

2nd October 2020

Re: Cashless System

Dear Parent/Carer,

The Catering Service have informed me that they will no longer subsidise student meals if there is no credit on the account. Until now students have been able to go into deficit to get a meal, but now that the system is up and running that possibility will stop.

If your child does not have credit on their account, they will only have the option of a sandwich and will be asked to complete an insufficient fund slip at the till. After three occasions your child will be refused service. If this situation does arise the catering service have said a minimum £5 credit is made to the account.

As a school, we will obviously put measures in place to ensure that no student goes hungry, but the Catering Service Team have implemented these steps as they cannot subsidise meals indefinitely. Obviously, free school meals are not affected by this system.

I do appreciate that the implementation of the cashless system has presented some difficulties and if you are still not able to logon to ParentPay then please do contact the Catering Service Team who will be able to help you; unfortunately, this system is not in our control. The contact details are parentpay@northtyneside.gov.uk

The Catering Team have also asked me to ask you to ensure that your child has their QR code or memorises their pin as just giving their name is less secure.

Please do get in touch if you need any information around the cashless system clarifying for you.

Best wishes



Jonathan Heath
Headteacher