



## Northern Ambition Academies Trust

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Dear Parents and Carers

### **Airedale Academy Catering Update**

As you know from recent communications, Airedale Academy recently moved to a new supplier to upgrade the school's catering till system. Unfortunately, this move has not been as smooth as it should have been.

There are two systems involved in the provision of catering services: the till system which records the purchases made and the academy's Management Information System which records the payments you make and sends information to the app (My Child at School). If the system was working correctly, information on payments you have made would update your child's balance on the catering system and purchases made by your child through the catering system would be listed and reduce the balance showing on the app.

At present, these two systems are not sharing this information with each other as they should. The transaction information recorded in each system is accurate; the issue lies in their ability to share this information with each other. The academy could not have foreseen this issue and our staff are working hard with the two software providers to find a solution.

Any credits you make to My Child at School are accurate and recorded as shown on your app. What you are not currently seeing are the purchases your child is making. These are being recorded and applied on the tills from your child scanning their finger, so we do have a record of your child's purchases, but at present the till system is not communicating with your app. The two companies involved are working to understand where the issue lies. Our staff are checking in with them daily for updates on progress towards a solution; as soon as there is any more information to share, we will update you.

In the meantime, because payments made to the app are not updating the catering system, the tills are showing incorrect account balances to students in some cases. The academy has advised students to disregard the till balance and only make purchases up to the amounts they know you have credited to their account. Some, however, have not followed this advice; to support them, the academy will be introducing a daily spending limit so that you can be confident that their spending is at a reasonable amount until the technical issues are resolved. This limit will be £4 per day.

Once the technical teams resolve the issues, your child's purchases will be applied to your account and will show on your app. These may appear over a few days, depending on how the information is exported.

Your patience with this is appreciated, and all parties involved hope to be able to give you the solution very soon.

Yours faithfully

**Elizabeth Fairhurst**

*Chief Executive*

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