



BOURNMOOR PRIMARY SCHOOL

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20<sup>th</sup> March 2024

Dear Parents and Carers,

### **School kitchen issue**

I write with regards to our school meals and to provide an update on our current situation. I appreciate your patience regarding our kitchen issues which have mainly been around our oven not working. However, we have also had a kitchen boiler issue which meant that no hot water was available for cooking or washing dishes. This created health and safety issues so Chartwells worked with our local primary school (Woodlea Primary) to ensure that a sandwich lunch was available in the short term.

I was very much hoping this would have been resolved quickly but the parts needed have taken time to arrive. We have been working with Durham County Council staff as they have worked together to fix the problems. We have been given updates and anticipated this all being resolved much quicker.

We were assured this would all have been sorted by today but unfortunately this is not the case and we will have to offer a sandwich lunch tomorrow through Chartwells. I have been informed that it should be fixed and working by tomorrow and I hope that this is the case.

I would like to offer my sincere apologies for this and we continue to work with our local authority to resolve this as quickly as we can.

Thank you for your ongoing support.

Yours sincerely,

*L A Snowdon*

Mrs L Snowdon (Headteacher)