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18 September 2023

Dear Parent/Carer

I am pleased to advise that from the start of this academic year, we have appointed a new catering provider – '**Aspens**'.

Details of their menus and price tariffs can be found on the school website <u>Aspens Catering | St Edmund Arrowsmith</u> <u>Catholic High School</u>. We have stopped using Wisepay for the cashless catering and are now using **Arbor**.

As with any new systems we are getting to grips with how information is displayed and as always there may be some teething problems! We have discovered that the £5.00 daily limit is not notifying staff at the tills, causing some pupils to spend more. We hope to have this rectified by the end of the week!

If you do want to have any spending limits lifted on your child's account you will need to message into school to request this. This may include limits for breakfast and mid-morning break if you are seeing that your child is spending too much before lunchtime.

<u>Please note</u>: A significant change to the meal deals is that they <u>no longer include</u> a drink/bottle of water.

The **£2.50 meal deal** includes a cake/cookie <u>OR</u> piece of fruit <u>OR</u> water. Plastic bottles are no longer sold as this is part of the company's commitment to reducing waste and encouraging pupils to access freely available water. We would therefore encourage each child to come to school with a water bottle, that can be refilled from the water fountain at no cost.

We are pleased to already see a massive reduction in litter across the site!

There has been positive feedback on the ease of adding funds to children's accounts and we will be expanding Arbor cashless payments to trips and other items shortly. Purchases are synced via our cashless catering system 'Cunninghams' (with Arbor) however, there have been some slight discrepancies on items, please bear with us as this develops over the term.

Finally, if your child is eligible for free school meals an allowance of £2.50 is added each morning. This is used first for any purchases and once the allowance is spent, additional items can only be bought if additional funds are added to the account. We appreciate that some pupils prefer to spend their allowance at breaktime, but if you wish your child to <u>only</u> purchase items at lunchtime please contact school and let us know.

Yours faithfully

S Chapman

S CHAPMAN (MRS) School Business Manager