



Catering FAQs

MY CHILD HAS AN INTOLERANCE/ALLERGY, HOW WILL THEY KNOW WHAT FOOD TO CHOOSE?

All of our hot meals are labelled on the menu and sandwiches have labels on the packaging. They will contain any one of the following abbreviations when appropriate:

FOOD ALLERGIES and INTOLERANCES

Please speak to our staff about the ingredients in your meal, when making your order.
Thank you.

 GLUTEN (GL)	 PEANUTS (NUTS)	 TREE NUTS (NUTS)	 CELERY (CE)	 MUSTARD (MST)
 EGGS (EG)	 MILK (MK)	 SESAME (SES)	 FISH (FSH)	 CRUSTACEANS (CRST)
 MOLLUSCS (MLCS)	 SOYA (SOY)	 SULPHITES (SD)	 LUPIN (LUP)	
 (VEGETARIAN) (V)	 (VEGAN) (VE)	 (HALAL) (H)		

WHAT CHOICES ARE AVAILABLE AT BREAK AND DINNER TIME?

During break time we serve 'grab and go' options such as bacon rolls, pizza slices, pain au chocolat, as well as having various drinks available. At dinner time we always have three hot meal choices, one of which will be vegetarian (vegan available on request). In addition, we have a range of homebakes (muffins, cookies, flapjacks etc) made on site by our own baker.



HOW FRESH IS THE FOOD?

All of the food we sell is prepared in our kitchen using ingredients bought from local suppliers, who we have spent a long time developing relationships with, in order to secure the best ingredients at a reasonable price.

HOW CAN I SEE WHAT MY CHILD HAS BEEN EATING?

Log in to ParentPay and scroll down on the main page, where you will see purchases by day.

I WANT TO CONTROL HOW MUCH MY CHILD CAN SPEND AT BREAK AND DINNER TIME. HOW DO I DO THAT?

Please contact school to agree cash limits to set, either by serving or by day.

I WOULD LIKE TO SEE HOW MUCH EACH ITEM COSTS, IS THIS ACCESSIBLE?

Please look at our menu, available on the Kitchen@Crawshaw page.

My child is entitled to free school meals, how is this managed?

FSM students accounts are automatically credited each day.

I HAVE DEPOSITED FUNDS BUT THEY ARE NOT SHOWING IN MY CHILD'S ACCOUNT. HOW CAN I FIX THIS?

Please check your ParentPay account in the first instance. When you deposit funds, they go into a virtual wallet. You then need to move the funds to what you want to purchase, so in this instance school meals balance. If that does not resolve it please contact us.

HOW WILL I KNOW WHEN I NEED TO DEPOSIT MONEY INTO MY CHILD'S ACCOUNT?

You can set reminders by email or text messages (please note ParentPay will charge for sending texts) for when your balance reaches a certain amount. Log on to ParentPay, go to Communication tab and then click on Alert settings in the left hand menu.

You will then see a balance alerts section, input the threshold for the balance at which point you want to be notified, and then tick either email or text (again, please note ParentPay will charge for sending texts).



I DO NOT HAVE TIME TO DEPOSIT MONEY, CAN I SEND MY CHILD TO SCHOOL WITH CASH?

Yes. Students can deposit either coins or notes into our revaluation machine situated outside the canteen.

I FORGOT TO DEPOSIT FUNDS, WILL MY CHILD STILL BE ABLE TO GET FOOD?

Yes. We understand things don't always go to plan, so if a student has no money, or a negative balance, we have a 'lend' system in place, whereby we will allow them to purchase a hot meal as a minimum on 3 occasions per term. We will liaise with both the student and Year Manager to ensure you are made aware that a deposit needs to be made.

MY CHILD HAS LOST THEIR CARD, WILL THEY STILL BE ABLE TO BUY FOOD?

Yes. We can manually search for a student on the till system, it will just take a little longer to serve them. Replacement cards are available at cost price, which is 50p.