

# South Farnborough Junior School

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Headteacher: Mrs J Byrne

13<sup>th</sup> February 2026

## Change in Catering Provider

Dear Parents/Carers,

We would like to inform you that with effect from the Summer Term (**Monday 13th April 2026**), the school will be switching to a new catering provider, **Chartwells**. They are a leading provider of catering and support services to schools, academies, and colleges across the UK. You can find out more about Chartwells' approach to school dining here: [loveschoolmeals.co.uk](https://loveschoolmeals.co.uk)

### Ordering and Payments

There will be no change to how meals are currently ordered; children will continue to select their meal on a daily basis during morning registration. The cost will remain at **£3 per meal**, with payments continuing to be made via **Arbor**.

*Please note: The new menus will be sent out after half-term once they have been finalised.*

### Medical Diets & Allergies

The safety of our pupils is our top priority. We understand the importance of ensuring that children with medical dietary requirements can continue to enjoy a safe, balanced meal alongside their peers.

As we transition to Chartwells, we will be adopting their robust medical diet policy. To ensure your child's information is correctly registered on the new system, **we require all parents of children with medical diets to complete a new Medical Diet Request Form**. You can download the form from our [website](#) or request a paper copy from the school office. This form needs to be completed and returned to the school office as soon as possible to ensure arrangements are in place for the start of the Summer Term.

The Medical Diet Process:

- Once the form is submitted, Chartwells will liaise with you directly with a relevant menu for your approval.
- **Important:** Chartwell can only serve specialised medical diet meals once a parent-signed approval forms are received.
- Please note: Until paperwork is complete, children with medical diets will be restricted to a **Jacket Potato meal (with suitable topping) and fresh fruit**.

### Resources and Support

For more information on allergen management and nutrition, please visit the [Chartwells Medical Diets page](#). Chartwells also provides a dedicated team of nutritionists who are available year-round to assist with your queries. You can contact them directly at: [Chartwells.medicaldiets@compass-group.co.uk](mailto:Chartwells.medicaldiets@compass-group.co.uk).

For any further information regarding the change in our catering provision, please do not hesitate to contact the school office.

Kind regards

SFJS

