



# KEW RIVERSIDE PRIMARY SCHOOL

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Friday 22<sup>nd</sup> January 2016

Dear Parents and Carers

Further to my communication of January 8<sup>th</sup>, I wanted to give you all an important update regarding catering at Kew Riverside Primary School.

Following feedback from children and parents, having discussed issues at length with governors and taken advice from the Local Authority (LA), we have decided to move our catering provision from Pride to ISS, effective from the Spring 2 term starting February 22<sup>nd</sup>.

ISS is the contracted school catering provider for the Borough of Richmond, servicing 34 other local schools, and are fully supported by the LA's catering standards manager, Jan King. Jan will also be the first point of contact for any issues or questions around the food provided and her email and phone number will be shared with you all shortly.

More details about the catering ISS provide for primary schools and information regarding menus, special diets and allergies, food sourcing and their healthy eating policy can be found here: [www.feedinghungryminds.co.uk](http://www.feedinghungryminds.co.uk)

The cost of school lunches from Spring 2 term will now be £2.25 which is even more affordable than our current provider. Parents of children who have any food allergies will also be required to complete an updated information sheet which will be a hard copy.

ISS will be providing a sample tasting menu to all parents and carers at pick-up on Friday 4<sup>th</sup> March 2016 and will also operate an open-door policy for any parents wishing 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 continued improvements, we also encourage parents and carers to join a **School Meals Steering Group**. Please see Lisa in the office to sign up for this. A new termly menu will be published over the coming week. We will also be introducing a 'pre-order' system in due course for parents so that menu selection can be made in advance for your children.

There will be, inevitably, some teething issues as the new caterers settle in, however we are confident that this change represents a positive move forward and reflects how we proactively deal with feedback and ensure that there are gains for both our children and parents.

Kind regards

Darren Norman  
Head Teacher  
Kew Riverside Primary School