

Parent Information

Good news, we are working with our school meal provider Alliance in Partnership Group of Schools to make it easier and safer to order your child's school meals through a new online ordering system called School Food United. To find out more [Click here](#) to watch a two minute introduction video that shows how it works.

With this information flyer you will have also receive a "How to register" letter, giving you all the information you need to register your child(ren).

How to Log in

Parents can access the platform from any device & register their child:
<https://parents.schoolfoodunited.com/login>

Once logged in you can:

- Add your child's personal details & a photograph
- Access & Top Up Balances
- See & select upcoming menus & theme days
- See meals you have ordered in the past.

How to Order

The system allows you to:

- Select the days you want to order meals for & choose from the menu
- Menu items are colour coded into meat, vegetarian, desserts & more
- Once all days meals are selected your child's menu will appear in the right hand column
- Once confirmed, simply check out and your child's school meals will be served to them on the days selected

Benefits of the system

- Allergens are flagged on the tablet for the kitchen staff, creating a safer environment.
- Children with Special Dietary needs are flagged in the system with clear instructions for parents.
- Ordering is easy and pictures aid in communication.
- Parents are able to have more than one child linked to their account.



News & Updates

We are able to communicate with you directly (as long as you opt in to hear from us) allowing parents access to information on special theme days, menu updates, upcoming events, news & more!

Our Food Promise

Our menus are co-developed with pupils in key stage 1 and 2, our primary school lunch menu for pupils aged 5-11.

The dishes featured on our School Food United menus have been influenced by high-street food trends and reflects the diverse and varied foods that appeal to and are expected of by today's generation. Our menus have been pupil-led through a series of consultations and workshops and where we explored:

- What pupils like to eat
- Why they want to eat it; and
- How they like to eat
- The dining experience and environment and what they want to improve the experience and why?

Our menu is fully compliant with government school food standards, Soil Association's Food for Life standards and are the result of ongoing taste tests from pupils and parents.

Free School Meals

If your child is entitled to a free school meal, you can choose their meal by either logging on using your phone or iPad, or through the catering team at school at the start of each term.

To check if your child is eligible for Free School Meals go to: www.gov.uk/apply-free-school-meals

Frequently Asked Questions (FAQ's)

For a full list of our FAQ's click here:

<https://sodexo.bluerunner.co.uk/faq/>

Here are some of the most frequently asked questions about SFU:

Q: How long can I book meals for?

A: There is no set time limit for ordering meals. Meals can be ordered for the duration of the menu.

Q: What do I do if my child is ill?

A: You can cancel the meal up until 08:00AM on the day of the meal. If meals are not cancelled, you may still be charged for the meal.

Q: What happens if my child is on a school trip?

A: If you have already ordered a meal and your child is going on a school trip, the order for that day will be cancelled and you will receive an email notification.

Q: My child has a special diet, how do I order for him/her?

A: You can request a meal for a day by selecting 'Yes, I want a meal'. Please speak to your school with regards to the process.

Q: My child is starting school in September, when can I register?

A: You can pre-register your account before your child starts school, however, you may not be able to add your child until the system has been updated for the new academic year. You will be notified once the system is ready for your child on the system

Contact Us

If you have further questions, please contact us via email at Parent@SchoolFoodUnited.com and we will get back to you as soon as possible.