



21 September 2016

Dear Parents/Carer

### **School Meals/ParentPay**

We have had some difficulties setting up our payment system for school meals. Thank you for bearing with us. We are still getting a lot of queries about this process and hope the information below helps.

#### Free School Meals

- If your child is entitled to free school meals and you have had full confirmation from the County Council, please still select days for your child on ParentPay
- If you think you might be entitled and would like to make a claim for free school meals please use their online application on the Northamptonshire County Council website, or contact them on 01604 366656. Free meals cannot be claimed until the school has been notified.

#### Payment via ParentPay

- Payment can now be made online via the ParentPay site or by requesting a payment card to load money on at selected shops (this may take a couple of weeks)
- If you had a login previously for Nourish please continue to use this as it has now been redirected to Northgate
- Letters were sent out last week to new pupils with login details for ParentPay. If you have not received this please contact the office

#### Using ParentPay

- There is no menu to choose from as the pupils are selecting their meals at lunchtime.
- Please select the DAY(S) you wish a meal to be taken
- Your running balance will only change on the day a meal is being taken
- The cut-off time for adding a day or cancelling a day is 9.30am on the day in question. If you do not cancel before this time you will still be charged for that day

We appreciate some of you do not have access to computers to allow you to use ParentPay, but we do request that if you can, you use the online system. Mrs Moore is happy to help those who are having difficulties.

Please contact the office if there are any problems concerning meal payment and day selection. The office staff are still learning(!) but are happy to look into problems as they arise.

Yours sincerely

Miss SA Webb  
Executive Head Teacher



INVESTOR IN PEOPLE



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