

Important update: Meal patterns and Online payments through parentpay.com



Our online system of payments for school lunches and breakfast club has now been running for a month and apart from a few teething problems for some families things seems to be working well and the system has been well received. Thank you for the positive feedback!

From an admin point of view in school there have been some issues for the office staff as the school register and the parentpay.com records are not always 'synching' correctly. This is a technical issue (nothing to do with the school) which is being looked at but we have been asked to try and ensure that there are as few changes to 'meal patterns' as possible.

In December 2025 we asked each family to let us know the weekly meal pattern for their child(ren) – informing us in advance of the days that school meals would be required and when packed lunches would be brought into school. These fixed weekly meal patterns will continue to be used.

Can we ask that if you wish to make a change to your child's regular weekly meal pattern that you contact the school office so that Mrs Bainbridge can make the necessary changes on the system. This will avoid parents being charged for meals that are not eaten.

From September we are hoping that for the vast majority of pupils there will be fewer one off changes to the meal patterns which staff are required to input each day so that the system runs even more smoothly, *e.g. if your child does not like the curry every third week then perhaps on that day they can have one of the jacket potato or sandwich alternatives on offer rather than having to have their school meal pattern amended?*

Obviously if there are exceptional circumstances where a change of meal pattern for a particular day is needed then we can make this change.

N.B. Payments for more school items will increasingly be possible via the online system. For anyone who has not yet set up the parentpay.com account for their child this can still be done. **Remember that this must be done through parentpay.com, NOT via an app** which has a similar name, as we have been advised that the app may be a fraudulent system. You will need a unique user name / password for your child and this can be obtained by contacting the school office if you no longer have the original letter with instructions which was sent out in May.

Thank you,

Miss Beeston and the office admin team