



Lodge Farm Primary School
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"Learning in mind, community at heart"

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Dear Parents/Carers,

School Meal Ordering

Our food is supplied by Hertfordshire Catering who provide a Good School Food menu. These menus comply fully with the Government's Nutrients and Food Based Standards.

Our lunch ordering system is called "Live Kitchen". The system will ensure your child gets what they want for lunch. It will allow you to look at full recipe details and nutritional information, provide online feedback, and even gathers pupil 'star ratings' for dishes so that our cook and her team can ensure they are getting it right.

Parents pre-order meals up to a term in advance. Parents make their choices at home with their child. This saves time making meal choices in the classroom and allows parents to help with better choices for their child.

School Dinners cost £2.60 per day / £13.00 per week and should be paid in advance. Children in Reception, Year 1 and Year 2 receive Universal Infant Free School Meals (UIFSM) meaning school meals will be free to children in these year groups. Please ensure if your child is entitled to benefit related Free School Meals, you still apply for this online at www.hertfordshire.gov.uk/freeschoolmeals, as your child will be entitled to additional benefits

All parents need to register even if you do not pay for meals, i.e. Universal Infant Free School Meals or Benefit Related, as this will allow you and your child to pre-order their meals for each day. If your child normally has a packed lunch, you will still need to register for special meals e.g. Christmas Dinner.

We will inform you when you should receive your invitation email to register from School Grid Live Kitchen (part of Herts Catering). If you have any issues, or do not receive your email please contact the **Live Kitchen support team on 01506 300310** (8am - 4.30pm) or by email at support@schoolgrid.co.uk Sometimes the invitation email goes to junk mail so please check there first. All parents need to register even if you do not pay for meals as this will allow your child to choose their meal each day.

Payment Options

Another benefit of the system is the range of payment options available – direct debit, card or cash/cheque.

Please see flyer below for more information.

Yours sincerely

Dear Parent,

Working in partnership with your caterer HCL, Live Kitchen is an award winning ordering and payment system which ensures children get the meals that they want, and provides cashless payment options for parents. The new system also cuts down on paperwork and staff time. You will be able to go online and order meals from home, view recipes, check artificial ingredient information.

Pre-Ordering

Pre-ordering is done by the parent and child at home. Vegetarian options are clearly displayed on a green button.

The system will also block dishes when it knows they contain unsuitable allergens for your child (once verified by HCL).



Lunchtime

The children now select their name on a touch screen at the hot plate during lunch service. Their meal choice is displayed to the cook, as well as their dietary needs. If a mismatch is detected the cook will advise of an alternative.

Pay by Direct Debit and Save Time

Direct Debit **saves time** in the school office, the kitchen, and at home!

Sign up and we will send **regular statements** that inform you of the meal choices your child made each day. Forget having to find the correct change each day or pay large sums in advance!

We collect on a monthly basis and we always give **two weeks notice** beforehand. Card payments are also supported in most schools.

