



Glan Llyn Primary School
Ysgol Gynradd **Glan Llyn**

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Dear Parents/carers,

Lunchtime Provider Concerns

We are really disappointed that some parents have turned to social media rather than approach us directly with any concerns they have about the Chartwells Meal Service. As a school, we have clear processes for reporting and responding to any health and safety concerns and these are investigated quickly and action taken immediately to ensure safety.

Allegation of a Needle

A few weeks ago, a group of children in the lunch hall alleged that there was a needle in their food. On investigation, this "needle" turned out to be a herb. Chartwells confirmed that they use mixed herbs when preparing various menu items.

Cleanliness of Cups and Cutlery

Earlier in the term, some children alleged that the cups and cutlery were dirty. We undertook checks and spoke to Chartwells directly who indicated that all cups and cutlery go through the industrial dishwasher at a high temperature. Some of the cups are now getting old and discoloured, particularly because they are used for orange juice and apple juice at Breakfast Club. Senior leaders have been monitoring this closely since the beginning of term and have not identified any recent issues. Chartwells have confirmed that they have ordered new clear cups to ensure that children are not put off drinking water from the cups by natural discolouration from wear and tear of the items.

The school meals and lunch service is run entirely by Chartwells which is procured directly from Newport City Council. The school has no direct input into the service or meals they provide and has no power to scrutinise their work, but we do report concerns to them when they are raised by children or parents. We also encourage parents to report any wider concerns directly via the Chartwells website so that they can respond to any issues.

The kitchen has statutory inspections via Environmental Health and they have consistently scored the highest possible "Scores on the Doors" with a rating of 5 stars. This is displayed in the window of the front office.

I hope this reassures you that the school meal service provided is safe and I would reiterate that if your child raises a concern, please come directly to us so that we can investigate quickly, rather than posting on social media as this can often lead to unnecessary widespread anxiety amongst the community.

Cofion cynnes / Kind regards,

Mrs J Richards

Pennaeth / Headteacher