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Deputy Headteacher: Mr S Rawle, BA (Hons), MA

3rd February 2023

Dear Parents / Carers,

Re: Cashless Catering (Dinner Money Accounts) Update

Thank you for your continued support while we endeavour to resolve our IT issues.

As you are aware, the cashless catering system is still not fully operational and whilst the system is working within school, through discussions with some parents / carers, we have discovered that the information you may be able to see via ParentMail is different to what we can see in school. This is due to the connection between systems which are not currently syncing.

Please bear in mind that when the connectivity issues are resolved, all purchases made from 12th December 2022 will automatically update as they continue to be recorded on the tills and school system. Likewise, any top-ups you have made will update when the systems sync. With this in mind, we kindly ask that you continue to top up your child's dinner account, as you would normally, to prevent a large debt on your account.

Pupils Eligible for Free School Meals

Pupils eligible for free school meals are entitled to a daily allowance of £2.35 per day. To enable pupils the maximum amount of flexibility and options from our menu, they are able to spend this on any items at either break, lunch time or a mixture of both. However, our meal deal enables pupils to receive a hot meal, small biscuit and drink for the full FSM allocation. This is available at lunch time only. When your child buys a snack at break time, this impacts on their ability to access this deal at lunchtime. Therefore, we would encourage you to speak to your child to ensure they do not use this allocation at break time as it often prevents them purchasing a full meal at lunchtime.

If FSM pupils spend over the allocated daily amount, they will be informed of this at the till. Pupils will only be permitted to spend in excess of their daily allowance if additional funds have been added to their account by parents / carers.

However, whilst we're experiencing the connection issues and there are inaccuracies on the system, we will ensure that pupils in this position are offered a sandwich at lunch time, to ensure no child is left hungry.

We have limited this to a sandwich in order to prevent parents / carers being left with increased debt.

Further Information

Once the cashless catering system is fully operational, we will have individual conversations with families who may find their child's dinner account in debt. These conversations will be supportive in order to find a mutual agreement to pay the outstanding balance.



Should you have any further queries or concerns, please do not hesitate to contact reception and the relevant member of the team will endeavour to return your call within 48 hours.

We sincerely apologise for the inconvenience this has caused to you and your child. When we are in a position to do so, we will work together to resolve any issues that have arisen as a direct consequence of this situation.

Thank you for your continued understanding and support.

Yours sincerely,

A handwritten signature in grey ink, appearing to read 'A Sweeten'.

Mrs A Sweeten

Headteacher