



ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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

*** SCHOOL MEALS ARE PROVIDED BY DOLCE-ORDERS/PAYMENTS VIA SCHOOLGRID ***

Autumn Term – October 2025

Dear Parents/Carers,

Provision of catering at St Raphael's moved to Dolce from September 2025. 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.

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.

Account: Create your School Grid account to be able to order meals – please do this on receipt of the activation email as they are only valid for 24 hours. You will be able to order, choose and pay for school meals once activated. You have full control of yours, and your children's' data, dietary needs, allergens and view menus and ingredients.

Ordering: 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 done by parents before the child arrives at school.**

Payments: You will pay online at checkout 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.

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

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.

If you have already activated your account great – if not please contact the school office. SchoolGrid will send an email to the parent listed as priority 1 on the school database - please activate and set-up your account even if you might not want to order a meal just yet

Top Tip! Bookmark this website/add it to your favourites - <https://app.schoolgrid.co.uk/login> - as this is where you will log in to order, choose and pay for school meals from September 2025. You can also reset your password from the login page.

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 you will be able to order School Meals online 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.

All meals must be ordered before the daily cut-off time of 8.55am – if you haven't pre-ordered we may need to ask you bring a packed lunch.

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](#).

DOLCE/SchoolGrid - Top Tips!

- You no longer need to have meal every day – you can choose the days that your child has a meal based on the menu available and to fit in with your family life. You can send a packed lunch on other days.
- All meals regardless of whether parents must pay or not need to be ordered via SchoolGrid.
- Only one account is activated per child – parents are not able to hold more than one account for a child.
- Special Meals will be advertised by Dolce and available to order on SchoolGrid – check your Dolce emails to ensure you don't miss out. Orders for celebration dinners including Christmas Dinner can only be processed via your SchoolGrid account.
- If your child is absent you can cancel their ordered meal before the Dolce cut-off time of 8.55am.
- If your child has dietary needs or allergies, please ensure you complete this information on your SchoolGrid account to inform Dolce.

If you have any questions about the move to Dolce/SchoolGrid, 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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