



September 2018

Dear Parent/Carer

As you may be aware the Academy has had extensive work carried out on our IT servers and systems over the holidays. Unfortunately this has caused a number of problems with external providers and communications between their system and ours.

We are trying to resolve these issues as soon as possible but there are a number of technical difficulties to overcome. Our biggest concern is ParentPay and the biometric recognition system and ensuring that our students have access to break and lunch refreshments every day.

Please could I ask that students pay for their meals in the canteen with cash for a period of time until the IT technicians can resolve this communication. We will notify you as soon as this has been processed and ParentPay is available again.

Students in receipt of free school meals will still be able to receive their purchase without making a payment.

Should this cause you any difficulty please contact [finance@arkhelenswood.org](mailto:finance@arkhelenswood.org) and let us know, making sure to state your daughter's name and year group.

I am sorry for any inconvenience caused, we will notify you when the system is working effectively and, until then, thank you for your co-operation in this matter.

Yours faithfully

Ms Yvonne Powell  
Executive Principal

Executive Principal: Yvonne Powell, OBE