

10<sup>th</sup> December 2021

Dear Parent/Carer,

I wanted to take this opportunity to raise the significant issue of 'lunch money debt', which I unfortunately inherited. I quickly understood the feelings of our families about the catering arrangements and the cost that you were incurring, which for many was considerable. Therefore, I understood why catering debt had reached such a high level, as many felt the system was not fair. Consequently, we moved to a fairer system that has allowed all families in the secondary phase to bring a packed lunch or continue to purchase food from our catering team at the academy. This new system is working more effectively, and I know from speaking with students and parents/carers that they are much happier. Overall, I believe we have moved forward together in a positive direction regarding our catering provision in the secondary phase.

In the spirit of this, I hope that we can work together to address the issues that we are still experiencing this academic year, despite the new system in the secondary phase, regarding catering debt. This, coupled with historic debt, is something we must resolve, as the academy is now incurring these costs, which is having an impact on the availability of our resources allocated to other valuable areas. As such, there will be a series of changes and actions to help remedy this situation, which are listed below:

- All students will be allowed to go to -£5 on their ipay account. This will allow any student to be fed for two consecutive days, providing parents/carers with the opportunity to top up their child's account using ipay. Once a student reaches a -£5 limit they will be unable to purchase food/drink and will have to bring a packed lunch to the academy. This will take effect from 4<sup>th</sup> January 2022.
- Parents/carers will receive a personalised letter detailing the catering debt that has accrued this academic year and in previous years. This letter will provide details about how to make the outstanding payment, including payment plans to support families if necessary. We expect all outstanding debt to be recovered by January 31<sup>st</sup> 2022, before we initiate further steps to recover the debt.

I hope this letter is received in the way it has been written and intended, thank you in advance for helping to ensure that together the issue of catering debt is resolved for the benefit of the academy and our students moving forward. Thank you for taking the time to read this letter.

Yours sincerely,



Morgan Haines  
Principal