



'A place where everyone flourishes'

Friday 7th June 2019

Dear Families of Current WPS Children

Introducing Essence Catering- Our New School Meal Provider

I am thrilled to finally share with you information about lunchtime food arrangements for next academic year. This letter is relevant to ALL children. Please take the time to read it and to action appropriately so that lunchtimes are one less thing for you to worry about on our return in September!

Attached to this letter is the 'order form' from Essence Catering. This order form is for the whole term (weeks 1-8). This order form also contains the menu (on the reverse) so that you can help your child make their choice. The menu runs for 3 weeks and then repeats.

The communications from Essence attached are very informative, however I would like to pull out a few key sections so that the main messages are very clear:

- 1) Orders can be placed on a weekly basis OR for the whole half term
- 2) Payment can be made in a variety of ways: bank transfer, cheque or cash. Payments are made directly to Essence and have nothing to do with the school. Enquiries should therefore be to them and not to the school.
- 3) Orders must be in one week before service (the Monday the week before the meals would be served) BUT last minute orders can be catered for in emergency cases (e.g. forgotten packed lunch boxes, change of plans etc.)
- 4) Debt should not be built up- the Catering team will cancel any orders that have not been paid for after one week
- 5) Meals paid for can be CANCELLED by families (e.g. if a child is ill and won't be in school) IF the family notify essence catering by 9.30am on the day (N.B. notifying the school of absence does not count as notifying Essence! The school will NOT discuss children's attendance with Essence.)
- 6) Children/families in receipt of Free School Meals (i.e. those on income support) should follow exactly the same ordering procedures outlined- just not contain payment. The school liaises with Essence to ensure they know who does not need to pay.
- 7) Families of children in Early Years, Year 1 and Year 2 from September should also follow the same ordering procedure- just not include payment as the school pays for these meals. We would encourage all children in these Year groups to take advantage of free meals- even if it is for just one day a week!
- 8) Essence will cater for all allergies and dietary needs- but please communicate with them directly.
- 9) Extra order forms can be found on their website www.essence-catering.co.uk (and on our website too) and printed off at home. The school will not hold extra paper copies as we are paper free. For those like us that like to be paper free, order forms can also be emailed to Essence (follow links on the webpage above).

- 10) The 'Post Box' for Essence is located in the main entrance to the school. Simply drop your envelope and go! Please ensure that an adult does this bit prior to school (and not a child) as the box is located outside of our secure/safeguarding zone. The children should also not be bringing in money to school. Thank you.
- 11) Essence advise that once you have completed your order form, that you photograph it or photocopy it as many people forget what they have ordered and when! This will save you making unnecessary phone calls.
- 12) Don't forget to name you order form (once will do) with your child's name! There is a box to fill in...but can easily be missed!

We will work very hard with the team at Essence to ensure a smooth transition and this will be aided by the fact that the current staff working in the kitchen will be staying on too. However, please do be patient if there are teething problems. We would love to have you feedback on the service, quality of the food etc. and we will send a short survey out after the first half term to capture your opinions.

If you have any further questions or queries, please don't hesitate to contact Essence on 07584 024062 or indeed, our office team on 01908 690098.

Yours sincerely

A handwritten signature in cursive script that reads "Matthews". The signature is written in black ink and is positioned above the typed name of the sender.

Miss Carrie Matthews
Head Teacher