

7 November 2018

Dear Parent / Carer

Re: Catering Arrangements at TFA

I am writing to you this afternoon to provide you with an update on the catering arrangements at The Farnley Academy. As you will be aware, just before the summer break we took the decision to move to a new catering service, Taylor Shaw. This move was based around the desire to provide a significantly enhanced offering to students.

Simultaneously, we also took the decision to refurbish our entire dining provision, increasing its physical size by a third, adding an additional two till points and replacing the loose seating with benching. The change in seating style, coupled with the increase in the size of the canteen itself, increased the seating capacity from 144 to a staggering 512. In total, the academy has invested more than one hundred thousand pounds in improvements to the canteen provision.

As I am sure you will appreciate, at the start of the year there were a number of new staff and new systems that came online. In addition to this, the popularity of our new offering was unprecedented which meant that queues were longer than we had hoped they would be. I am pleased to report, however, that owing to increases in staffing as well as an upgrade to the till system, allowing faster processing, the average queue time is now less than fifteen minutes. We are currently timing the speed of the queue daily and yesterday it was recorded on Lunch A (our busiest lunch) that all students were served in 12 minutes and 45 seconds. We would like to see this improve further and are working closely with Taylor Shaw to come up with innovative solutions to the matter.

As is unfortunately sometimes the case with significant changes to academy operations, at the start of the year there were some teething issues which we worked very closely with Taylor Shaw to resolve. We are confident that issues raised directly with the academy have been resolved. If any parent has any issue that they have not made us aware of, I would politely ask that this is done as soon as possible through the appropriate channels. I would also encourage all parents to check their ParentPay account regularly as this shows the time at which meals were purchased, giving you reassurance that your child is indeed receiving their meal in a timely manner.

Yours faithfully



**Chris Stokes
Principal**