

Start of term updates – ‘you raised, we actioned’

Thank you to all parents and carers who have been in touch over the first few weeks. We appreciate your support, queries and requests.

Please see the following notices:

- Unfortunately, due to a broken freezer in the canteen this Friday 12th September the menu will have to be altered. Aspens will be serving fish and chips only as the main meal but will provide the deli options of jacket potato, wraps, pasta and chicken burgers also. We have engineers on site this week to hopefully fix the freezer.
- Any parents and carers who have still not received a set up letter for their child's ParentPay account. Please contact the office via email; contact@suthersschool.co.uk
- A polite reminder to all parents and carers to drop off and pick up your child/children as far from the school gates as possible to allow blue badge holders access to the school site; this is a health and safety matter to ensure our students remain safe around school.
- We are unfortunately experiencing an issue with our MIS Bromcom systems which we are currently waiting for the Trust to rectify. Please be aware this may affect your MCAS accounts and our communications.
- Thank you to the families who raised the issue of the Farndon bus being late. We are communicating with NCC to rectify the issue.
- Parents have been in touch to raise issues around accessing digital platforms for school. Please see attached a guide for all our systems for use at home.
- For year 7 students who are experiencing any difficulties accessing the platforms at home on a computer or on their mobile phone, we will be providing support during Tutor (8.30-8.50am) from Monday 15th to Thursday 18th September. Please ask your child to register with their Tutor and then go to B7. If the problem is related to their mobile phone please ensure that they have downloaded the apps at home and that they bring the phone with them to B7 so that we can try and fix any issues they might be experiencing.

Yours sincerely,

Mrs. Wallbank
TSS Admin team.