



25th June 2020

Chartwells in partnership with Newlands Primary School

Chartwells is the leading provider of contract catering and support services to the education sector in the UK.

Our team prides themselves on innovation and commitment to finding imaginative new ways to increase meal uptake and enhance student experience, making school food tasty and appealing.

There's also a great deal of importance placed on the vital role we play in educating young people on good nutrition and healthy lifestyles and additional education programmes.

From brand new reception children to those on the cusp of adulthood, Chartwells is focused on sharing in each child's educational journey. We currently work with over 2,300 education units including primary schools, secondary schools, academy schools, independent schools, colleges and universities and produce and deliver approximately 975,000 meals each week, 38 million meals annually.

Newlands Primary School have been benefiting from Chartwells catering services since April 1st However, due to the current situation, we have been running on a reduced menu and should this still be the case come September we will ensure this is also shared with you.

At the heart of our offer is freshly prepared, great-tasting and attractively presented food that's nutritionally analysed by our expert in-house team. We put the highest possible emphasis on healthy, balanced, nutritionally compliant school meals that provide excellent value for money.

Our food offer works by combining dining concepts that are vibrant and diverse in terms of our menu offer. Our Primary food offer includes dishes from all over the world. We do, however understand that it is important to maintain traditional British dishes on the menus that pupils have grown up with, such as fish and chips or a roast dinner.

In developing menus, we draw on recipes that use only ingredients that meet our demanding standards of quality, provenance, nutrition and supply chain – developed in our own "boiler room" by our top chefs and nutritionists. For every approved recipe we have a list of ingredients, methodology, a picture and presentation details to guarantee consistently correct portion sizes that comply with nutritional guidelines. Our best practice documents 'ZEST' set measurable standards for food display and presentation - often improving the uptake of meals.

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We're proud of our **support for local and British suppliers** – sourcing the best possible quality ingredients and produce from well respected, stringently selected and continually audited farmers and growers. At the same time, we use our economies of scale to deliver great value for money, highly competitive pricing and low food miles through an industry-leading distribution network.

We've always taken **food allergies** extremely seriously. If any pupil has an allergy, an intolerance or a medical condition that calls for a special diet - however simple or complex - we have our allergy aware menu. You will all receive a copy of our Special Diet Request Form. Should your child require a Special Diet Menu please complete the request form and provide the relevant medical evidence. Our in-house expert team of nutritionists make sure they're fully and safely catered for with our Allergy Aware Menu, procedures and local training. We support diabetic dietary needs (especially type 1) by providing the exact amount of carbohydrate needed to manage insulin levels, should this be required please request this through the Special Diet Request Form.

We like to think well beyond "the food on the plate," and nutritional education has always been a big part of what we do. We have useful education resource tools to help teachers and teaching assistants with lesson ideas and classroom activities to "Putting Fun Back into Food" and a whole range of fun classroom activities. We work in partnership with schools to create "Beyond the Chartwells Kitchen" initiatives that can be combined to create individual, tailored programmes.

Under the contract for Newlands Primary School, Chartwells will provide school meals, and hospitality services. We will be investing into the school by refreshing the front of house service areas with new signage and new food service dishes, where we will be delivering our "Food Super Heroes" Primary Menu offer. Chartwells, working in partnership with Newlands Primary School have implemented the facility for you to pay for your child's school meals online through Parent Pay, which you may already be familiar with. We encourage all school meals to be paid for online and in advance of the week. The new cost of the main meal from the 16th April 2020 will be at the newly reduced cost of £2.00 daily and £10.00 for the week. Please see separate communication regarding Parent Pay and how you can complete your online payment. Once you have received your activation letter via the school with your activation login details you will be able to activate your account and start making payments.

Chartwells are extremely excited to be given the opportunity to become the catering providers at Newlands Primary School. Please look out for our three weekly menu cycle that will be displayed through the school's website. Our menus change twice annually, In April we introduce our Spring/Summer menu and after the October half term we introduce our Autumn/Winter menu.

We look forward to showcasing our Chartwells food offer to pupils in the new academic year.

Yours Sincerely

Your Chartwells Team

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