

Dear Parent,

We are delighted to welcome you back after a very challenging start to the year.

You will see some changes in Dolce which we have had to make due to the ongoing covid pandemic. We appreciate your patience and understanding through these difficult times and look forward to resuming a full and normal service in the near future.

### **Reduced Menu**

As you will be aware, we currently have a reduced menu. We are working very closely with all schools and complying with their risk assessments and policies which includes social distancing. This is a temporary measure whilst the schools settle the children back in and we hope to have a full menu back up and running as soon as possible..

You can view the full menu by logging on to your SchoolGrid account and clicking [order meals] - [full menu]. This will show you the main meals, side orders and desserts available for each day.

### **Vegetarian Options**

We have listened to parents' views regarding the lack of vegetarian options and I have been advised that there will be additional vegetarian dishes added to the menu from the 14th September. Please continue to check SchoolGrid for these updates.

### **Food Hampers for Benefit Related Free School Meal Children in Isolation**

If your child is having to self isolate at home and receives free school meals, you are eligible to order a weekly meal hamper from the school. This will contain food items to help make 5 lunches for your primary school child. Please contact the school to arrange collection / delivery.

### **Universal Infant Free School meals**

If your child is in Key Stage 1 (Reception, Year 1 or Year 2) they are entitled to Universal Infant Free School meals. If you are not entitled to pupil premium, you do not need to do anything further as the system is set to automatically activate your account to a free school meal account.

### **Benefit Related Free School meal Children**

If you think you may be entitled to benefit related free school meals please contact your local authority or school to make an application. Even if your child is in Reception, year 1 or year 2 (and automatically entitled to a free school meal) you should still apply online for the benefit related Pupil Premium status as schools need this information.

Once your application has been accepted and successful the school will receive notification from the council and will update your SchoolGrid account to 'free school meals'.

For more information please visit the link: <https://www.gov.uk/apply-free-school-meals>

### **Year 3 Children**

Your child is no longer eligible for Universal Infant Free School Meals, and unless you qualify for Benefit Related Free Meals, you will need to start making payments.

Please log on to your SchoolGrid account and click [account] - [make card payment]. Alternatively you can set up a direct debit [account] - [set up direct debit]. We can not set up direct debits over the phone.

If you have any questions, concerns or comments, please do not hesitate to contact [customercare@dolce.co.uk](mailto:customercare@dolce.co.uk) / 01942 707709.

Angie Lingwood (Dolce Customer Care Manager)