

## Catering services at Chorlton High School

We are proud to work in partnership with Caterlink to provide catering services to our students and staff. They were selected in 2016 following a full tender process involving staff, students and governors.

Caterlink's menus are nutritionally balanced, full of local flavours and tailored to suit our school. They not only meet, but exceed government guidelines.

Caterlink are committed to using sourcing ingredients with assured provenance from local and regional suppliers. They use produce with high standards of animal welfare – for example, RSPCA Freedom Food Free Range Eggs, Marine Stewardship Approved (MSC) fish and fair trade bananas. All meals are freshly prepared on site and all meat meals are made with Red Tractor/Farm Assured fresh meat and all suppliers are audited by an external body to ensure they comply with both Caterlink's and statutory obligations.

More information on Caterlink can be found here: [www.caterlink.co.uk](http://www.caterlink.co.uk)

### Dietary restrictions and allergies

We appreciate that a number of our students have specific dietary restrictions and allergies and we already manage a large number of these across the school. Key points to note are as follows:

- Gluten free and vegetarian options are highlighted on our published menu's.
- Vegan options are available – students should ask staff for information and options
- No nuts are used at all within the kitchen.
- Halal and non-halal options are always available on all meat products and students should request their preference when ordering.
- Any known allergies communicated to the school by parents are recorded onto the student's cashless catering account and alerts are given to staff when a student's record is accessed. Catering staff receive a briefing before each service of allergens within the day's menu.
- Caterlink's allergen policy is available to download from our website.

Our catering manager is always happy to discuss any particular dietary requirements with parents and/or students.

### Breakfast service

Breakfast is free every day for all students and is served from 8.00am – 8.30am. A variety of toast, cereals, drinks and a daily special is provided each day.

### Break service

A wide range of drinks and snacks are available at break time, including: toast, waffles, small pasta/noodle pots, pastries, tea cakes, yoghurts (note not all of these are served every day, there is a regular rotation in place). Each counter has the same selection on offer each day so students can queue at any counter.

We also offer free porridge every break, but please note this is just served from the hot meal counter in the small dining room. A vegan option of this available each day, made with soya milk.

### Lunch service

Our lunch menu works on a 3 weekly rotation each term, although we do amend the menu occasionally based on student feedback or availability of fresh products from our suppliers. The menu is available on our website and is also provided to student's each week as part of the form time messenger, as well as being on display in the dining area.

We have a wide variety of different choices every day, and students should select a particular counter based on what they would like that day. Counters are set up as follows:

Large dining room:

- Deli sandwich bar – ‘subway’ style choose your own bread and fillings
- Snack bar – soup, small slim sandwiches
- Pre packed sandwich bar– a range of sandwiches made on site that day
- Jacket Potato/Pannini/Pasta bar – each of these is available every day with different sauces and fillings available each day. This counter is situated near the doors leading out to the yard

All the above counters have a selection on drinks, cakes, biscuits and dessert pots available each day.

Small dining room:

- Hot sandwiches / pizza bar – pizza is served Monday and Wednesday, Hot sandwiches Tuesday and Thursday, burgers/hot dogs on Fridays
- Hot wrap bar – a different meat and vegetarian option available daily
- Hot meal bar – a different meat and vegetarian option available daily

All counters in the small dining room have hot pudding and custard option available daily plus cakes, biscuits and dessert pots and a variety of drinks.

### **Paying for food/drinks**

We operate a cashless catering system in school so no cash is handed over at the till. Whenever possible, we advise parents to put money onto their child’s catering account through a bank transfer onto our School Gateway system (please see our website for links and guidance on this). This avoids the need for cash to be brought into school and also saves queueing time for the student, as the alternative is that queue to add cash onto their account by using our ‘revaluation machines’ situated in the dining room. When a student makes a purchase at the till, the money is deducted from the cashless account.

We can also issue PayPoint vouchers to be able to add money at your local shop if access to the internet is limited.

Cash can be added in school by students via our ‘revaluation machines’ in the dining room. It should be noted however that these machines can get very busy and our expensive for the school to maintain, so please use either of the above methods whenever possible.

### **Free School Meals**

If your child is eligible for free school meals and has previously been in receipt of this at primary school this information should be passed through to us. If you want to confirm the status of your child regarding free school meals please contact the school on either Monday 4<sup>th</sup> September or Tuesday 5<sup>th</sup> September to confirm what we have on record for them.

