

11 March 2026

## Dear Parents and Carers

I am delighted to share an exciting update regarding our school canteen. From **Monday 13 April 2026**, we will be welcoming **Innovate** as our new catering provider. We are very much looking forward to this positive change, and we hope your child will enjoy the new dining experience as much as we believe they will.

Innovate brings a vibrant, high-quality approach to school catering. Their chefs prepare fresh, healthy, and varied meals each day, offering students an exceptional range of choices. From hot main meals and “grab and go” favourites to street-food-inspired dishes and a colourful salad bar, there is something to suit every taste. They also offer well-designed meal-deal options for students receiving Free School Meals and place great emphasis on listening to feedback to continually enhance their service.

Innovate have provided a warm welcome message from their Regional Operations Manager, which can be viewed via our website and at the following link: [Welcome SVCS Parents and Carers](#).

Further information can also be found on their website: [Impact Food Group](#)

**I kindly request you read the important information provided on page 2 of this document to ensure your experience of the transfer is as smooth as possible.**

Thank you for your continued support. We are excited for this new chapter and the positive impact it will have on our school community.

Yours faithfully

Mrs R Kelly  
Headteacher



## Important Information for Parents and Carers:

From **11pm on Thursday 26 March** to **Wednesday 1 April 2026**, the on-site cash loaders will be removed and replaced. During this period, online payment accounts will also be temporarily suspended. **Please do not make any online payments during this time, as any funds added will not be allocated to student accounts.** To ensure your child is able to make purchases in the canteen on **Friday 27 March**, please ensure their account has sufficient funds *before* 11pm on Thursday 26 March, as account loading facilities will be unavailable throughout the upgrade period. You will receive a text message from the school once ParentPay payments have been suspended, and another notification when normal service has resumed.

When students return from the Easter Break, we will need to take a **biometric fingerprint scan** to enrol them on the new cashless catering system. Please ensure that your child's **biometric consent** is correctly updated in your EduLink account prior to their return.

Thank you for your support in this matter.

