



Our Ref: AJC/MS

15 December 2021

Dear Parents/Carers

Re: New Catering Provider

From **Tuesday 4 January 2022**, Mellors Catering Services will be providing our school meals instead of our current catering service, Aspens.

We are looking forward to working with Mellors as they have many exciting ideas for taking our meals service forward. We will be sending you much more information about this after Christmas. Our plan is to involve parents and children far more in our meals provision service.

How can I find out more about Mellors?

If you follow this link, it will take you to some initial information on our website.

[Pilgrim - Mellors Catering Services \(pilgrimacademy.co.uk\)](http://pilgrimacademy.co.uk)

Can I see the new menus for January 2022?

Yes, we have put the menus on the website for the first three weeks in January – you can access the menus through the same link as above.

What might a typical menu look like on a given day?

As you will see from the menus, there will be a wider variety on offer. For example, on the first day back after Christmas, children could choose to have chicken tikka masala with rice or they could have pizza of the day with baked potato wedges, as the vegetarian option; if they prefer, they could have a jacket potato or choose from the sandwich selection. In addition, there will be seasonal vegetables or the salad bar to choose from to accompany each meal. In terms of dessert, the pupils can choose on this day to have shortbread biscuits, fresh fruit or yogurt.

How much does each meal cost?

Each meal costs £2.30 for those who are not entitled to free school meals or those in Reception, Year 1 or Year 2 who receive a free universal meal.



Will the ordering system be the same as it is currently?

No – we are making a change, which we think will hopefully encourage the children to be more adventurous with the wider selection on offer. Therefore, when you book a meal, you will not indicate specifically, which meal your child will have. For example, using the information above, if you book a meal for Tuesday 4 January 2022, your child will then go up to the servery and ask for what they fancy on that day.

How do I book a meal for my child for the first three weeks of the new term?

As you can appreciate, there are a lot of changes happening with moving from one provider to another, in addition to us introducing a new on-line payment system (Pay360 which many of you have already signed up for).

We are looking at a long-term system which we will tell you about after Christmas.

However, for the first three weeks, the procedures are as follows:

Firstly, look at the menus on our website to see what delicious food will be on offer on each day.

Then, please click on the link below to select which days you would like to book a meal between Tuesday 4 January 2022 and Friday 21 January 2022.

[Meals Booking Form](#)

As you will see, this is a very quick and easy process. Once you have submitted this form, this information will come to us and we will know that your child requires a meal on that day (remember that you do not need to select the 'actual' meal as the children will choose themselves from the counter on the day).

When does this form need to be completed?

Can you please complete this form by Monday 3 January 2022. We will provide the catering company with the information at 9:00am on the first day back.

How do I pay for the meals I wish my child to have on these days?

As you will know from the many emails we have sent over the last few weeks, we have moved to a new on-line payment system, Pay360.

Once you have set up your account, as many of you have already, you can add payments for the meals.



Please note, you do not need to add full payment for the full 3 weeks. We do, however, ask that payment is made at least 1 week in advance of the meal being required.

What happens if my child is entitled to free school meals?

Where this is the case, you still need to complete the ordering form but you do not need to make payment through Pay360. This will ensure that we know that your child requires a meal and will not be bringing a packed lunch on the days you have indicated.

What if my child is in Reception, Year 1 or Year 2 and receives a free ‘universal meal?’

Where this is the case, the same process applies as above for free school meals.

Can I add more money to Pay360 to pay for meals beyond the first 3 weeks?

Yes, this is absolutely fine. We will record when your child has had a meal and will adjust your balance accordingly.

What if I do not have the details to access Pay360?

Further to previous letters, these details have been sent to all parents on our system who have parental responsibility and have provided us with an up-to-date email address. However, if you do not have this information, for whatever reason, please contact enquiries@pilgrimacademy.co.uk or call the main office on 01469 572368.

Please note, the office will be closed from Friday 17 December 2021 at 4pm so all enquiries must be received in advance of this time.

Will the booking and payment system change in the future?

As mentioned, we will be combining the payment and ordering system and will contact you in the new year with further details.

If you have any questions, regarding the information above, please do not hesitate to contact us.

Yours faithfully

Mr A J Clark
Executive Principal