



December 2024

I am writing to parents following recent feedback received concerning the pricing and charging of items in our school canteen.

Pricing

As well as the implementation of the sugar tax the school has seen an increase in food prices, unfortunately leading to price adjustments. We strive to keep our prices as low as possible while ensuring quality ingredients and preparation. We are committed to providing a variety of nutritious meals which include a selection of lean proteins, salads, fruits and vegetables.

Despite the challenges, we have maintained our 'meal deal' option for £2.53, which includes a specific hot lunch item and dessert. Please note that not all meal choices are included in this deal. We also encourage parents to send students to school with nutritious snacks/ drinks to help keep costs down while supporting healthy choices.

For more details on our current offerings and prices, please refer to the school website where the [Lunch Menu](#) may be found.

Again, following feedback, to help students make informed decisions, we have improved signage in the canteen to make prices clear.

Charging

We investigate any discrepancies in the charges thoroughly, however this can take time.

Student spending habits - we have observed that some students visit the canteen multiple times a day, including during breakfast, break, and lunch. This can become costly for parents. It appears that many students may not keep track of their daily spending or perhaps purchase food for others, leading to unexpected charges.

There are also issues related to limitations within our current school system, which we hope to address when we upgrade the system in the future.



Please bear with us as we work to resolve your queries as we understand the importance of accurate billing. If you notice any incorrect charges, please do not hesitate to contact the school office at office@nwschool.org.uk in the first instance. We will investigate and make sure any discrepancies are resolved.

ParentPay balances

We ask parents to monitor their ParentPay accounts. In the event a student has insufficient funds, *no child will go hungry*. However we do ask that you make your child aware they should visit the student reception to arrange a top up rather than ask another student to pay on their behalf. Once they have visited student reception we can make arrangements for a meal for that day.

At Northwood School, we strive to offer the best possible options for our students. We are open to further feedback and would appreciate your continued input. Should you have any additional questions or concerns, please do not hesitate to contact me directly at mpickersgill@nwschool.org.uk.

Many Thanks,

Ms M Pickersgill
School Business Manager