



ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

Huddersfield Road, Millbrook
Stalybridge, SK15 3JL

Tel: 0161 338 4095
Web: www.st-raphaels.tameside.sch.uk
Twitter: @straphsRC

Headteacher: Mrs L. Lakner
head@st-raphaels.tameside.sch.uk

*** IMPORTANT INFORMATION FOR PARENTS ABOUT SCHOOL MEALS ***

***** FROM SEPTEMBER 2025 ALL SCHOOL MEALS WILL BE PROVIDED BY DOLCE *****

***** ALL ORDERING, MEALS CHOICES ARE VIA SCHOOLGRID *****

July 2025

Dear Parents/Carers,

We previously contacted you to advise all parents that provision of catering at St Raphael's will move from Tameside MBC to Dolce from September 2025. After July Tameside Council & Robertson's will no longer be providing meals to primary schools in the area. Dolce provides school meals to several schools in Tameside and have been contracted to deliver all aspects of School Meals provision on behalf of St Raphael's including ordering and payments.

The changes will be effective from September 2025. Dolce use an online system called SchoolGrid which allows parents and children to choose meals. The same online system is used to pay for meals. All administration for School Meals will also move to Dolce and can be managed from your parent account on SchoolGrid.

Who is Dolce?

Dolce is a family run business, specialising in catering for education. They will manage the catering provision within the school kitchen at St Raphael's and all ordering, choices of meals and payment collection on behalf of school.

Dolce use SchoolGrid for the purpose of all parental school meals administration. School Grid enables you to pre-order meals, make card payments, add allergens, change personal details such as email address and password, view menus, recipes and ingredients.

What will change?

Account: You must create your School Grid account when contacted to be able to order meals in the new academic year – please do this once you receive the activation email as they are only valid for 24 hours. From your account you will be able to order, choose and pay for school meals. You also have full control of yours, and your childrens' information, dietary needs, allergens and view menus and ingredients.

Ordering Meals: Parents have more control over ordering and paying for school meals. Instead of daily dinner registers and separate payment reconciliations you will be able to order meals and choose what your child will eat up to set cut off times (see School Grid parents' guide) you then pay for your meals at checkout. Please Be Aware: **Every child must have ordered a meal using School Grid regardless of whether the meal is free or paid – this must be done by parents before the child arrives at school.**

"May God's love shine in our lives as we care and share and learn together."

Payments: You will now pay online at checkout for your Dolce School Meals with a debit card and your order is confirmed instantly. You choose and pay for the meals taken, if you prefer to order 1 week at a time you have the flexibility to do this, you can also order and pay for longer periods of time, whichever suits your personal finances.

Non-Payment/Debts: If a meal is served to a child without it being paid for parents will be notified. Under Dolce Terms & Conditions once a non-payment/debt reaches 3 meals Dolce will put your account on hold and your child will be asked to bring packed lunches.

Free School Meals: If your child will be in Reception, Year 1 or Year 2 in September 2025 they will be eligible for the Universal Free School Meal. If you are currently eligible for benefits related free school meals via the OFSM platform this will continue with the new provider once your account has been set up. Pupils in Nursery are not eligible for benefits related free school meals.

Kitchen Operation: When the children arrive for lunch service the child (supported as required) will select their name on the touchscreen, this will then tell the kitchen staff what the child has ordered, this meal will then be served to the child. If a child has not been ordered a meal for that day this will also be shown.

Step 1 - Setting up Your Account

NO ACCOUNT = NO SCHOOL MEALS

If you have not yet set-up your SchoolGrid account you need to do this first, without this your child will not receive a school meal as you will not be able to order or pay.

Dolce/SchoolGrid have been supplied with the emails or all priority 1 contacts on the School Database (this is the contact who receives Text Messages).

SchoolGrid has sent a sign-up email to all parents listed a priority 1 - please be aware that the activation email is only valid for 24 hours. This will be resent regularly by SchoolGrid until you have activated your account. Even if your child has a packed lunch, please activate your account for future use.

Top Tip! Bookmark this website/add it to your favourites as this is where you will log in to order, choose and pay for school meals from September 2025.

Step 2 – Using SchoolGrid to Order School Meals

ORDER MEALS - CHOOSE - CHECKOUT

Log into your Account, select ORDER MEALS, CHOOSE your food, then CHECKOUT.

Once you have set-up your account and ordering for Autumn Term 1 is online you will be able to order School Meals for your child/children.

Further instructions on how to do this and to access support from Dolce/School Grid are provided in the parent guide below along with specific help letters for Nursery Parents, Children in Reception and KS1 and Children in KS2.

PARENT GUIDE TO SCHOOL GRID

[Nursery Parents](#)

[Reception, KS1 Year 1 & Year 2 Parents](#)

[KS2 Year 3-6 Parents](#)

We have added all this information to the School Meals page on the School Website [here](#).

If you have any questions about the changes, please feel free to contact us on 0161 338 4095 or via admin@st-raphaels.tameside.sch.uk and we will do our best to help you. Thank you for your cooperation.

Kind regards,

Mrs C Fletcher, School Business Manager

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