



5th July 2024

New Catering Provider at Parkland

Dear Parents/Carers

I am writing to inform you that we are in the process of changing our catering supplier. Currently our school kitchen is run by LTS (Leicestershire Traded Services). Starting in the Autumn Term, when the children come back to school on Tuesday 27 August 2024, our new catering supplier will be Dolce.

Dolce is a family run, third generation caterer who is passionate about creating healthy home-cooked meals. Their focus is on providing nutritious tasty meals, exceptional service for both pupils at the counter and parents via their market leading approach to customer care.

As part of the change, **school meals will no longer be ordered in school**, ALL parents/carers will need to pre-order their children(s) meals online. This will be done by logging onto to SchoolGrid, a web-based platform, that enables parents to preorder their child's lunch at home.

Over the next couple of days, you will receive an welcome email from SchoolGrid, with all your necessary login details. By accessing SchoolGrid online you will be able to pre-order meals, make payments, view recipes, allergens and ingredients. Payment for meals will **no longer** made on ParentPay. *For those parents/carers who have a credit on their child's ParentPay dinner money account at the end of term, a refund will be made back to the original payment method. Where there is a debt, please ensure that this is cleared by the end of next week.*

Please note ALL children's meals will need to be pre-ordered, regardless of whether your child is in Foundation, Year 1 & 2 (Universal Free School Meals) or are in receipt of Free School Meals.

The cut off for ordering from home is 8.55am, the school office will only be able to place orders for late arrivals up until 10.30am that day. However, if a child arrives after this time and a pre-order has not been made, they will be offered a cheese sandwich, unless a home packed lunch has been provided

For those children who have an allergy, I would ask that you contact the Dolce team on the following number (01942 707709 and select option 1). They will work with you to ensure that the menu provided, meets the requirements for your child.

Further information regarding this can be found in the attached ordering guide and the Dolce welcome letter. The new menu is also attached. **The cost for a school meal from August will be £2.65.**

If you would like to discuss this further, or if you have any queries, please contact Dolce on 01942 707709 <https://www.dolce.co.uk/education-catering/primary-school/>. Alternatively, you can contact the school office. In the summer break, the office team will be available from Wednesday 21st August to sort out any issues you may have, before the children start back at school on Tuesday 27th August 2024.

Warm regards,

Mr A Hayes
Headteacher