

Friday 7th November 2025

Dear Parents and Carers,

Update to our Catering Provision

We are writing to let you know about an update to our Catering Provision, which will take effect from Monday 11th November 2025.

We understand that managing school catering accounts can sometimes be challenging, and that small debts can build up quickly without parents realising. The following changes are being introduced to help families stay informed and supported, and to make sure that every student can continue to receive a meal each day.

Why we're making these changes

Our main aim is to support families in keeping catering accounts manageable, while ensuring that no student goes without a meal.

By putting clearer limits and communication in place, we can:

1. Help parents avoid unexpected catering debts,
2. Ensure students are still able to eat at lunchtime, and
3. Offer early contact and support before balances become difficult to manage.

Key points of the updated policy

1. Breaktime purchases: Students will not be able to buy items at break if their catering account is in debt.
2. Lunchtime provision: If a student is in debt, they will still be able to purchase a main course at lunchtime (but not desserts, snacks, or drinks). There are water fountains in each dining hall.
3. Debt limit: When a student's account reaches £20 in debt, their catering account will be temporarily blocked. They will however, on that day, be offered either a sausage roll or a sandwich. Their Year Manager will contact parents or carers to discuss repayment and provide support or guidance if needed.
4. Balance updates: Parents and carers will receive Arbor balance updates every two weeks to help track catering balances easily. We also encourage checking accounts regularly to prevent any surprises.

Our commitment

We want to reassure you that our priority is always the wellbeing of our students. These measures are in place to make sure:

1. Every child continues to receive a meal at school, and
2. Parents are kept informed and supported to manage catering balances comfortably.

The provision of the breakfast club is not affected for those students accessing free school meals.

Thank you for your understanding and cooperation. We appreciate your continued support.

Please note that there have been some minor increases to meal prices that are now available to view on the school website. These do not affect the cost of a meal deal.

Kind regards,
Andy Colbourne
Business and Operations Manager

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