

# Hobbs Hill Wood Primary School

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Headteacher: Miss S Hunter, BA (Hons) & NPQH

**'Improving outcomes for all our pupils  
through high quality teaching and learning'**

Dear Parents and Carers,

## **Meal pre-orders on Arbor and KS1 Meal changes**

We are pleased to let you know that we have reviewed our school meal ordering process. School meals can now be pre-ordered in advance through Arbor, allowing you to select your child's meal choices for the whole term. Parents can choose meals using the Parent Portal or Parent App through the Meal Choices section.

Pre-ordering meals helps us to plan accurately, reduce food waste, and ensure that your child receives their preferred meal wherever possible.

### **How to order meals in Arbor**

- Log in to the Arbor Parent Portal or Parent App.
- Select Meals from the menu or Quick Actions.
- Open the Meal Choices page.
- Select the dates you wish to order for and choose your child's meal from the available menu options.
- Click Process to save and confirm your choices.

Further guidance can be found on the Arbor support page here: [Meal Menu choices on the Parent Portal or Parent App – Arbor Help Centre](#)

### **Important Information:**

Meal choices can be made for future dates and can be updated up until 8am each morning. Once the deadline has passed, parents can view but cannot edit meal selections. If your child pays for school meals, please ensure there is sufficient balance on their meal account when making selections. Arbor will not allow you to preorder meals without topping up their account first.

### **KS1 Changes:**

For children in Key Stage 1, we are pleased to introduce greater flexibility with meal choices. Children will no longer need to commit to either school dinners or packed lunches for an entire term. Parents can now choose whether their child has a school meal or a packed lunch on a day-by-day basis. Meal choices can be made in advance through Arbor for the whole term as per the above guidance, or can be updated on the day, allowing families greater flexibility to suit changing plans and meal preferences.

We encourage all families to log in and make their meal selections in advance where possible. If you require any assistance accessing Arbor or ordering meals, please contact the school office.

Yours Sincerely,

**Miss S Hunter**  
Headteacher