Dear Parent

The roll out of the new payment solution for school catering via ParentPay was completed before the end of the summer term. The new system has been well received for providing complete anonymity for all free school meal students in secondary schools, and for the removal of cash and increased ways to pay.

You can either top up your ParentPay account and students can use their QR code to make a purchase, or customers can by-pass ParentPay and purchase with a debit card or prepayment card such as Go Henry.

Students eligible for free school meals will have a daily allowance of £2.25 added to their account. They can spend this at break time or lunchtime and if they wish, parents can add more funds to their free school meal allowance.

Following requests from several parents, we have removed the overdraft facility from all student accounts from September. If there are no funds on a student's account, they will not be able to make a purchase.

They can go to the school office if they have either forgotten their packed lunch or if you have forgotten to top up their account and they will be provided with a school packed lunch. Students will be advised of their account status at the till if they have insufficient funds to pay for their meal. Remember you can top up at any time and your account is instantly updated so if you check before break or lunch each day, you can ensure your child has funds available.

We have made these changes as a result of feedback from parents. Thank you for helping us shape our service to meet your needs.

For more information, please go to:

 https://my.northtyneside.gov.uk/category/131/school-meals

Kind regards

Catering Services