

Principal: Mr D McGilloway

Broadoak Academy, Windwhistle Road,
Weston-super-Mare BS23 4NP Tel: 01934 422 000
Email: enquiries@broadoakacademy.clf.uk
www.broadoakacademy.clf.uk



Dear Parent/Carer

We hope this letter finds you well.

We are writing to inform you about an important change to our approach regarding meal debts, which will take effect when we return in September. Our catering providers, Aspen's, have implemented a new process to limit meal debts on student ParentPay accounts.

Our primary concern remains the well-being of our students, and we will continue to ensure that no child goes without a meal. However, it is essential to establish clearer guidelines to manage and minimise meal debts effectively.

Starting in September, we will implement the following procedures:

1. **Daily Monitoring:** We will generate a daily report to monitor student dinner accounts. Parents will be notified at the end of the school day if their child has exceeded their account balance. It is expected that any outstanding debt is cleared by the end of that day.
2. **Free School Meal (FSM) Students:** Students eligible for Free School Meals will continue to receive a daily spend limit of £3.40. Families of FSM students can top up their accounts if desired. If there is a credit on the account, these students will be able to spend up to £5.00 per day.
3. **Daily Spend Limit:** All students will have a daily spend limit of £5.00.
4. **Debt Limit:** No student account will be permitted to exceed a debt of £10.00. If an account reaches a debt of £10.00, the student will unfortunately be refused services until the debt is cleared.

We believe that managing the dinner account is a shared responsibility between parents and students. We encourage all parents to have an open conversation with their children and come to an agreement on appropriate spending in the canteen. This understanding will help ensure that students are aware of their spending limits and the importance of staying within budget.

To facilitate these changes and ensure smooth transactions, please make sure you have access to your ParentPay account. Should you need any assistance with this, our Finance Team is available to help, please do not hesitate to contact us at finance@ba.clf.uk.

We understand that occasional mishaps can happen, and we will always ensure that every student has access to food. However, to maintain fairness and sustainability, we ask for your cooperation in managing and clearing any debts promptly.

Thank you for your understanding and support in this matter.

Kind regards,

Broadoak Academy



Working in partnership with



Broadoak Academy is part of the Cabot Learning Federation, a company limited by guarantee.
Registered office: Federation House, Brook Road, Kingswood, Bristol BS15 4JT.
Company registration no: 06207590.

*Maximising students'
abilities, ambitions
and academic potential*