



HILDENBOROUGH CHURCH OF ENGLAND PRIMARY SCHOOL

"I can do all things through Christ who strengthens me", (Philippians 4:13) so that I can be the best that I can be, for myself, for others and for God.



Thursday 22nd October 2026

Dear Parents/ Carers,

I am writing to let you know about an upcoming change to our school catering arrangements. Our current catering provider, Emma's Kitchen, has made the decision to step back from providing school catering. They gave us plenty of notice of this change, which has allowed us time to carefully consider the best arrangements for the school moving forward.

Having reviewed our options, we have decided that rather than waiting until the end of the notice period, it would be beneficial to make the transition sooner. We are therefore pleased to confirm that our new catering arrangements will begin **immediately after the half-term break**.

From 2nd November 2026, our hot school meal provider will be Hayley Edwards at HLR Catering Ltd. Hayley is committed to providing nutritionally balanced, healthy food that is also tasty, and for lunchtimes to be something that the children look forward to. She currently provides school meals for Yalding Primary School. Having visited to taste a lunch for myself, I am happy to say the school meals and menu meets the school food standards so that children have healthy, balanced diets. From our point of view, not a lot changes- apart from the company name. Hayley is passionate about school meals and cooks healthy nutritious meals. She also makes fun themed days, supports at school events and is keen to be involved in the school community where she can. I thought it was important to write to inform you of this, while also providing details on how to order school meals, etc.

All meals must be ordered via Arbor. We ask that **everyone** logs onto Arbor to order their child(ren)'s hot meal or specify if they are having a packed lunch. In order to do this, it is essential you set up your Arbor account.

The menu will be changed 3 times a year: Autumn, Winter and Summer. The menu for each term will be on a 3-week rotation. Hayley has agreed to continue with the jacket potato as an alternative option and this will remain in place for term 2. We have also attached the menu for you to see.



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How do I order?

From the main Parent Portal page (i.e. via the web browser), click **Quick Actions** and select **Meals**

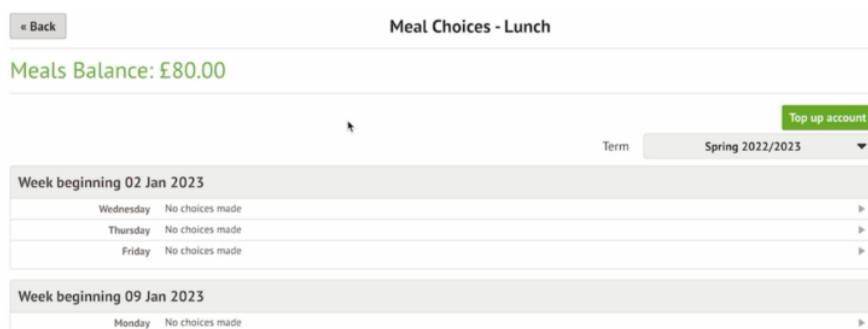


You can then see the **Meal Choices** page.

You can see your child's meal balance at the top – if this balance is negative, it will be highlighted in **red**. You can top up the balance via card payment using the **Top up account** button (NB. only children in KS2 are charged for their meals).

All the weeks available to order against will be visible under **Meal Choices**, you can then click on each day of the week and select an option –

- Main Meal (this will typically be a meat option and on some days, there will be 2 options to select from)
- Vegetarian
- Jacket Potato
- Packed Lunch



If your child wishes to have the same meal for each day of the rotation you can click on the box 'repeat' and it will automatically complete for you.



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Deadline date
The deadline for making choices for this meal is 21 Sep 2022, 23:40

Add Meal Choice

Meal choice* Pizza

Pick for all future available dates* ☒

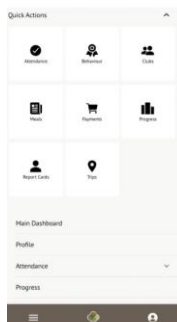
Cancel Confirm choice

Hot meals are charged at **£2.80** per day (KS2). For those who are entitled to Free School Meals in Year R and KS1, the meal cost will show as £0.00. This is also the same for those pupils who are entitled to Universal Free School Meals.

Once all the meals have been selected for the week or term you can 'add to basket'. At this point you can pay for the meals and complete the transaction.

A **deadline date** will be set for 9am each school day. If the deadline has passed, the menu choices cannot be edited by you. You will need to contact the school office.

To order via the **Arbor App**, click on the 3 lines to access your main menu, then click on **Meals**.



You will then be taken to the **Meal Choices** page, where you will be presented with a list of meals to choose from. The steps will then be the same as for the Parent Portal Page. Hayley will be made aware of all allergies and will provide an alternative option so that each can eat what they would like to, in a slightly adapted way.

If you have any queries, please don't hesitate to contact the school office. If you have any catering questions, more specifically for Hayley, please contact her directly: hircateringltd@gmail.com



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We are confident that this change will be a positive step for the school and, most importantly, for our children. We have planned the transition carefully to minimise disruption, and school meals will continue as usual when the children return after half term.

We look forward to welcoming our new catering provider and keeping you updated on the changes. On a personal note, we are so grateful for all of the meals that Emma has provided Hildenborough. Her and Alex are moving on to new adventures- in a pub! We all wish them well with their new venture.

Yours sincerely,

Mrs Ruth Ardrey
Headteacher



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