

LEH/

25 July 2024

Dear Parent/Carer

Re: Important Information Regarding Student Catering Accounts

Further to an end of year summary, we have identified that a number of student's accounts used to purchase food in school have negative balances. We appreciate that all our families will be under financial strain due to the current economic climate. However, the amount owed is no longer sustainable for the school.

At Caldew we want to encourage a caring, positive and supportive experience for all students so a child will never be denied access to food whilst they are in school. Presently, students have been allowed to purchase even with negative balances **but from 16 September 2024 this facility will stop**. We will notify you at the beginning of September what the new system will be should your child's account be in deficit as we will continue to support families moving forward.

In the meantime, we are giving all families the opportunity to bring balances back into credit. We encourage all families to check their online Ipay account and to ensure funds are deposited to remove negative balances by 1 September 2024.

We would actively encourage anyone who believes they may be entitled to free school meals to visit the following link and make an application. This can take a couple of weeks so please review this as soon as possible:

<https://www.cumberland.gov.uk/schools-and-education/free-school-and-activities/free-school-meals-and-clothing-vouchers>

Should you be experiencing financial difficulties, we are happy to offer advice or signpost you to someone in relation to this for additional support. The school will be open and receiving calls for the majority of the summer holidays so do please contact us should you wish to have a discussion.

Many thanks for your cooperation.

Yours sincerely

Lisa Hollywood

Lisa Hollywood
Business Manager