



9th January 2019

Dear Parents and Carers,

Issues with the school meals menu this week

You may be aware that this week there has been an issue with the menu showing on ParentPay, with it not reflecting the published printed menu. Interserve, our school meals provider, would like to apologise for this mistake. Effectively, the wrong week has been set on ParentPay and it will remain like this until the end of the menu period, ie Easter.

This means that the printed menu does not match what is being served, but **ParentPay will be an accurate reflection of the menu served from Friday this week.**

Unfortunately, the menu showing for tomorrow on ParentPay is not accurate. The correct menu for **Thursday 10th January** is:

Main meal: Beefburger in a bap with tomato pasta (**choose: meatballs on ParentPay**)

Vegetarian meal: Vegetarian burger in a bap with tomato pasta (**choose: vegetable gratin with pasta on ParentPay**)

I want to reassure parents that I have today spoken to the Interserve management to express our frustration at these errors and have been assured that action is being taken to rectify the situation. I have also asked Interserve not to begin charging meals at the new price of £2.15 until Monday 14th January in view of these mistakes. Please see below a previously advertised opportunity for parents to meet the Interserve managers later this month, when they will be happy to field any questions.

Yours sincerely,

A handwritten signature in black ink that reads "Andy Spens".

Andy Spens
Headteacher

From Robert Ryan, Account Manager at Interserve:

At St Helen's Primary School we offer fresh, wholesome and locally sourced ingredients cooked fresh daily on site for school lunches. Due to the current rise in inflation we will be increasing the price of a school meal from £2.05 to £2.15 from January 2019.

In the New Year we will be introducing workshops for the children with our nutritionist. The children will have the opportunity to make some dishes and learn more about how the meals are produced. This will hopefully encourage them to try new things.

*We would also like to meet with parents and invite you to come along on **Monday 28th January** to meet the Interserve managers to share our successes and raise any questions or concerns you have. There will be two sessions, 3pm and 5pm, and we hope to see you at one of these meetings.*

