



School meals payment system update

Thank you to all the parents/carers who have already set up their ParentPay account. It is very important that you set up your account so you can check when your child has had a meal and what they are spending. Importantly you can check they are only using their account when you want them to.

It is important to note that the catering staff will never refuse your child a meal, and every meal taken will be charged to your child's account, whether there is credit on it or not. You should therefore check your account regularly to ensure you are aware of the amount your child is spending at break or lunchtime.

Your child may have already made purchases that you are unaware of, so we encourage you to set up your ParentPay account and monitor it regularly. Please ensure your child is aware if you do not want them to use their account as you will be charged for any items they buy. This also applies to pupils entitled to free school meals, as they can buy additional items over and above their daily entitlement of £2.25.

If you have lost your activation details to set up your account, please email with your child's name and school to parentpay@northtyneside.gov.uk

As it is the responsibility of parents / carers to ensure there is credit on your account and to settle any arrears, ParentPay have made it simple to set up an email alert for a low balance or an auto top up payment to help you manage your payments. Please go to <https://www.parentpay.com/parent-account-fags/> for more information.

If your circumstances have changed, and you need to apply for free school meals then please apply online at <https://my.northtyneside.gov.uk/category/238/free-school-meals> or call 0191 643 2288. Applying is simple and quick and can save you almost £430 per child each school year, as well as giving you access to support through the holidays during the Covid pandemic.