



**KINGSWOOD**  
EDUCATION CATERING



## School Meal Service Information Booklet





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# Welcome To Our service

Your child's school lunches are supplied by Kingswood Education Catering Ltd.

We are a well-established, family owned company specialising in school food. Our lunches are freshly prepared every morning to the highest possible standard using a combination of traditional cookery skills and as much organic, locally sourced and free range produce as possible. Our menus are interesting, varied and compliant with the most recent Government recommendations.

Our menu allows you to choose from up to 5 different delicious meal choices for your child every day over a three-week cycle. Each lunch comes with a pudding or fresh fruit, and bread is freely available with every meal.

You may be aware that currently every child in Reception, Year 1 and Year 2 is entitled to a free school lunch. This is a benefit available to all children within these year groups and is very simple to access. Simply go to [www.kingswoodcatering.co.uk](http://www.kingswoodcatering.co.uk) Click on the 'Register' option and follow the instructions. You need to register yourself first and then add your child. Once you have completed your registration you will be ready to order.

Lunches for children in Years 3, 4, 5 and 6 will be charged at £2.40 per day or £12 per week.

You must place your order by Wednesday at midnight for the following week. For example, if you would like your child to have a lunch on Monday 7th September, you must place your order by midnight on Wednesday 2nd September.

Our highly skilled customer service team are always ready to help, so if you require any assistance please call **01536 201203** between 9.00am and 4.30pm Monday to Friday throughout the school term. Alternatively please send an email to [enquiries@kingswoodcatering.co.uk](mailto:enquiries@kingswoodcatering.co.uk)





## Why Choose A School Lunch For Your Child?

There are many great reasons why you should consider a school lunch for your child. Children use a great deal of energy during a full school day. They need to concentrate during lessons, let off steam at play times and then recharge their energy for the afternoon. A nutritionally balanced school lunch will help your child to prepare for the afternoon ahead.

### Do you still need convincing?

#### A Kingswood Lunch

- Is prepared by well qualified cooks who use traditional cooking skills.
- Is made from locally sourced, often organic and free range ingredients.
- Provides your child with a choice of 5 meals per day.
- Provides a main course menu which is nutritionally balanced over the course of one week.
- Offers a vegetarian/vegan option every day.
- Encourages healthy eating from an early age.
- Provides your child with an opportunity to sit down and enjoy their meal whilst developing essential social skills.
- Encourages your child to widen their food experience by trying new foods with their peers.
- Takes away the responsibility of providing a packed lunch every day and provides your child with a variety of flavours and textures which cannot always be achieved in a packed lunch.

### Please talk to us

We can be contacted on **01536 201203** between 9.00am and 4.30pm Monday to Friday throughout the school term. Alternatively please send an email to [enquiries@kingswoodcatering.co.uk](mailto:enquiries@kingswoodcatering.co.uk)

## Special Diet Information

We understand that children with a special dietary requirement need special attention without being made to feel different. Therefore, we want to ensure that your child receives an appropriate meal with accuracy and efficiency at point of service. We can achieve this if we plan your child's menu in advance and then work with your child's school to ensure that the food served is the correct option.

**If your child has a special dietary requirement you can help us to make lunchtime safe and enjoyable by following this procedure:**

- 1) **Register yourself and then your child for dinners at [www.kingswoodcatering.co.uk](http://www.kingswoodcatering.co.uk)**
- 2) **Complete your registration, making sure that you tick the box stating that your child has a special dietary requirement.**

**When you tick the box, you will not be able to order your child's meals until a member of our team contacts you.**

Once you complete your registration, a member of our team will contact you to discuss your child's requirements and help you to complete your order.

If your child's special dietary requirements includes an allergy of one or more of the recognised Top 14 Allergens in the UK as identified by the Food Standards Agency we will require supporting medical evidence.

Children with special dietary requirements can suffer from poor health if their needs are not met. As such we need to manage our resources to help them as much as we can. For this reason, we cannot accommodate personal likes and dislikes as part of our special diet provision.





## Frequently Asked Questions

### How much does a school meal cost?

Currently all children in Reception/Foundation, Year 1 and Year 2 are entitled to free meals as part of the Government Universal Free School Meals Scheme (UIFS), our website will not make any charges for children in these year groups, for children in Year 3, Year 4, Year 5 and Year 6, the cost of a school meal is £2.40 per day or £12.00 per week.



### How do I find out if my older child is entitled to free school meals?

If you are in receipt of certain benefits, then you may be entitled to Pupil Premium, this includes children who are already entitled to UIFS. This provides your child's school additional funding to support them and the school. Please contact your local council for more information.



### How do I place an order online?

You can place an order online at [www.kingswoodcatering.co.uk](http://www.kingswoodcatering.co.uk). Register yourself first and then add your child/children to your account. You can then make your meal choices. You can then order as many weeks as you like from the current menu.



### When is the deadline for online orders?

The deadline for online ordering is currently Wednesday at 11.59 pm for the following Monday. As a registered parent you will receive an email on a regular basis to remind you that the deadline is approaching.

### Can I order in any other way?

If you are not able to order via the internet, please give our office a call on **01536 201203** between 9.00 am and 4.30 pm (term time only), so that we can arrange an alternative ordering method for you.



### **I have missed the deadline, what can I do?**

If you miss the deadline, call us on **01536 201203** before 11.00am on Thursday and we will help if we can. Unfortunately we will be unable to take any orders after this time.

### **I cannot make a successful payment by card - what can I do?**

Please make sure all details are accurate as our system is very sensitive – if you still have difficulties then contact our office on **01536 201203**.

### **My child will be absent from school today and I have a meal ordered what should I do?**

Cancellations can be accepted up until midnight the day before the meal is due to be taken, please telephone our office on **01536 201203**, or email us before midnight on: [enquiries@kingswoodcatering.co.uk](mailto:enquiries@kingswoodcatering.co.uk) with the relevant information.

### **Can you cater for children with food allergies?**

Yes we can cater for children with food allergies. Please contact us on **01536 201203**, or email on: [enquiries@kingswoodcatering.co.uk](mailto:enquiries@kingswoodcatering.co.uk) and we will try to help you.

### **My child is a fussy eater, how do you cope with this?**

The school lunchtime staff are very observant and they will let you know if your child is not eating properly. We are sensitive to the needs of all children and they will not be forced to eat anything they do not like, however we will always put every item of the menu onto their plates, even if it is only a tiny amount in order to encourage them to try.



