



22nd September 2023

Dear parent/carer,

ParentPay issues

We have been made aware that some parents are experiencing issues with our new cashless system and particularly in relation to ParentPay. We assure you we are working with our provider to resolve these problems and have successfully addressed the majority of them, however if you are experiencing any issues at all please email our dedicated helpline on parentpay@hydehighschool.uk detailing your child's name and form and a brief description of the problem. We will then be able to investigate the matter and get back to you in a timely and efficient manner.

Blue Runner Cashless System

Due to a technical fault our new system has allowed some pupils to purchase more food and drink than they had credit for. This has resulted in a number of pupil accounts being overdrawn and the negative amount will be automatically 'clawed back' when monies are credited to those ParentPay accounts. We have now successfully disabled the overspend function which will prevent this from happening in the future. If you have any queries then please contact the dedicated helpline on parentpay@hydehighschool.uk

Free school meal entitlement

In response from several requests from parents, we would like to take this opportunity explain the system and provision for those pupils entitled to free school meals.

An amount of £2.68 is credited at lunchtime to the account of those pupils entitled to free school meals. This amount will cover the choice of:

- 'Chef's special' meal of the day (available at the main counter only)
- Sandwich
- Panini
- Pasta Pot

In addition to one of the above pupils may also take one of the following:

- Small bottle of water
- Fruit drink carton
- Biscuit/cake

Please note that any underspend is automatically removed at the end of each day and therefore is not accumulated. Should your child wish to purchase additional lunch items or snacks at break time you will need to top up their account via ParentPay.

Please be assured that we have complete records of what monies have been credited and debited to ParentPay and all transactions can be verified. If you are unsure of any of the information showing on your ParentPay account please do not hesitate to contact the helpline and we will investigate the matter and get back to you as soon as possible.

Information on eligibility and application for free school meals can be found on our website [here](#).

Thank you for your patience and understanding.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'R. Houghton', with a stylized flourish at the end.

Rorick Houghton
Headteacher

