



37 Courtlands Avenue, Kew. TW9 4ES  
Telephone: 020 8487 8437

Headteacher: Darren Norman  
Email: [info@kewriverside.richmond.sch.uk](mailto:info@kewriverside.richmond.sch.uk)

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Dear Parents and Carers

I wanted to communicate some information with you regarding catering at Kew Riverside Primary School.

The quality of food in England's schools has improved enormously since 2005, when we were alerted to the horrors of the Turkey Twizzler. There has been a clear, measurable improvement in the nutritional quality of most school food, and a reduction in junk foods.

At Kew Riverside, we want to ensure we give children and parents what they care about. We believe that is:

- A good quality, varied diet of adequate portion sizes
- A clean and attractive environment to eat in
- Allowing children to sit together and socialise
- Getting the price right

Our current caterers, Pride, have an open-door policy and invite any parents to visit the hall (maximum of 5 at any one time) and sample the food on offer. If you would like to do this, please register with Lisa in the office. To help us drive future improvements, we would also like to encourage you to join a **School Meals Steering Group**. Please see Lisa in the office to sign up for this. A termly menu is also published and is available.

Lunchtime is currently structured so that it begins at 11.45 with Reception and Year 1 and ends at 1pm. Children are called from the playground at 10 minute intervals and are generally expected to take 15 minutes to eat their lunch (depending on age). However, although children are reminded to 'eat now / chat later', they are not rushed and if necessary, lunchtime has been extended in the past. Despite recently adjusting the KS2 rota so that each class had a different call-in time, it has become clear in recent weeks that 'seconds' causes difficulties and therefore we have ceased doing this.

I have encouraged the children to feedback as much as possible regarding their lunch experience and have addressed whole classes as to their concerns. Their voice is important and this will ensure we always have our eye on improving the service they receive.

Unfortunately, for about a year, there have been several issues that we have had to deal with as a school concerning the catering at Kew Riverside. These have been many and varied, but include:

- Inconsistency and quality of staffing provided
- Temperature of food served
- Quality and composition of dishes
- Non-delivery of supplies

We hold our caterers to account, on an ongoing basis, and review the service provided. We have yet to make a decision going forward but there are options open to us now and we will be weighing these up over the next few weeks. Ultimately, our decision will be based on the best interests of the children and the best value gained for you.

Kind Regards

Darren Norman  
Head Teacher  
Kew Riverside Primary School