

19th July 2019

Dear Parent/Carer

The following advice and guidance is provided by our new Catering partner – Pabulum Limited (www.pabulum-catering.co.uk)

You must order a school meal in advance- whether it is free or purchased.

To order a meal – Reception Year, Year 1, Year 2 and any pupil entitled to Free School Meals

You must log onto your Parent Pay Account and order your child's meal in advance and by no later than 9.30am. Failure to do so will result in your child not receiving a hot meal that day. If you have been unable to book and want your child to be fed, please contact the school office to see if an emergency arrangement can be put in place for that day.

To help the school and Pabulum, we recommend you book the meals in advance on at least a weekly basis.

Your child will be able to choose their meal at the counter. The menu (with allergen information for each dish) has been published on Pabulum's website (<https://www.pabulum-catering.co.uk/primary-school-meals/>) and you can download the menu for Shinewater School.

To purchase and order a meal – Years 3,4,5 and 6

You must log onto your Parent Pay Account and order your child's meal in advance and by no later than 7.30am. Failure to do so will result in your child not receiving a hot meal that day. If you have been unable to book and want your child to be fed, please contact the school office to see if an emergency arrangement can be put in place for that day.

To help the school and Pabulum, we recommend you book the meals in advance on at least a weekly basis. When you book, you will be asked to submit for payment – it takes two hours for funds to clear into the account. If there are insufficient funds (at least £2.20) in your dinner account by 9.30am, then your child will not be fed unless there are extenuating circumstances.

Your child will be able to choose their meal at the counter. The menu (with allergen information for each dish) has been published on Pabulum's website (<https://www.pabulum-catering.co.uk/primary-school-meals/>) and you can download the menu for Shinewater School.

The cost of purchasing a meal is £2.20 and payment will be made via your Parent Pay Account.

Cancelling a meal

There is a facility to cancel a meal online but that must be done by 9.30am that day.

Guidance on how to make a booking is attached

If you have any queries relating to your ParentPay account for booking lunch or making payments for lunches, in the first instance, please do contact the Pabulum Finance Team on 01252 360569 and ask for Polly Duncan

Your faithfully

Pabulum Finance Department

How to make a meal or event bookings

If your child's school makes use of the ParentPay booking service, you will be able to book your child's meals and/or event places in advance of the session. This helps the school minimise food waste, and reduce administrative burden on the school staff.

To check whether your child's school uses the booking feature, select the child you wish to view. The bookings option will be available in the left side menu (or in the menu drop down if using a mobile device).

Making bookings

1. Go to www.parentpay.com and log in
2. Select the child to make bookings for
3. Select **Bookings > Make or view bookings**
4. Select the time of day that you wish to make a booking for
5. Select the week to view
6. Select **Make or view bookings**

To book, please select from the options below and then select 'Make or view bookings.'

Make bookings for:

Week commencing:

Home	>
Child's page	>
Child profile	+
Bookings	-
Make or view bookings	>
Unpaid bookings	>
View menus and choices	>

You will then be presented with a booking screen. Schools can opt for varying functionality, so you will see one of the following formats:

- Booking only: Book a meal or event for a specific day. No menu shown.

Lunch time selection

PLEASE NOTE: When confirming your booking, if the Payment due value is not £0.00, you will need to credit the account within 2 hours. Failure to do so will result in your booking being cancelled.
This will in no way affect free school meal bookings as these are always considered as zero cost.

Week commencing 18th Jan 2016

Previous week					Next week
Mon 18 Jan	Tue 19 Jan	Wed 20 Jan	Thu 21 Jan	Fri 22 Jan	
Book a meal	Book a meal	Book a meal	Book a meal	Book a meal	
Clear day					

7. Make the required bookings
8. A summary will be displayed at the bottom of the page with any previous unpaid bookings shown in red

Oliver Hillier's Lunch time	
Bookings added	5
Bookings cancelled	0
Cost of new bookings	£10.50
Unpaid bookings	£0.20
Payment due	£10.70
Cancel	Confirm bookings

WARNING: Any bookings must be confirmed and (if required) paid for within 2 hours of selecting them. Failure to do so will result in the bookings being automatically cancelled.

9. Review the booking summary, and select **Confirm booking**.
10. Any credit in your Parent Account will be used to pay for the meals. Any remaining cost can be paid by card or Visa Checkout by selecting the appropriate option

Basket				Order summary	
Item	Total cost	Edit	Remove	Items:	£10.70
Oliver - School meal bookings - Green Meadows	£10.70			Total:	£10.70
				Pay by Parent Account credit:	-£0.00
				Amount to pay:	£10.70
Pay by					
				Other payment method	
Tell Me More					
Continue shopping					

NOTE: Free school meals (FSM) and Universal infant free school meals (UIFSM) are automatically calculated and will reduce the value of the payment due where appropriate. In most cases this will be a zero cost.

Bookings must still be confirmed to ensure that they are registered on the school's system



Pabulum Fuelling Lively Minds



A huge welcome from your new catering team at Pabulum; we are delighted to be providing fresh, nutritious, honestly good food to your children at Shinewater Primary School after the Summer holidays.

Pabulum is a specialist catering company that only operates in the Education sector and is based in Fleet, Hampshire. Our vision is to be at the forefront of the health and well-being of the next generation by providing fresh food without compromise. We provide our 'Honestly Good Food' to over 150 schools in the south of England and our provenance is without question. Our fresh meat is sustainably sourced from farms accredited under the British Red Tractor certification, our menus are certified to the Soil Association's Food For Life programme and 75% of our produce is British.

Our menus are on a three week cycle and will be sent to you by the school before the end of term. Inside your menu pack will be a magnet to hold the menu in place, for example on your fridge, stickers and an activity booklet. The menu will be displayed on your school's website and the allergen information can be found on our website www.pabulum-catering.co.uk/primary-school-meals/. We ensure that our food meets and exceeds current government nutritional standards and the requirements of The School Food Plan <http://www.schoolfoodplan.com/>. Whilst the school will provide us with known dietary requirements, we will require you to fill out our own Provision of Medically Prescribed Diets Form so that we have an up to date record of any allergies.

During the Summer holidays and at the start of the new term, the school's catering team will undergo a number of induction courses, learning to cook the Pabulum way, using fresh products and even getting used to their smart new uniforms! They will be supported by a team of dedicated, highly skilled, Training & Development Chefs. Pabulum will be attending parents evenings and providing playground taster sessions so that you can taste the food, ask questions and learn more about us. We intend to become part of the fabric of the school; working in partnership to support the curriculum wherever it involves health and well-being.

We always want to hear your views, whether it is direct to the Pabulum kitchen team or via info@pabulum-catering.co.uk

