



Plymouth High School for Girls

"For life, not school, we learn"

5th November 2024

Dear Parents and Carers,

I do hope you enjoyed the longer October holiday and that your child feels ready for another term of learning and school life.

Part of school life is the meals service and this is what I wanted to write to you about.

Most students make use of the meals service in school and find the convenience of ParentPay really helpful. However, in order for it to work smoothly, we need every student who uses the meals service to have a credit balance sufficient for their purchases.

To help parents and carers easily manage the ParentPay school meals balance for their child, alerts can be set on ParentPay to warn when the balance gets to a pre-determined level. This is a useful feature as parents and carers can set this level where they see fit. This means that you could have an alert sent to you when your child's balance gets to any sum that suits you best. Please see the document, *ParentPay Low Balance alerts* to see how to set the alerts. If you wanted to take advantage of this feature, then this will need to be set up by you as it is bespoke to your account.

We will be moving towards a system of only providing purchasable food and drink items if the balance on the student's account is high enough for the items selected. If the balance is not high enough, the child will not be able to make the purchase, rather like being in a shop or restaurant.

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From **Monday 18th November**, the food service team will not allow a student to take food and drink items from any of the serveries unless there are sufficient funds in their account.

Thank you for your support in this matter. We would much rather not be in the position of refusing food and drink items to a young person and I hope that the alerts process will make it easier for parents and carers to ensure their child's account is in credit.

Many thanks indeed,

A handwritten signature in black ink, appearing to read 'S. Underdown', with a long horizontal flourish extending to the right.

Simon Underdown.
Headteacher.