Any students with confirmed eligibility for free school meals will receive a daily allocation to spend of £2.40 added to their cashless account. They can spend this at break and/or lunchtime, but our recommendation is that they use this to purchase a meal deal at lunchtime to get the best value from their funds.

### **Price list**

The latest price list can be viewed on our website and is on display in the dining area. We try to keep our prices competitive and believe that it represents excellent value for good, nutritional food.

### **Getting the most for your money**

Taking advantage of our free breakfast provision, free porridge at break and free fruit throughout service is a great way to make any money that your child has to spend go further.

In addition, at lunchtime our 'meal deals' represent the best value for money. These are priced at £2.40 and include the main item (main meal, pizza, jacket potato etc) plus a choice to drink of either a Calypso cup drink or a bottle of water, plus a choice of a mini cake, homemade cookie, mini hot pudding and custard or small dessert pot. The main hot meal counter deal represents the best value and by having this each day your child will have the best balanced and varied diet throughout the week.

In addition, we offer a slim tuna or egg mayo sandwich each day for 50p, plus a soup and slim sandwich deal for £1.

### **Short of funds**

If a student is short of funds on their account, they will be advised of the low cost options that they can still purchase with the funds that they have (e.g a slim sandwich or soup and sandwich deal, and the other options detailed in the previous section). If the student has insufficient funds for the lowest cost options, the school will credit their account to the value of a meal deal (£2.40) to allow them to purchase food and a drink. Parents will be informed that there is a lunch debt owing and funds should be added to the account asap to clear the debt. We have a policy whereby no student should be without food, however if the situation arises on a regular basis and no effort is being made to repay the funds it will be stopped. If you ever have difficulty providing funds for lunch for your child please get in touch with the school so we can discuss this with you.

### **Pre-order system**

We have a pre-order system available in the dining room which students can access between 8am and 8.30am each day. This enables them to pre order a sandwich, drink and a cake/biscuit ready for collection at lunchtime. The machine will give them a ticket once they have placed their order, this ticket should be taken to the Pre-Packed Sandwich counter at lunchtime and they can collect their order as a grab bag. This removes the need to queue and is a good option for students who have concerns with queuing or are keen to go outside and play sport during their lunchtime.

Students should note that their account will be charged when they place an order, so they should ensure they go and collect it rather than change their mind and make an alternative purchase.

If a student has mislaid their ticket, they should just go and give their name at the collection counter and they will still be able to get their grab bag.

### **Know what your child is buying**

Through the School Gateway service (app or website) you can see daily what your child has purchased through their cashless account. If you have any concerns or queries about what they are purchasing, please speak to your child's head of year in the first instance. Note this is available whether your child is on free school meals or paid meals.

### **Policy on drinks**

We encourage all students to have a healthy balanced diet. As part of this approach, students are not permitted to purchase more than a single drink unless they have also purchased some food. e.g if student buys a drink at break but no food, then again at lunch they attempt to buy only a drink, they will be informed that they must buy a savoury food item (ie not just a cake/biscuit) and if they then have money left over they can buy a second drink.

### **Tasters and promotions**

We regularly run tasters and promotions throughout the year so students can try new food and to encourage uptake of the service. This will be advertised through the form time messenger to students.

## **Staff**

We have fantastic, friendly and knowledgeable catering staff who get to know our students well. Our catering manager, Kay Brownlie, is always happy to discuss any individual catering needs with either parents or students.

In addition, we have a number of staff who are on duty in the dining room at breakfast, break and lunchtime. This is a useful point in the day when students can speak to their Head of Year or their Learning Mentor should they have any concerns or need help with anything.

## **Queueing**

Different queuing systems are in operation in different parts of the dining space; students should follow guidance from staff who are positioned near the queues. Students are asked to follow queueing guidance as it ensures that the queues move as quickly as possible and avoids confusion at the till.

## **Clearing tables**

Students are asked to clear their tables at the end of break/lunch and move their litter, cutlery and plates to one of the many collection locations around the dining area. We take littering our dining space very seriously and sanctions are issued to students who don't respect the space.

## **Feedback**

We have comment cards in the facility and encourage students to provide feedback regularly either via the comment cards or direct to staff. We welcome feedback and are able to be very responsive to student feedback because all food is prepared on site, so we are able to tweak recipes and amend menus. If as a parent, you would like to provide any feedback on the service please contact the school and we would be very glad to receive any comments or suggestions you might have.