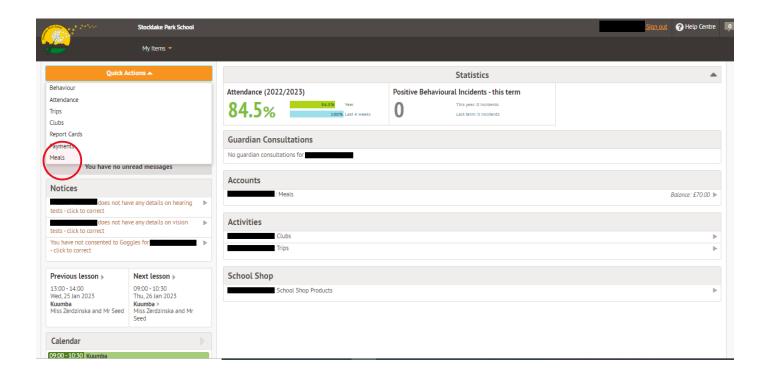
School Meals - Flexible meal choices option

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

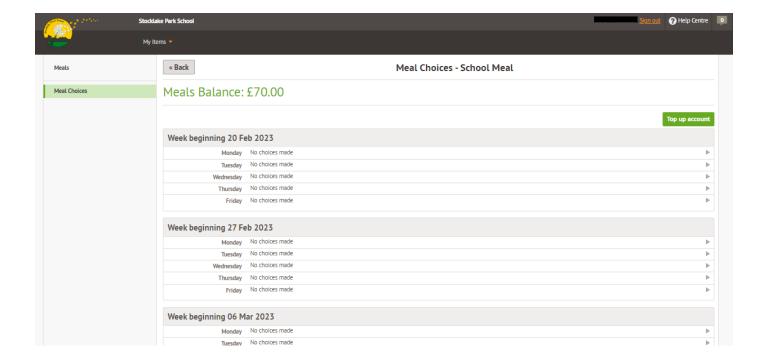
Once you have accessed the Arbor site for your child, please choose the orange Quick Actions tab (top left). You will see the options appear with Meals at the bottom.



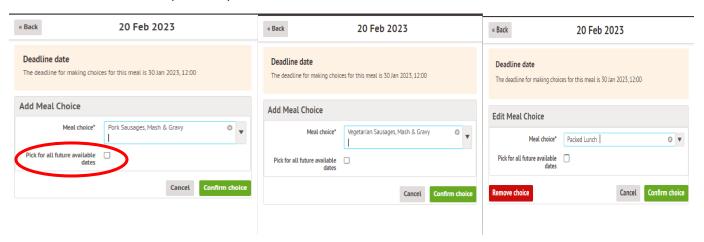
Choose Meals to take you through to the Meal Choices section where you will pick the next half term meals option.



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.



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.

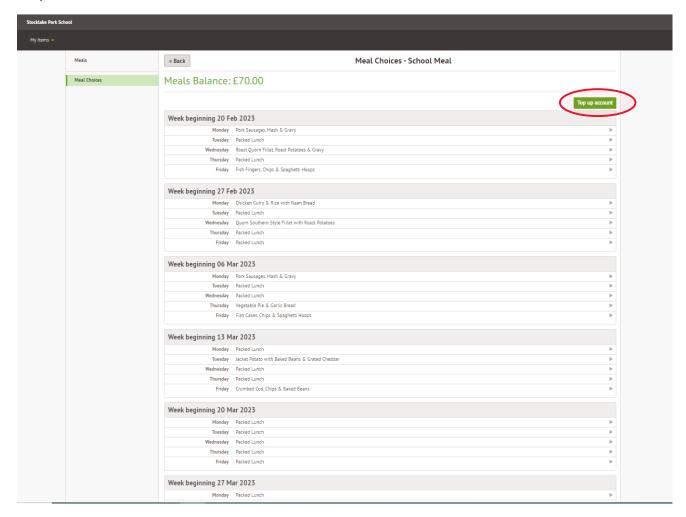


Remember, if you do not make a meal choice on a day, you will need to provide a lunch from home.

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:



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.