



St. Walburga's Catholic Primary School

MALVERN ROAD, MOORDOWN, BOURNEMOUTH, BH9 3BY

Telephone: 01202 528811 Fax: 01202 532875

email: office@stwalburgasprimary.co.uk

website: www.stwalburgas.bournemouth.sch.uk



Headteacher: Veronica Woodward

3rd December 2024

Dear Parents and Carers,

New Hot School Meal Ordering Portal

We are writing to advise you that we are moving our hot school meal ordering service to a new portal provided by our supplier, Forerunner. As you know, you currently order your child's school meals through WisePay. WisePay will still be used for all other payments, including school trips, school raffles, tickets, SWOOSH club bookings etc. If you need to order meals for the final 2 weeks of term, you should still do this on WisePay. Orders for all meals for the Spring term and onwards will need to be ordered through the new system.

We haven't made the decision to switch to a new system for ordering your child's hot school meals lightly. While it may seem daunting at first, this change comes with many benefits and will significantly improve the efficiency of the process for parents, the school and our catering service. As a school, it is essential for us to continually review and adopt the best available services. We have gathered feedback from other schools that are already using Forerunner's service, and we are excited about this transition.

What happens next

All children's details have been uploaded to the Forerunner portal, and the **Spring menu for our return in January is now live and ready for orders.**

- Firstly, you will need to set up an account on the new Forerunner Portal, <https://forerunnerparents.myschoolmealorders.com/register> and then link that account to your child/children. **It is a very simple process and we have attached the instructions for you to follow.** The link and these instructions will be available on our school website under Parents – School Meals for future reference.
- The deadline for ordering meals is now midnight on Monday of the week before (previously, it was noon). Forerunner strongly recommends placing your orders for either a half-term or whole term to ensure you don't miss out. This new system allows you to order for the entire term as well as for half terms if you prefer. You will also remember that before a half-term holiday, we had to order before we broke up, but you can now order in the holidays, the deadline is always midnight on the Monday of the week before.
- For those of you in KS2 who have to pay for meals, you should go to 'Top up Balance' on the Home Screen and add a payment card before you start ordering.
- Once you have finished placing your orders, please make sure you CLICK CHECKOUT. This is VERY IMPORTANT. You must check out for the order to be completed and go through. You need to click on 'Confirm and Pay' and once completed you WILL get a confirmation screen and a confirmation email. **If you do not get this confirmation e-mail, then your order will not have gone through.** Those eligible for Free School Meals or Universal Free School Meals will not be charged at the checkout.

- You can easily review your orders and if you need to make changes to the meals you selected, you can return to the system and do so, provided it is done by midnight on Monday of the week before.

The deadline to order for w/c Monday 6th January 2025 is midnight on Monday 30th December. We strongly suggest that you register on the new Forerunner Portal and get your orders in for January as soon as possible and not wait until to the holidays to order. If you have any issues with setting up your account, we will not be able to help you once we have broken up for the holiday. So please action this as soon as possible so you don't miss out on meals for the first week back.

As mentioned above, the link to the Forerunner portal, and these instructions will be available on our school website under Parents – School Meals for future reference. Once you have registered your account you can order from this link going forward

<https://forerunnerparents.myschoolmealorders.com/login>

Forerunner and the School Office are here to support you during this transition so please don't hesitate to get in touch if you need any help.

We have sent home a hard copy of this letter and e-mailed it to you.

Yours sincerely,



Veronica Woodward
Headteacher