



Fagl Lane, Hope,  
Flintshire, LL12 9PY  
Head/Pennaeth: Mr C. Ellis  
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4<sup>th</sup> February 2025

### Important Update on New Canteen System

Dear Parent/Carer,

I am writing to inform you about the forthcoming implementation of a new cashless till system called Blue Runner, being installed by Newydd, the provider of our school meal service in Flintshire. This change will take effect on the 17<sup>th</sup> of February and is part of Newydd's commitment to modernising the systems they use in our school kitchens.

The new till system will work in conjunction with Schoolcomms, allowing parents to conveniently top up their child's meal account. However, it is important to note that **cash will no longer be accepted on-site following Wednesday, 12<sup>th</sup> February**. As such, I encourage all parents to ensure they are registered with the Schoolgateway app, which enables you to monitor your child's transaction history and manage their meal balances effectively. Currently, approximately 87% of parents are signed up to this facility, and we recommend that if you have not yet registered, you access the guidance via the School Gateway. See link <https://castellalun.com/school-gateway/>

Please be aware of a transitional period from Wednesday, 12<sup>th</sup> February, to Friday, 14<sup>th</sup> February, during which time you will be unable to top up balances, as we will be switching systems. This process will conclude on Friday, 14<sup>th</sup> February, at 5pm, after which time you will be able to manage top-ups as usual. Local arrangements have been made for students to update their fingerprints next week to facilitate the new system.

To clarify, we are not the instigators of this change, but rather, we are facilitating this necessary development for the benefit of our students. Castell Alun High School will become Newydd's sixth secondary school to utilise this new till system, and we hope that the new arrangements provided by Newydd will lead to significant improvements in our current system and enhance the experience for all students.

Regards

Colin

Headteacher

