

16<sup>th</sup> September 2021

Dear Parents and Carers,

### **Academy Catering Information**

I wanted to give you an update on our catering system as, unfortunately, there are some issues between the systems we use.

Firstly, thank you to everyone who returned their consent for the new system as this means we have most students scanned and able to make purchases quickly and easily. If you have not returned your consent, please complete and return the form from the bottom of this letter. Ordinarily students are all scanned on their first day in Year 7 so that should they wish to purchase food or drink at any time up to Year 11, they can. Even if your child is not planning to purchase a meal now, please do complete the form so we can scan for if and when they ever wish to use the catering services when full breakfast, morning break and lunches resume.

Our new catering system launched on Monday this week and I am afraid the connection between our main school system and the new catering system has not worked as planned. This has meant the balances showing to students on the tills are incorrect and the purchases are not going through to Bromcom, the system which hosts our parental app, My Child at School. Any credits you make are definitely available in the app but this not transferring across to the tills and, likewise, the purchase information is not feeding back to the app. We are working really hard with the companies involved to resolve the issues and we thank you for your patience while we do this. We have been promised this will be resolved very soon. Once the connection issue is solved all purchases and credits you have made will update.

Once we have resolved the issues, please can I remind you that credit does need to be on your account for your child to make a purchase. Any debit balance or insufficient credit on the account will mean your child cannot purchase items. Once the issues are resolved, please check your balance and make sure any debits are repaid.

I sincerely hope we have this corrected by next week and we can start the week afresh as our students are really enjoying the new, extensive menu and the choices they have. Once again thank you for your patience and if you have any queries, please do not hesitate to contact us.

Yours sincerely

Mrs Pitchfork  
Business Manager

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I confirm that I wish my child (children) TO BE registered on the school's Biometric Cashless Catering System with immediate effect.

I understand that I may withdraw my child's registration at any time in writing.

Child's Name	Year Group

Name of Parent and/or Guardian	Signature	Date

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