

14 October 2022

Dear Parent/Carer

**IMPORTANT UPDATE: NEW CATERING SYSTEM FROM NOVEMBER 2022**

In partnership with BlueRunner Solutions, we are pleased to announce that we will be moving to a new catering system from Tuesday 1 November 2022.

As a catering provider we are always looking for opportunities to improve the ways in which we work to offer more flexible, efficient, and convenient services. We have therefore taken the decision to work with BlueRunner to offer an improved system for catering payments at the point of sale in the dining rooms and an improved online ordering system.

The new system will enable pupils to continue to purchase freshly prepared food and drink in the dining rooms as well as pre-order cold food online, as they do now. The facility to do this, however, will change from a fingerprint scanner to an ID card scanner and the link to the online ordering site will change to the new provider's.

The new system allows parents/carers and pupils to have an account and families with multiple children at Priory to have one account with all children linked rather than the need for separate accounts. Catering accounts will continue to be credited via SCOPay and any current balances shown in VeriCool/Swift Order will be transferred to the new system over the October half term. In addition, to support the new system there will be a dedicated customer care call centre, operated by BlueRunner.

In the forthcoming days we will be issuing parents/carers with registration details so that you can create your account and support your child in creating their own account. Online orders will be able to be placed for Tuesday, 1 November once accounts have been set up. Individual ID cards will be issued to pupils at the start of the new half-term which will need to be used at the till point in the dining rooms.

To allow for staff training on the new system, there will be no food available at break or lunchtime on **Monday, 31 October, the first day back after half term. We ask that pupils bring a packed lunch on this day.** Pupils entitled to a Free School Meal will receive a link via email to complete an online order for food, please ensure you or your child complete the order form to receive food on this day. The deadline to complete the order form will be Thursday, 20 October and pupils will be able to collect their order from the Year 7, 8 & 9 dining room at lunchtime on Monday, 31 October.

For any queries relating to the new catering system please email [enquiries@priory.lancs.sch.uk](mailto:enquiries@priory.lancs.sch.uk).

Yours faithfully



Mrs C Barker  
Strategic Business Development Manager

