



Inspiring Learners to Achieve Big Dreams

School Lunch Procedure

The Crescent Primary School provides school meals for children prepared on site by our own kitchen staff. This will consist of a hot meal, salad and a choice of dessert daily.

Parents have the flexibility on a daily basis to pick and choose when their child has a school meal or a packed lunch. There is no need to pre-order.

- If your child is registered on our system as a meat/fish eater, they will automatically be given the meat/fish meal.
- If your child is registered on our system as vegetarian, they will automatically be given the vegetarian meal.
- Children are not given a choice but if a meat/fish eater would prefer the vegetarian option, they can ask for it. Children who are registered as vegetarian **must** take priority. Therefore, we cannot guarantee that a vegetarian meal will be available for meat/fish eaters.
- Parents are encouraged **not** to say their child is vegetarian if they eat meat and fish at home. This is because it causes confusion at the counter when the child requests the meat or fish main meal and has to be refused because they have been registered as vegetarian.
- We are not able to offer Halal meat on the menu because this has to be prepared and cooked separately and we do not have the space to do this.

Payment

- **We have a 'no debt' policy at The Crescent Primary School.**
- Payment for school lunches is through ParentPay.
- It is the parent's responsibility to ensure that there is enough money on their account at all times.
- If the system registers that there is not enough money on ParentPay to cover the cost of the meal, the following steps will be taken:
 - 1) On the **first day** where there are insufficient funds, the school will phone the child's parents/carers and ask them to top up before the following day. The child will receive a school lunch immediately and the account will be debited accordingly.
 - 2) On the **second day** if there are still insufficient funds, the child will be given crackers and cheese spread immediately. They will not receive a school lunch until sufficient funds have been topped up. Before the end of the school day, the school will phone the child's parents/carers to make them aware that their child has been given crackers and cheese.
 - 3) On the **third day** if there are still insufficient funds, the child will **NOT** be given a school lunch **OR** crackers and cheese spread. The school will phone the child's parents/carers immediately to ask them to bring in a packed lunch for their child.

- Parents are encouraged to set up an email or text alert on their ParentPay account. This will inform them when the money is getting low. We recommend that parents set the threshold for at least £5.00 ensuring that there is always enough money for two lunches. This can be done as follows:
 - Log onto ParentPay and select 'Communications' from the menu at the top.
 - Select 'change alert settings' in the blue box.
 - Under 'Balance alerts' you will see an option to add a threshold and here you can enter the amount required.
 - Tick email/text alerts (you can select both if you wish).
 - Scroll down and click save.
 - Please note if you select text alerts, you are required to add credit to your text message balance.