



BANWELL PRIMARY SCHOOL

Belong Believe Achieve

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24th June 2025

Dear Parents & Carers

Important update: school catering service changes

Dear parents and carers

We are writing to inform you about an exciting change to our school meal provision. You may have seen in the news already, that from September 2025, we will be moving from our current external catering provider, Aspens Catering, to a new in-house catering service.

Alex Crawley, our new Catering Manager is currently busy meeting with staff, children and local food suppliers. You may have completed an online feedback survey too – if so, thank you. Your feedback is so valuable.

Why are we making this change?

By bringing our catering service in-house, we aim to provide fresher and more flexible meal options for our pupils. This transition will allow us to have greater control over menu choices, ingredient quality, and the overall dining experience for your children.

Introduction of School Grid meal management

Alongside this change, we are introducing a new meal management system called **School Grid**. This will replace the current ParentPay for booking and paying for meals. This platform will make it easier for you to manage your child's school meals and for us to ensure every child's dietary needs are met. You will also be able to view a visual menu that will help you and your child choose school meals which your feedback tells us will be an important feature.

Key features of School Grid

- **Allergen and dietary information:** School Grid will securely store each child's allergen and dietary information, which will be directly communicated to our kitchen and school office to ensure safe meal preparation. **Parents/carers will be responsible for completing this information prior to September.**
- **Parental access:** You will receive more information about School Grid soon, including login details and instructions on how to use the system to select meals and update dietary preferences.



- **Improved communication:** The system will help us keep you informed about menu options, allergens, and any changes to meal provision.

Next steps

- Look out for a follow-up letter with your School Grid login details and a step-by-step guide to get started.
- If your child has any specific dietary requirements or allergies, please ensure this information is completed accurately in School Grid.

We appreciate your support as we make this transition and are confident that these changes will enhance the quality and safety of our school meals. If you have any questions, please do not hesitate to contact the school office.

Kind regards,

Claire Pocock

Alex Crawley

Adam Matthews

Headteacher

Catering Manager

ELAN Chief Executive Officer