

Parent Introduction

School Food United The easier way to pay for school meals

Good news, we are working with our school meal provider Alliance in Partnership Group of Schools to make it easier and safer to order your child's school meals through a new on-line ordering system called School Food United. To find out more [Click here](#) to watch a two minute introduction video that shows how it works.

With this introduction flyer you will have also receive a "How to register" Newsletter, giving you all the information you need to register your child(ren).

How to Log in:

Parents can access the platform from any device & register their child:
<https://parents.schoolfoodunited.com/login>

Once logged in you can:

- Add your child's personal details & a photograph
- Access & Top Up Balances
- See & select upcoming menus & theme days
- See meals you have ordered in the past.

How to Order:

The system allows you to:

- Select the days you want to order meals for & choose from the menu
- Menu items are colour coded into meat, vegetarian, desserts & more
- Once all days meals are selected your child's menu will appear in the right hand column
- Once confirmed, simply check out and your child's school meals will be served to them on the days selected

Benefits of the system

- Allergens are flagged on the tablet for the kitchen staff, creating a safer environment.
- Children with Special Dietary needs are flagged in the system with clear instructions for parents.
- Ordering is easy and pictures aid in communication.
- Parents are able to have more than one child linked to their account.



News & Updates:

We are able to communicate with you directly (as long as you opt in to hear from us) allowing parents access to information on special theme days, menu updates, upcoming events, news & more!



Our Food Promise:

Our menus are co-developed with pupils in key stage 1 and 2, our primary school lunch menu for pupils aged 5-11.

The dishes featured on our School Food United menus have been influenced by high-street food trends and reflects the diverse and varied foods that appeal to and are expected of by today's generation. Our menus have been pupil-led through a series of consultations and workshops and where we explored:

- What pupils like to eat
- Why they want to eat it; and
- How they like to eat
- The dining experience and environment and what they want to improve the experience and why?

Our cooks are passionate about providing freshly made meals cooked from scratch using good quality ingredients. They are trained by our Senior Development Chefs and supported by Business Support team.

The menu is fully compliant with government school food standards, Soil Association's Food for Life standards and are the result of ongoing taste tests from pupils and parents.

Free School Meals:

Did you know that children who are eligible for free school meals will remain eligible until they finish the phase of schooling (primary or secondary) they're in on 31 March 2022? The Government provides additional funding to your school (known as Pupil Premium) for each child that is entitled to Free School Meals to help boost their learning and development. If your child could claim for FSM, but takes a packed lunch to school, it's still important you tell the school that you are eligible as extra money could be available to improve their learning outcomes.

Where to find information:

To check if your child is eligible for free school meals in England go to

www.gov.uk/apply-free-school-meals

For information about FSM and Universal Credit, [click here](#) to go to citizens advice

The pupil premium grant allows schools to help FSM pupils by improving their progress and the exam results they achieve. [Click here](#) for information about Pupil Premium

Frequently Asked Questions (FAQ's)

For a full list of our FAQ's click here: <https://sodexo.bluerunner.co.uk/faq/>

Here are some of the most frequently asked questions about SFU:

Q: How long can I book meals for?

A: There is no set time limit for ordering meals. Meals can be ordered for the duration of the menu.

Q: What do I do if my child is ill?

A: You can cancel the meal up until 08:00AM on the day of the meal. If meals are not cancelled, you may still be charged for the meal.

Q: What happens if my child is on a school trip?

A: If you have already ordered a meal and your child is going on a school trip, the order for that day will be cancelled and you will receive an email notification.

Q: My child has a special diet, how do I order for him/her?

A: You can request a meal for a day by selecting 'Yes, I want a meal'. Please speak to your school with regards to the process.

Q: My child is starting school in September, when can I register?

A: You can pre-register your account before your child starts school, however, you may not be able to add your child until the system has been updated for the new academic year. You will be notified once the meals can be placed for your child on the system

Contact us

If you have further questions, please speak to your school.

Your local area manager welcomes parent feedback, please don't hesitate to ask to speak to your kitchen staff.