




June 2024

Exciting News! Introducing Our New Catering Service 2024-2025

Dear Parents,

As we continue to enhance our school communities, we are thrilled to announce an exciting addition: **our brand-new catering service and catering provider!**

What's on the Menu? As a Trust we recognise the importance of children being ready to learn and understand how fuelling our bodies with nourishing and tasty food can support this. We have worked hard over the last term to review the catering provision across our schools and are pleased to be introducing a brand-new catering service in readiness for the new academic year.

Introducing  **a third-generation family run business with a passion for creating healthy, homecooked meals.**

1. **Quality Ingredients:** Home cooked food from raw ingredients.
2. **Nutritionally Balanced Meals:** Menus designed by experts to provide tasty balanced nutrition for growing minds and bodies.
3. **Variety:** Menu that offer something for everyone – children eating meals they love with full parent/child easy pre-ordering.
4. **Convenience:** Why not say goodbye to packing lunches! Dolce takes the hassle out of meal preparation and provides on-line payments for ease of ordering.
5. **Allergen Awareness:** Dolce take allergies seriously. Experts ensures that all meals are safe and clearly labelled which you can read more about online.

How It Works:

1. **Order Online:** If you would like your child to have school meals, you will need a SchoolGrid account. SchoolGrid is the software provider that allows you to order and pay for meals online. You will receive an email from SchoolGrid, where you can register for an account to be able to pre order meals, view recipes, allergens, ingredients and make payments.
2. **Meal cost:** The cost of a school meal will be £2.65 per day (£13.25 per week).
3. **Online Card Payment** - A card payment can be made online through your SchoolGrid account, please log on and select [Account] - [Pay by card] where on screen prompts will assist in taking payment.
4. **Telephone Card Payment** – Dolce's Customer Care team is available 8.00 am to 5.00 pm Monday to Friday to take a card payment for your account. Contact them on 01942 707709. The minimum payment amount they can accept over the phone is £10 and **ALL ACCOUNTS MUST BE KEPT IN CREDIT.**
5. **Free Meals:** You may still be entitled to Free School Meals so please contact your school office to find out more. You can apply directly to the local authority here:
 - o **Leicestershire/ Rutland** [Free School Meals \(servelec-synergy.com\)](http://servelec-synergy.com)
 - o **Leicester:** [Leicester City Council - Free School Meals Application](#)

Try It Out! Schools will be inviting Dolce into their schools to showcase Dolce foods and give you an opportunity to try their tasty menus first hand – look out for events happening this and next term.

Thank you for being part of our trust / school community. Have a lovely summer and see you in the new academic year.

Warm regards,

Paul Stone
Trust Leader and CEO



Contact Details:

Dolce is the catering provider. If you have any questions, comments or suggestions regarding school meals, allergens, payments etc, please do not hesitate to contact Dolce Customer Care Monday to Friday 8am to 5pm, on 01942 707709 or by email to customer care@dolce.co.uk

SchoolGrid is the Software provider Dolce use to manage payments and order meals. If you experience any technical issues with access to SchoolGrid, please contact Live Kitchen technical support on 01506 300310 or you can email using this address - support@schoolgrid.co.uk



QUICK GUIDE ORDERING YOUR CHILD'S LUNCHES

This guide includes information on how to:

- Activate your SchoolGrid account
- Top up your SchoolGrid account with credit
- Preorder your child's meals

WHO PROVIDES MY CHILD'S LUNCHES?

Dolce - a family run, third-generation caterer passionate about creating healthy home-cooked meals, proudly provide your child's lunches. We also provide exceptional service for both pupils at the counter and parents via our market-leading approach to customer care and modern catering innovations.

With nutritious, tasty meals - cooked fresh from raw ingredients - we make sure that lunchtime is a highlight of the day whatever the stage of your child's school journey. Pupils and parents can order from home, or on the move via our award-winning system, SchoolGrid. We will ensure your children have the experience of a lunchtime.



Your child only eats meals they love with full parent/child easy pre-ordering



Home-cooked food from raw ingredients



Easy online payments



Full allergy protection



All menus are nutritionally analysed by our team of experts



Low cost meal prices

