Highcliffe St. Mark Primary School & Fledglings Pre-School
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21st October 2026

Dear Parents and Carers,

Thank you to everyone who has shared feedback regarding our school lunch ordering system.

When we introduced the advance ordering requirement, our aim was to support the kitchen team with planning, improve the accuracy of food ordering and reduce food waste. The system has helped us achieve these objectives, but we appreciate that it has reduced flexibility for some families.

Where possible we would still encourage advance ordering for reasons stated above. However, we have listened carefully to the feedback received and understand that there are occasions when parents would benefit from being able to order a lunch at short notice.

With this in mind, from **Monday 2nd November**, parents will once again be able to order a school lunch on the day. Booking will be available via Arbor **up until 9.00am**, and there must be sufficient credit available on your child's lunch account.

We are pleased to be able to make this adjustment in response to parent feedback and thank you for your ongoing support.

Yours faithfully,

Mrs Barker