



# CATALYST

## Benyon Primary

Tyssen Place, South Ockendon, Essex RM15 6PG  
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Friday 11<sup>th</sup> October 2024

Dear Parents and Carers,

We would like to inform you that starting from Monday 4<sup>th</sup> November 2024, all school lunch bookings and payments will need to be made through Arbor. Please note that the menus for the school lunches are available on the school website and are updated each term. We strongly encourage parents and carers to check the menu regularly, particularly if your child has specific dietary requirements, as this information will not appear in Arbor when booking meals.

### School Meal Costs and Information

- Children in **Reception to Year 2** are entitled to **Universal Free School Meals**.
- For children in **Year 3 and above**, school meals are **£2.40** per meal (unless your child qualifies for Free School Meals).
- If you are required to pay for school meals, please ensure that your Arbor account has sufficient credit to avoid going into debt. We recommend paying at least a week in advance to keep the account in credit. The cost of meals will be automatically deducted from your balance after they are taken.

For children who qualify for **Free School Meals** or **Universal Free School Meal** (Reception to Year 2) no payment is required.

### **Dietary Requirements:**

If your child has specific medical or dietary requirements, please update this information with the school office to ensure the correct meals are provided. It is essential to keep this information up to date.

### **Free School Meals and Pupil Premium:**

Children in Reception, Year 1, and Year 2 automatically qualify for **Universal Infant Free School Meals**. However, if you are in receipt of **Universal Credit** or **Income Support**, your child may be entitled to **Free School Meals**. You can apply quickly and easily through the **Free School Meals** section on the **Thurrock Council** website: <https://www.thurrock.gov.uk/school-meals/free-school-meals>

If you have any questions or need further assistance, please feel free to contact the school office.

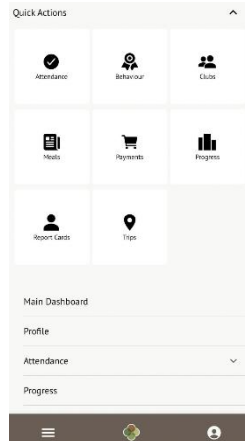
Yours sincerely,

Mrs S Oxley (Head of School)



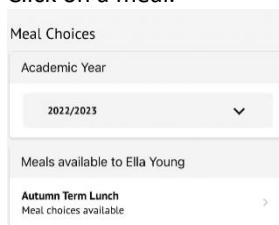
# Instructions: How to book lunches on the Arbor Parent Portal

Click on the three lines to access your main menu, then click on **Meals**:



You will be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.



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

- You can see your child's meal account 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. You can see more about topping up here: [Topping up the meal account](#)

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited. If no meal has been chosen the day before, they will need a packed lunch.
- **School holiday - no choices available**. Your school has set this day as a non-school day. Please contact your school (please do not contact Arbor) if this is incorrect.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

When choosing a meal, click on the day. In the slide over, you'll see when the deadline for making your choice is.

To edit or remove a meal choice that has already made, click on the day to open the edit slide over. Update the meal choice or click **Remove choice** to delete the choice and revert it to **No choices made**.

