



Ref: NKE/JWA – 0524.03.ILLS

01 May 2024

Dear Parents/Carers,

### **Further updates regarding the Canteen Cashless System**

I am writing to express my gratitude for your patience and understanding as we addressed the issues surrounding the implementation of the new cashless system in the canteen.

As part of the works carried out, it was identified that the six tills installed in the canteen had hardware that unfortunately was not quick enough for the cashless system. I am pleased to inform you that these have all now been replaced, and we have already seen a marked improvement in the efficiency of the system.

Last week, both myself and Mrs. Minhas, Vice Principal, diligently oversaw every service during break and lunch times, and I can assure you sincerely that there was more than enough food available for all students throughout. There was a minor delay on one occasion as fresh food from the ovens was being replenished at the serveries, whereby approximately fifteen students started to depart, but I can assure you that steps were taken promptly to address the situation and all students were catered for.

Under the lead of Mrs. Mawson, Vice Principal, we have taken proactive steps to gather feedback from our students regarding the quantity, quality, and options of the food provided by our current catering suppliers, Aspens. We have created a video presentation where students have given their full and honest opinions, which will be presented to representatives from Aspens during the week commencing 13th May.

I would like to take this opportunity to inform you that Creative Education Trust is currently at the scheduled timeframe for reviewing tenders with catering providers across all CET academies, to ensure that we deliver the best quality food and service available for our students. Together with CET, we are committed to providing the best possible service to meet the expectations and dietary needs of our students.

I am sure that the majority of parents and carers would agree that Facebook, Twitter, and other social media platforms are not appropriate forums in which to raise issues or concerns about the school, staff, parents, or students. Having read recent online comments regarding the unfortunate issues we have been presented with, I have been incredibly saddened at some of the derogatory remarks about the Academy, and taken aback at the personal offensive comments towards members of staff. I assure you we have done everything in our power to rectify the problems; however, we have been fully under the control of both Aspens, and Cunninghams, who provide the technology for our cashless



catering system, and have had to put our trust in both providers to work together to solve the issues. I would implore you to please avoid posting negative and unfounded comments on social media as this can lead to inaccurate and malicious communication. Furthermore, negative comments on social media can be seen as defamation of character, harassment, or internet libel, not forgetting the upset that hurtful and speculative content can cause to named individuals. We would urge you to contact the school with any concerns you may have. This way we can ensure that any issues are logged and dealt with in the appropriate manner.

We will keep you updated on any developments regarding the catering services and providers, and we welcome any input or suggestions you may have throughout this process.

Once again, thank you for your continued support and understanding.

Kind regards

Noel Kennedy  
Principal