**Frequently Asked Questions about School Dinners:**

* **My child has forgotten their dinner money/hasn’t got money on their account. Will they still get something to eat?**

Yes, pupils will get something to eat. However they must pay their debt as soon as possible.

* **Can pupils bring in snacks to school to eat before lunch (at break time)?**
  + Yes, but we would like pupils to try and bring in healthy snacks, preferably without wrapping e.g. a piece of fruit
* **When my child is on last sitting, they says there is nothing left to eat. Is this the case?**

No, this is not the case. Popular items such as pizza and panini go quickly but quantities are more limited as they don’t represent the healthiest option available. Meal deals represent the best value for money (at £2.10 each) and the healthiest option, therefore higher quantities are made of these so they do not run out. Children who want to eat pizza and panini will be more likely to get these choices if they are on first and second sitting. To keep things fair, pupil dinner sittings are rotated every week.

* **It seems there’s not a great deal of time for pupils to eat dinner in the dining room. Why is this?**

Our dining room isn’t very large and we have to get over 500 pupils through in one hour and operate a system of dinner sittings to accommodate this.

* **Some snacks that are sold in the dining room seem unhealthy e.g. doughnuts and fizzy drinks?**

Doughnuts are oven baked bread ones, not the traditional type and some drinks which are fizzy are carbonated spring water. Still water is always available in the dining room at no cost.

* **I’ve encouraged my child to choose the meal deal but they haven’t liked it and they’ve wasted their money. How can I encourage my child to be adventurous without throwing money away?**

The Catering Manager always puts taster pots out of the meal deals available so your child can always try something before they buy!

* **What happens if you don’t want the pudding in the meal deal? Are you still charged for the full meal?**

If your child does not take the full meal deal they will be charged for each of the components separately and are likely to end up paying more than the price of the standard meal deal.

Fruit is also available as an alternative to the pudding.

* + **My child just wanted to purchase a drink and a biscuit because they said they were not hungry but why were they not allowed to do this?**

We want to ensure all pupils eat lunch so no, we do not allow pupils to go into the dining room merely for a drink and a biscuit. Pupils can supplement their school dinner or their packed lunch with those extra items, but we stipulate they must have a lunch in order to do this.

* **I would like to check what my child has eaten at lunchtime. How do I do this?**

If you have an on-line account with ParentPay, you can see what your child has eaten. If you are not on line, you can always ask school as we will be able to get a print out from the till.

* **I have been on my ParentPay account to see that my child has spent a fortune this week! I can’t afford it! How do I stop this?**

Please inform the school in writing and we can set up a restriction on the till which means your child will not be able to spend above the limit you specify for each day.

* **I was unaware that the money I had put on my child’s dinner account had run out. What can I do to ensure my child is not in debt?**

On ParentPay you can set up an alert using the text message system to inform you when your child’s credit for lunches has fallen below £5. This service will charge a small fee per message. Details on how to do this can be found on the ParentPay website.

* **At first school, parents were invited in to have lunch with their child. Does this happen at middle school?**

Yes, there is an opportunity for new parents in Year 5 to have lunch with their child in the first term. We also offer this opportunity to parents in Year 6.

* **I would like to see the menus for school dinners. How do I do this?**

This information is available on the school website and outside the school dining room so pupils can always check what is available on each day. The meal deal runs on a three week cycle covering a choice of meat or vegetarian dishes. There is always a roast on a Wednesday and fish and chips on a Friday. This is accompanied by a choice of pudding and water.

* **My child has some food allergies. Who do I inform?**

Please inform the school office as soon as possible as this may also have an implication for when your child participates in Food Technology lessons. This information will be given to our Catering Manager as well as staff teaching Food Technology as some adjustments may have to be made.