

Frederick Avenue
Hinckley
Leics.
LE10 0EX
Tel. 01455 634701



Headteacher
Mrs. L Mathie
BA (Q.T.S.)
N.P.Q.H.
NASENCo

Dear Parent/Carer,

Firstly welcome back to all of our returning families and a very warm welcome to all of our new families who have already started or are due to start over the coming week. We hope that you have all had an enjoyable summer break and we look forward to working with you this academic year!

We will be sharing Curriculum Bulletins with you shortly to provide details of what we have in store for your child this term.

I would like to thank all of our families who have worked with us over the last few weeks as we transition to our new communications app (**Arbor**), and our new meal ordering system (**Swift Kitchen**). We really do appreciate your support in activating your accounts to enable us to introduce these new methods which will improve the way we work going forward. If you have not yet done so, please activate these as a matter of urgency to allow us to contact you (Arbor) and for you to order your child's meals (Swift Kitchen).

As previously advised, **you are now responsible for ordering your child's lunch each day**, their order will not be taken during morning registration as we previously have done. You are able to order meals in advance up to October half term. There are also a few other changes regarding this new way of working.

1. **Orders must be placed by 9.30 am at the latest** on the day that your child wishes to eat. The system will not allow you to place an order after that time so you will have to make alternative arrangements.
2. If you order meals in advance and your child is absent, please log on to Swift Kitchen before 9.30am to cancel their meal for that day to prevent unnecessary charges from being applied.
3. Please ensure that you discuss your child's order with them as a number of our younger children were not aware of what their parent's had ordered and it caused confusion when serving meals.
4. Once you have made the selections for your child's meals and they are in your basket, please ensure that you check out and pay for the meals. Until this process is complete then the order will not be received. If your child is entitled to Free School Meals, you still need to completed this although no charges will be made.



Email: office@battlingbrook.uk Website: www.bbrook.leics.sch.uk

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As with any changes, it will take a little time for us all to get used to our new way of working. We will continue to work closely with the new caterer to ensure that we operate in the smoothest way possible for the benefit of everyone.

The children were very patient and responsible during their lunch break as there were some delays in meals being served, however, I would like to reassure parents that all children were fed and the delays did not affect their free time outside. The feedback from many of the children was that they enjoyed the meals and the quality of food on offer. We hope to be able to showcase some of Stir's offerings during this term so that our parents/carers can see what is available.

Thank you in advance for your understanding and co-operation with this matter.

Kind regards
Mrs Mathie



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