

August 2020

Dear Parent/Guardian

The school contracts the services of North Tyneside to provide the catering services for our school. Catering Services have only just asked us to contact you with the following information. Should you have any queries please contact catering services at [catering.services@northtyneside.gov.uk](mailto:catering.services@northtyneside.gov.uk). Unfortunately the school are unable to process any queries directly.

Thank you

Longbenton High School

## **INFORMATION FROM CATERING SERVICES**

North Tyneside Catering Services team are continuing to take steps to ensure a safe environment for students and staff of Longbenton High School. The ongoing situation with COVID-19 and Government guidance has caused the need for us to review our catering operational procedures. We've identified the need to improve the way in which students top-up and pay for school meals.

### **School Meals: A new cashless system**

As part of our work to make school catering Covid-Secure, from the start of the new term in September, Longbenton High School will operate a cashless system for payment of school meals. This system will ensure all students are able to pay for school meals safely without the risks associated with handling cash. Cash will no longer be taken to pay for school meals, but the new cashless system will offer you and your child a range of ways to pay onsite or online.

### **Online for September**

To ensure our catering services are ready for the reopening of schools in September we'll need to enrol all students onto this new cashless system. To give you the ability to pay online, if required. We'll be creating accounts with ParentPay. This online payment system is quick and easy to set up. You will be kept informed about your child's purchases, the balance on their account, and when to top-up.

### **Free school meals students**

Our new cashless system is designed to work the same for all students regardless of free school meal entitlement. Students who are entitled to free school meals will not be highlighted at the till. All student accounts are accessed at the tills using exactly the same manner regardless of their entitlement.

### **What data will we hold?**

If you choose to pay through ParentPay, they will hold details of your email address and your child's name, year group and class. The system will also record if a student is eligible for free school meals. All your data will be handled according to the General Data Protection Regulations and North Tyneside Council's rigorous standards for data handling.

### **Next Steps**

You will receive a ParentPay activation letter in the next couple of weeks. Please follow the instructions and activate your account before the 1st September. The council appreciate your cooperation on this matter to ensure the continuation of staff and student safety.

For further information please go to: <https://my.northtyneside.gov.uk/category/131/school-meals>