



January 2023

Dear Parents and Carers

New Meal Ordering System at Plaistow and Kirdford Primary School

We are excited to confirm that a new meal ordering system is coming to our school. This will be for all children from Reception to Year 6.

Our School Meal provider, Chartwells, have teamed up with ParentPay to enable parents to book the exact meal option for their child from the menu for each lunchtime. This should mean that your child will never need to miss out on their preferred choice again. Full details on how to login and order will follow in the coming days together with login details and passwords.

For children in Years R, 1 and 2 and those eligible for Free School Meals, there will be no charge at time of order. Parents with children in Years 3, 4, 5 and 6 will be able to book and securely pay for their meal selections. Parents will be able to order up to 10 weeks in advance.

We will shortly send all our families their account activation details. When you receive your information:

- Visit - www.parentpay.com
- Enter your Activation username and password in the account login section (these will be for 1 time use only - please choose your own username and password for future access.
- Provide all the necessary information requested
- Once activation is complete you can start to book meals.

If you have previously had a ParentPay account either with Plaistow and Kirdford Primary School or another school, you will still need to activate your new account in order to book school meals going forward.

When?

We will be sending activation account letters to all our families in the coming days. Parents will be able to login and start ordering straight away.

Our first lunchtime service using the new ordering system will be **Tuesday 21st February 2023** for which orders must be completed by **Thursday 9th February 2023**. If you have not placed your order by this cut off date, a hot school meal will not be available for your child that week.





To ensure a meal is available for your child, all lunches will need to be ordered 10 days in advance for the week they are required, regardless of your child's year group. A calendar of dates will be provided as soon as possible.

How?

Parents book their child's meal through ParentPay and the Chartwells kitchen team will have the orders on a tablet known as Cypad. This will show the chosen meal for your child that should be served to them that day.

Who is it for?

This is for every child in the school - Infant children (Years R, 1 and 2), free school meal children and Junior Children (Years 3, 4, 5 and 6).

Medical Diets and Lifestyle

Medical and lifestyle diets that are known by Chartwells can be selected at the point of ordering. If your child has specific allergies and Chartwells are not currently aware of these, medical evidence will still be required by Chartwells.

What are the benefits?

- Pre-booking via ParentPay and staff checking orders at the service counter will help ensure your child gets the meal of their choice every day, even if they are the last in the queue.
- ParentPay is easy to use and offers parents the freedom to make bookings and payments securely via credit / debit card or through PayPoint.
- Full payment histories, balance alerts and statements are available securely online at any time.

Please look out for future information including your account activation and login details over the coming days. School meal orders for the remainder of this half term can be placed via West Sussex Meal Selector for paying meals in Years 3, 4, 5 and 6 or via the school office for all other children.

We hope you will enjoy being able to order specific meal choices for your child using ParentPay in partnership with Chartwells.

Yours sincerely

Charlie King
Head Teacher

