

April 20201

Dear Students, Staff and Parents/Carers

## **School Lunches and the Journey Back!**

**The roadmap has been set and the journey back has started! Familiarity, nostalgia and comfort are what we are all craving and what can be more familiar and comforting than one of our school lunches, freshly prepared and cooked on the school site? We are keen to welcome everyone back with the food that they know and love. We believe that lunch times are a highlight of the school day and will help to establish the routine in the journey back to normality.**

We want to take this opportunity to share further information with you about your school meal service. Our goal continues to make eating at school a pleasurable experience and offer healthy and nutritious meals in line with Government guidelines. We also follow the current guidelines in our working procedures and training in areas such as social distancing, food safety and enhanced cleaning regimes to ensure that we can continue to produce and serve food safely.

Here's a summary of what we will be continuing to do, to give you reassurance as students return to school:

### **Changes students and staff will now be familiar with:**

- break and lunch times have been staggered to allow students to remain in their bubbles
- an additional service point has been created for Years 10 and 11 and also for Sixth Form
- how the students come into the dining room has been changed in order to enable social distancing and to minimise queue times
- changes have been made to service areas to avoid queuing and bottlenecks
- signs in the dining room give a few helpful reminders such as only touching the food to be eaten and avoid sharing food or drinks with others
- there is no self service such as salad bars. These will be managed by our team.
- we will still offer a range of sandwiches, boxed salads and baguettes, cakes and fruit but they will be wrapped. We do understand this will temporarily increase packaging but we will endeavour to keep this to a minimum level
- pre-order system is in place

### **Changes in the kitchen and with our team:**

- we hold daily briefing sessions to prepare for the day ahead
- flexible working hours and rearranging workstations make sure that social distance measures are upheld
- kitchen ventilation has been increased by opening windows and doors
- we are limiting the number of deliveries to site and accepting these deliveries on a "no contact" basis

- visitors will not be allowed in the kitchen
- we have new, enhanced recording procedures including food hygiene and safety  
Each meal service is then certified as being compliant by our Head of QHSE.
- our teams are carrying out specific return to work and COVID-19 training and will be certified "fit to work"
- we are continuously updating guidance underpinned by bite size training modules for our cooks, chefs and catering assistants.

For the Summer Term we are making some changes to the menu. To amp up the fun and excitement at lunchtimes we have some popular special daily menus and guest offers coming up for students to enjoy. We also have our Love Your Food promotion.

### **Cashless Catering**

We operate a cashless catering system. Parents and staff need to set up an online Gateway account, if they have not already done so. This account can also be used for paying for trips, PE uniform, etc. There are many benefits to this system, relating to health and safety. These include eliminating the need for pupils to carry cash during the day and also, to stop the need to transfer cash between students/staff and catering staff. The Gateway is very quick and easy to use. It can be set up by doing the following:-

- Go to school website ([www.bluecoatacademy.org](http://www.bluecoatacademy.org))
- Select Parent/Carers
- Select Online Payments
- Click Register
- Complete email address and mobile number
- Agree to Terms and Conditions
- Click on "Send PIN"

You will receive the PIN number to your mobile phone. You must make sure that the mobile number and email address you are using match those that you have given to the Academy. You will need to keep the PIN number safe as you will need this to login each time.

### **New Free School Meals**

We understand that there may be some families that have had a change in financial circumstances and may now be entitled to apply for Free School Meals. We encourage you to visit the following website which will help you to establish if you can claim.

<https://www.gov.uk/apply-free-school-meals>

We are experts in feeding school aged children and are really looking forward to seeing everyone back at school, eating a lunch with us each day. You can contact us via email on [info@aspens-services.com](mailto:info@aspens-services.com) or call on 01905 759613. You will also find a host of information on our website – [www.aspens-services.co.uk](http://www.aspens-services.co.uk).

### **Feedback**

We are always delighted to receive feedback from students and parents. Please continue to let us know what you think about our food and service. We will regularly ask you to complete a survey.

### **Aspens Services**