

22 September 2022

Dear Parent/Carer

We are aware that the catering provision on offer at TPA has not met our usual standard during the start of this academic year as queues during break and lunch have been longer than we would have liked. Please be assured that the wellbeing of our students is of the utmost importance to us and we are working with our partners Chartwells and TSAT Catering to swiftly identify and remove any barriers to the smooth and efficient running of the Canteen.

To ensure that students are served in a timely manner, the following measures have been put in place:

- Year 7 students attend break and lunch earlier, by 5 and 10 minutes respectively, before the rest of the school.
- Students are directed to queue at the 'Food Cube' and 'Grab and Go' for drinks and light snacks and the Dining Hall for main meals.
- We have installed improved signage to inform students of the food on offer.
- TSAT Catering and Chartwells have introduced new systems of work in the kitchen to speed up service.

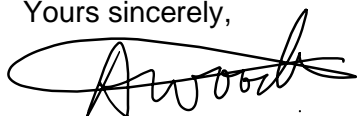
I am confident that the above measures have improved the service significantly over the past fortnight. However, we are continuing to investigate the possibility of installing additional service points and other means of speeding up service, and will implement what we can in due course.

A current issue that will be rectified imminently is the faulty hardware that Chartwells are using to read the students' fingerprints. They are expecting delivery of the new hardware in the next few days and this will undoubtedly speed up the queues.

Please support us by ensuring that your child's lunch account on PlusPay is topped up with funds and by informing us if your child's thumbprint is no longer working by filling in this online form. <https://forms.office.com/r/UGhXggdtZ3> If you need assistance with PlusPay, please contact the school office at [info@theportsmouthacademy.org.uk](mailto:info@theportsmouthacademy.org.uk)

The academy and our partners are constantly monitoring and seeking to improve the catering provision. We'd like to thank you for your continued patience and understanding as we continue to work to resolve any remaining issues.

Yours sincerely,



Mr A Woodall  
Principal