



10 September 2024

Dear families

**Re: Start of Term and Cafeteria Update**

I hope this letter finds you well.

This term we have seen a fantastic start to the new year. We are very grateful to families for the improvement we are noting in attendance. So far, this is well above national averages, and I am optimistic we will continue working positively together to sustain this all year. We have also seen excellent lessons, pupils looking smart in full Academy uniform and calm, purposeful working environments for everyone. This is a testament to the work of families at home and the strong partnerships with staff in the Academy.

I am proud of the direction we are moving in. After a successful set of summer results and a superb start to this Academic year, we have a lot to be excited and optimistic for. If you do not already, please follow us on our social media channels, where we will be increasing the volume of content we share about the work that we do.

I am aware however, that there has been complexity in the cafeteria at the start of term. This year, we have moved catering in-house to improve the quality of our school dinner offer. Our systems for cashless payment were also updated and early on, we saw technical problems that led to queues in the cafeteria which were longer than normal. The pupil population in the Academy has also increased with the arrival of our new Year 7 cohort, who are continuing to learn the systems in place for lunchtime. Last week, we worked quickly to solve any problems we had seen. Some of the actions taken included:

- Administrative capacity was redirected to ensure all pupil fingerprints were taken to remove reliance on pupil PINS, which were slowing down the movement of queues.
- Senior Leaders, including myself, staffing the lunchtime queues to ensure these moved more quickly.
- Staff, including teachers, helping on the servery temporarily to improve the experience for pupils.
- Extending lunchtime or starting lunchtime early for Year 7 at 12pm until all pupils had eaten their school dinners.

I am clear that if any child has made a member of staff aware that they have not accessed their school dinner, this has been rectified immediately. Where issues have arisen, this has been when staff are not aware, and pupils have not directly informed a staff member who can resolve it for them. Our commitment to making sure every child has fulfilling, healthy meals is intrinsic to our work. An example of this would be our offer of free breakfast for every child, every day from 8.20am.

This week, lunch service has returned to normal. I was on duty in the cafeteria yesterday lunchtime and the queues had ended with plenty of time left to spare before lesson bell and no pupils were reporting difficulties accessing lunch. I expect this to continue as normal moving forward.

As an additional measure, until Wednesday 18 September, Miss Tromans will be available in reception on both lunches. If any pupil feels they cannot access lunch for any reason, they are to inform Miss Tromans, who will make sure that this is resolved.

I would like to thank all families who have engaged with us positively as we have navigated these changes, and through the appropriate channels. I will always work in partnership with all families who do so.

I will provide further regular updates as the term progresses.

Kind regards



Mr M Brett  
Principal

