



Sheet Primary School

"making a difference for every child"

Headteacher – Julie Robinson BA (Hons) QTS NPQH

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26 November 2025

Dear Parents and Carers

Thank you for your recent questions and concerns regarding the move to Chartwells as our school's new catering provider. We appreciate that some of you may have heard negative comments elsewhere, and we want to offer reassurance by sharing both the context of our decision and the detailed plans now in place.

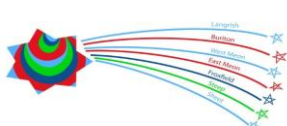
As you know, Hampshire County Council carried out a full tendering process to select a catering provider for schools across the county. Chartwells was the favoured option following this process, and the contract has now been signed by the majority of Hampshire schools. As a small school, joining the county-wide contract was the most practical and sustainable choice; seeking our own independent provider was not a viable alternative. We have placed trust in the rigorous tender process and the collective decision of schools across Hampshire.

We are also pleased to confirm that our current kitchen staff will remain in place and will be transferring to Chartwells on 1st January 2026. They have excellent relationships with our children and consistently uphold high standards. Their continued presence will ensure familiarity and support a smooth transition.

To give you a clearer picture of the preparations taking place, we would like to share the key information provided by Hampshire County Council and Chartwells:

- Both Hampshire County Council and Chartwells' mobilisation teams have been working together to ensure a **seamless transition** from day one.
- **Consultation meetings** with all catering staff have been completed, and all employees will officially join the Chartwells team in January.
- **Training days** have been arranged for Unit Managers during the October half term. Staff will attend a *Nourishing Futures* training session to ensure they are fully prepared and supported for the new contract.
- Chartwells' **Health & Safety team** is carrying out visits and unit assessments across schools, with all assessments due to be completed by the end of November.
- **New menus** for primary and nursery pupils are currently being finalised by nutritionists and the culinary team. Digital copies will be sent to parents as soon as they are approved, and hard copies will also be available for those who prefer them.
- All **medical diet requirements** have been shared with Chartwells to ensure continuity. Their Senior Nutritionist, Ellie Townsend, will contact families directly before the Christmas break with new menus and any updates to the process.
- Due to the Christmas closure, Chartwells has adapted menus for the first two days back in January and arranged for deliveries of ambient, frozen, and fresh produce to ensure all meals can be provided smoothly when term resumes.
- There will be **no change to the current meal-ordering system** for parents.

Contact us: email adminoffice@sheet.hants.sch.uk www.sheetprimaryschool .co.uk



We hope this detailed update provides reassurance that careful planning is underway and that strong systems are being put in place to support a successful start in January. The contract is for **24 months**, and during this time we will be monitoring provision closely, gathering feedback, and working proactively with Chartwells to ensure the best possible experience for the children.

Thank you for your continued support. Please do not hesitate to contact us if you have further questions.

Best regards

A handwritten signature in blue ink that reads "Julie Robinson". The signature is written in a cursive style with a large initial 'J'.

Julie Robinson
Headteacher