



Dear Parents and Carers,

February 2026

As we come to the end of our second menu cycle, we would like to reach out to thank you for all the feedback that has been shared about the school's new catering service. Together with the school, working in collaboration, we want every child to have a hot, nutritious meal.

We also want to acknowledge the concerns that some families at Hiltingbury Infant and Junior Schools have raised. We review all feedback thoroughly and we are working closely with the school to make sure every child receives a meal that supports their learning and wellbeing.

We are committed to high standards of Food Safety, including Health and Safety. Since we began working with the school in January, our District Manager and Chef Manager have been working hard to launch the new menu and embed new practices and procedures for the catering team. All food preparation and safety checks, including temperature records, have been carried out precisely.

Our current menu meets the Government's School Food Standards, which are mandatory as part of the school catering service. These are met through the daily provision of three meal types: a hot main, a vegetarian alternative, and an additional option, such as a jacket potato or tomato pasta; accompanied by a vegetable side; and a daily dessert choice of either yoghurt, fruit, or a baked option. Medical diet menus are produced by our nutritionists where our priority is the safe and nutritionally appropriate adaptation of meals based on individual clinical needs.

We are undergoing a review of how best to serve the children requiring a medical diet, which includes the consideration of kitchen capabilities, risk management, varied offer and kitchen team feedback. We have included your feedback into this consultation.

Feedback from your children and the school management team is very important to us therefore we will be working with your school council to talk about the menu. We will carry out this work in partnership with the schools and with full openness for our dedicated catering team, who take great pride in the food they prepare.

We will support the Parents Evening at Hiltingbury Junior School on 17th & 19th March, with tasters from our menu for you to sample and show examples of the meal's children can choose from our menu. The Catering team will be happy to facilitate any questions about the service.

Thank you for your continued support.

Chartwells

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