▶
Friday	Fish Fingers, Chips & Spaghetti Hoops	▶

Week beginning 27 Feb 2023

Monday	Chicken Curry & Rice with Naan Bread	▶
Tuesday	Packed Lunch	▶
Wednesday	Quorn Southern Style Fillet with Roast Potatoes	▶
Thursday	Packed Lunch	▶
Friday	Packed Lunch	▶

Week beginning 06 Mar 2023

Monday	Pork Sausages, Mash & Gravy	▶
Tuesday	Packed Lunch	▶
Wednesday	Packed Lunch	▶
Thursday	Vegetable Pie & Garlic Bread	▶
Friday	Fish Cakes, Chips & Spaghetti Hoops	▶

Week beginning 13 Mar 2023

Monday	Packed Lunch	▶
Tuesday	Jacket Potato with Baked Beans & Grated Cheddar	▶
Wednesday	Packed Lunch	▶
Thursday	Packed Lunch	▶
Friday	Crumbed Cod, Chips & Baked Beans	▶

Week beginning 20 Mar 2023

Monday	Packed Lunch	▶
Tuesday	Packed Lunch	▶
Wednesday	Packed Lunch	▶
Thursday	Packed Lunch	▶
Friday	Packed Lunch	▶

Week beginning 27 Mar 2023

Monday	Packed Lunch	▶
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The school's policy is that we ask for meals to be paid for in advance. Once you have made your selections for the full half term, we would request that you "Top up" your account using the green Top up Account button to prepay for the meals. However, we want all our pupils to have the opportunity to have a meal at school so if you would prefer to agree an extended payment plan then please speak to the Finance Team and we can agree a plan to pay for the meals taken by your child.

Please note that in line with our policy, if you fall behind with your payments for the meals taken, we will contact you to arrange for a payment and ultimately, we may have to ask that you switch to packed lunches to prevent you getting too far into debt. If you have any issues with payments, then please contact us as soon as you can.

Frequently Asked Questions:

How much are meals and how much should I top up my account by?

The price of a meal is currently £3.00. In the example above, there were 10 meals chosen, therefore the top up would be £30.00. If you already have a credit balance on your account you would pay the difference owed, if any.

Years Reception, 1 & 2 and Free School Meals pupils do not need to Top up. But still need to choose their meal pattern in the same way.

What if I have paid for meals and my child is absent?

Any absences of your child during the period will not deduct from the credit balance shown on your account and can be carried forward to the next term.

Previously my child has just had a Meat/Vegetarian meal every day and I want to continue like that?

That is perfectly fine. Just choose the Meat/Vegetarian meal for each day of the term on the Portal or App, remember to tick the “Pick for all future available dates” that way you only need to complete the first 3 weeks choices and the remaining weeks will automatically populate your choices.

My child has not had meals before, and I am not sure that they would like all the options but would like to try. What should I do?

If your child hasn't had school dinners previously this is your opportunity to try meals on a semi regular basis without having to commit to a whole half term. Maybe just choose meals on days when the meal is one that you know they would like at home to see how they get on. Remember to choose Packed Lunch for all the other days.

My child has allergies or special dietary needs are these catered for?

Yes. We have records of all our pupils' allergies and dietary needs stored in their Arbor profile and this is shared with our kitchen staff who will check, when serving, to ensure all pupils receive the correct food. If you are new to starting meals, you can check with us that we have the most up to date information on your child's profile.

Please note that the meat menu is NOT Halal or Kosher. So, if you require a Halal or Kosher diet you will need to pick the vegetarian options.

As you can see, the attached menu also contains an allergen chart so that you can be sure that the meal option you choose is suitable for your child. Certain meals can be adapted for allergens, but this can be discussed with the admin team and the kitchen when you make your choices.

We also liaise with our Speech and Language team who have a full list of the meal requirements for our pupils, especially special meals such as pureed meals. This is updated in their Arbor profile and is used to prepare the relevant meal types for all pupils with special requirements. Please note that pureed meals may not always match the specific meal on the menu for any given day. This is based on availability of supply.

How long do I have to make my meal choices?

The option to choose your bespoke meal plan for each half term on Arbor is usually open to you for a week. The deadline is clearly stated within all communication of the order window. Please ignore the deadlines dates in Arbor for the meal choices.

If you are keen to have your child continue with school meals, even if you do not want to make flexible options, then please make sure you have updated your choices on Arbor by the deadline.