



Kents Hill Park School

Timbold Drive, Kents Hill Park, Milton Keynes, MK7 6BZ
Headteacher: Mr. James Pilgrim

29th September 2020

Dear Parents, Carers and Pupils,

We are very pleased to confirm that the newly named canteen at our Secondary school, now known as 'The Quad', will be preparing lunches for our pupils as of 5th October 2020.

There are, however, a number of significant changes to the way that pupils will need to pre-pay, pre-order and access their food.

Pupils are required to pre-order their meal choices at least one day in advance, using a mobile phone application called 'Fusion Mobile' that they will need to download onto their phones. This application is suitable for all smartphones and tablets.

If pupils do not have their own phone or tablet, parents can download onto their device on the pupils' behalf.

Pupils can check their balances and upcoming meal selections, as well as pre-ordering using the app.

Pupils will need to continue to bring break snacks and water into school every day.

It is essential that pupil accounts are topped up on the Tucasi/SCOPAY system with enough credit to allow them to place their pre-order.

What is the new process?

Parents top-up the pupils accounts using their Tucasi/SCOPAY accounts. An average meal costs around £2.75 per day, this varies depending on meal choices.

Pupils then pre-order their lunches, up to six days in advance, using the 'Fusion Mobile' pre-order app.

It is essential that pupils order their meals at least one day in advance when they are at home, as they will not be able to access their phones to complete orders when they are in school.

Weekly menu's will be available to view and order for the following week every Saturday. Pre-ordering can be a helpful way of ensuring pupils have ordered the food they need for the week, and help families plan for any packed lunches that may be needed.



Web: www.kentshillpark.school Email: office@kentshillpark.school Telephone: 01908 533290

Pupils will sit in their year group lunch time areas and collect their labelled lunch order from a designated year group collection point.

Free School Meals

If your child is eligible for free school meals, they will download and pre-order on the app in the same way as detailed above.

Free School Meal orders have an allocated cost of £2.75 per day.

Allergies

If your child has any allergies, please ensure they pre-order appropriate meals.

Please inform the school of all allergies for our records and complete and return the caterers' medical diet form by email to (pupilservices@kenthillpark.school).

How do pupils download and access the Fusion Mobile App?

A guide to downloading and registering for the app, which includes everything you need to know, including pupils' unique onboarding code has been attached to the letter we are sending home with pupils.

What if I need help with the app?

We hope the app is easy to use, if you have any issues please visit <https://connect.crbcunninghams.co.uk/help> for a range of support articles to help you.

If you continue to have any issues, please email all the details to secondary@kenthillpark.school and we will resolve them with the provider and get back to you as soon as we can.

We hope pupils will enjoy their new catering experience.

Kind regards



Mr J Pilgrim
Head teacher



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