

School Lunches via Scopay - Frequently Asked Questions

Q: Who is our catering supplier?

A: Chartwells is our catering supplier and meals are made directly onsite in our school kitchen.

Q: How much do school lunches cost?

A: Meals are free for all children in Key Stage 1 under the government's Universal Free School Meals (UFSM) scheme, and £3.00 for children in Key Stage 2, unless you qualify for Free School Meals (FSM).

Q: Do I need to have credit on my Scopay account to order school lunches?

A: To enable you to order meals for Key Stage 2 you must have available credit on your SCOpay account.

Q: When can I start ordering my child's /children's meal via Scopay?

A: A parent/carers can start to book school lunches with immediate effect for the 7th November 2022. The new process will commence on the 7th November 2022 but to help parents that wish to plan for their child's lunches in advance you are now able to pre-order with immediate effect. Please note that you must order by midnight on the 6th November if you require a school lunch on Monday 7th November.

Q: How do I order a school lunch for my child?

A: All meals for Key Stage 1 and 2 are to be pre booked using the new Scopay calendar feature. You can either do this via the [Scopay website](#) or via the Scopay app. You will need to go to The [Scopay parent help guide](#) will help you to get started.

Q: How to book your child's meal via the SCOpay app?

A: Click on Calendar and dinner money chartwells and then select the day/dates and meal option. Further details use the [Scopay parent help guide](#).

Q: Can I book more than one school lunch at a time?

A: Yes you can. Parents/carers can plan their child/children's lunches a week or even a month in advance.

Q: Can my child/children still order their lunch with the teacher at the start of the school day?

A: It will no longer be possible for your child/children to make their lunch choice with the class teacher in the morning. Please refer to the Q&A regarding 'What if I have forgotten to pre-order my child's lunch for the day?' below.

Q: What if I have forgotten to pre-order my child's lunch for the day?

A: For parents who have not pre-ordered are expected to provide their child with a healthy packed lunch in line with our [packed lunch policy](#). If at registration it becomes apparent a child does not have a packed lunch a call will be made to their parent/carer to bring one into school by 11:30 that day.

Q: Where can I find the current lunch menus?

A: School lunch menu can be found on the school website under Parents section -> School Lunches & Menu -> [Autumn Menu](#)

Q: Where can I find more information about school lunches etc?

A: Information can be found on our [school website](#) under Parents section -> School Lunches & Menu.

Q: Who do I contact if I am having trouble with ordering my child's meal?

A: Contact the School Office via info@byfleet.surrey.sch.uk or 01932 403116.