





## Glebe School meals: Frequently asked questions

	What the school do	How can you help
<b>Who will provide our meals?</b> 	<p>Our food will be prepared by The Pantry and transported in sealed hot boxes to Glebe.</p>	
<b>What food choices are available?</b> 	<p>There will be a choice of a meat meal, vegetarian meal, jacket potato or sandwiches every day.</p> <p>All meals are served with vegetables or salad.</p> <p>A dessert is available every day</p> <p>Children will be given water to have with their meal.</p> <p>There will be a 3 week menu cycle.</p>	<p>Every Sunday The Pantry will send a reminder to book the next weeks meals.</p> <p>Discuss the choices with your child and book their choice using The Pantry's own booking system.</p> <p>During the current Covid-19 situation The Pantry will only be providing packed lunches.</p>
<b>How do you ensure my child is getting good quality food?</b> 	<p>Staff and Governors have tried some of the meals that are available to your children and were impressed by the quality of the food. The food is very different to memories some of us may have about our school dinners!</p> <p>Our Food Service Supervisor is responsible for reporting any concerns over the quality of food to The Pantry.</p>	<p>Talk to your child about what they have eaten – Why did they like it, what didn't they like about it. Please give any feedback you have in writing to The Pantry.</p>
<b>How do I order meals?</b> 	<p>Menus will be on The Pantry's booking system.</p> <p>Reception, Yr 1 and Yr 2 (KS1) will receive a meal free of charge, however the meals must still be booked in advance with The Pantry otherwise we will assume that you are providing a packed lunch.</p> <p>Yr3-6 (KS2): Please book and pay for meals via The Pantry.</p>	<p>Meals can be booked up to 9am on the day. However, during the current Covid-19 situation the cut off for booking will be 12pm the day before.</p>

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<b>What is the cost and how do I pay?</b> 	<p>Reception, Yr 1 and Yr 2 – free of charge (KS1)</p> <p>Yrs 3-6 Meals costs £2.50.</p> <p>Each family will have a Pantry account to book and pay for meals.</p>	<p>Ensure that you set up a Pantry account when contacted to do so.</p>
<b>How does my child choose their meal?</b>	<p>Using The Pantry's booking system allows the school to ensure your child receives exactly the meal that you have requested.</p>	<p>Look at menu choices with your child and book as required.</p>
<b>My child has an allergy, how will this be managed?</b> 	<p>A list of all known allergies has been provided to our provider.</p> <p>The Pantry will block out any food choices that contain your child's allergen so that they cannot be booked.</p> <p>Your child will only be given the meal that you have requested.</p>	<p>Ensure that The Pantry are kept up to date with changes to allergies.</p> <p>The Pantry is happy to work with you to ensure that only the appropriate meal choices can be made available to your child.</p>
<b>What if my child doesn't like the food they have chosen?</b>	<p>Our serving staff and SMSA's have received training in how to encourage children to eat what is on their plate – for example, they will ask the child to eat ¼ of the meal.</p>	
<b>How do I know that my child is eating their lunch?</b> 	<p>Our SMSAs currently ensure children eat their lunch.</p> <p>If we have ongoing concerns over your child's intake of food, we will contact you.</p>	<p>Talk to your child about their lunchtime experience rather than ask them what they had for lunch – you are more likely to find out what they did eat by doing this.</p>
<b>What happens when my child is on a school trip?</b>	<p>Packed lunches can be booked through The Pantry in the usual way or you can provide your own packed lunch.</p>	

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<p><b>How will healthy eating be encouraged?</b></p> 	<p>Government Nutritional Standards will be met by The Pantry. This means each child will receive a balanced meal. As part of these standards, our serving staff will follow the guidelines on portion size.</p>	
<p><b>What will the lunchtime experience be like?</b></p> 	<p>Children will go in for lunch in year groups, regardless of whether they are having a meal or packed lunch. Children having a hot meal will line up, select their face on an iPad which will link to the kitchen and show the serving staff what meal has been booked for that child. This will be overseen by a SMSA.</p> <p>Children receiving a meal will carry their plate of food on a tray and will be asked to clear their plate when they have finished their meal.</p>	<p>Show your children how to use cutlery properly.</p> <p>Praise good table manners.</p>
<p><b>What do I need to know about food safety and food hygiene?</b></p>	<p>All of our SMSAs and food serving staff have completed food hygiene training and will follow relevant health and safety requirements.</p> <p>All food will be temperature checked on arrival and before being served to the children to ensure that the food is hot enough.</p>	<p>Remind your children about the importance of washing their hands before meal times and washing their hands before and during cooking food at home.</p>