



Meals at Mossbourne Riverside

Frequently Asked Questions

To be read in conjunction with the Lunches policy

What are the lunch options?

You have the option for your child to bring a Packed Lunch or to receive a School Meal.

How can I pick my option?

By contacting the Academy Office. New parents are asked for their choice at admission, otherwise your choice is requested annually in June or July for the following academic year.

Can I choose a different option for different days of the week?

No, you must either choose the same option for each day.

How can I change my choice?

By informing the Academy Office. Usually the choice is changed starting from following half term.

Can I change my choice on the day?

No, unless this would affect catering for a dietary need i.e. allergy

Why is lunch run like this at MRA?

The kitchen plans lunches in advance and need to know which children will be having lunch.

How can I see the menu?

By contacting the office, the menu is usually updated termly.

How much are School Meals?

School Meals are £1.90 per meal per day.

Who is charged for school meals?

Charges are applied to meals for children who aren't eligible for Free School Meals and who don't receive a Universal Infant Free School Meal.

What are Free School Meals?

Meals where the cost is covered by funding. Parent/carers do not have to pay due to receiving benefits. Some families who have no recourse to public funds may also be eligible for free school meals under a temporary extension to free school meal eligibility. We urge all of our parents to complete the online eligibility checker to see if they are eligible: <https://www.learningtrust.co.uk/content/apply-free-school-meals>

What are Universal Infant Free School Meals?

Children in Reception to Year 2 receive a Universal Infant Free School Meal. There is no cost to parent/carers.

My child is in Reception, Year 1 or Year 2, and I don't pay for School Meals, does this mean I am eligible for Free School Meals?

Maybe. Children in Reception to Year 2 receive a Universal Infant Free School Meal and are not charged, however you may also be eligible for benefits related Free School Meals. You should check your eligibility using the online form.

How can I pay for school meals?

Payment is made via Parent Pay. Parent Pay is the platform the Academy use for most payments. Payment is due by the end of the preceding half term for the following half term.

How is Parent Pay used for lunches?

Parent/Carers add money to their Parent Pay account. The account is then charged the daily cost for lunches. You can see the balance on your account as this happens.

How are meals charged?

The Academy does not run a till system. Parent/Carers Parent Pay accounts are charged the cost of the meal each day automatically. If your child is absent your account will still be charged, but this will be held to offset the next due payment. There are no refunds.

Is possible to organise an alternate payment schedule?

Yes, by contacting the Academy Office.

Can I pay with cash?

No.

What if my account has a deficit?

This means you have accrued a debt. Any debt should be cleared as soon as possible. Alternate payment plans can be arranged by contacting the office.

My Parent Pay shows “No Meal Taken” does this mean my child has not been eating?

No, this appears for parent/carers eligible for Universal Infant Free School Meals.

Can I pay using childcare vouchers or a HMRC account?

No. These payment methods are **only** for childcare i.e. Extended Hours Services. **You cannot pay for lunches by these means.**

What kind of food can my child have in a packed lunch?

The full guidance can be found in the Lunch Policy. In general: no nuts, no unhealthy foods, only water, only foods that can be managed by the child, no foods which require special storage (e.g. refrigeration).

My child has forgotten their packed lunch, can it be delivered through the office?

No. Your child will be given a school meal and you will be charged.

My child has dietary requirements, is this catered for?

The kitchen can cater for various dietary requirements. Please inform the office of any dietary requirements.

Can my child have a vegetarian meal on specific days of the week?

No. Children must be listed as vegetarian or non-vegetarian and this cannot be changed on a daily basis.

Will COVID-19 change how lunch is run at MRA?

Yes, under the circumstances School Meals may be suspended, and children will need to bring a packed lunch. Any monies paid for School Meals will be held to offset future costs.