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Thursday 5th December 2024

Important Changes to ParentPay for January 2025

Dear Parents and Carers,

I am writing to you to bring to your attention some important changes coming into effect from 6th January 2025.

From Monday 6th January 2025, in line with other local schools, we will be moving to 'ParentPay with Meals', whereby parents will be able to order their child's weekly school dinners in advance. As a school we are keen to promote healthy eating habits whilst being mindful of food waste, by having dinners ordered in advance it will allow us as a school to more accurately plan the meals and reduce overproduction and waste. Ordering in advance is also good for ensuring parents have a greater say in what their child is eating in school. Pre-booking meals will also remove the time which is wasted in the morning, meaning lessons can start promptly.

From week commencing 6th January, your child's school dinners for each week must be **booked and paid for** in advance via their ParentPay account. The cut off time for ordering and paying for your child's school dinners for the week, will be **8.00am every Monday morning**. A DOJO announcement will be sent each Sunday evening as a reminder for you to book your child's meals.

The menu for the week will be available to view at the time of booking, you will be able to select the days which you wish to book, you will also be able to view the allergens for each meal, enabling you to make an informed choice for your child. Once your meals have been selected and booked, full payment must be made within 2 hours, failure to do so will result in unpaid bookings being cancelled. **If your child is entitled to Universal Free School Meals (Reception to Year 2) or Benefits Related Free School meals, you must still book your child's dinner in advance, your chargeable amount will show as £0.00.**

Breakfast Club from 6th January must also be booked and paid for in advance. To secure your child's place for Breakfast Club, you must book their place by selecting Breakfast Club, and making your booking selections. The cut off for booking breakfast club will be 2pm every Friday, for the following week. Failure to book your child's place will mean your child cannot attend for those sessions.

Whilst we appreciate the effect these changes may have on families, this is an important step forward in improving our school. Included in this letter are links to video information guides on how to book your meals and sessions, and a FAQ section to answer some of the main queries.

Yours sincerely,

Mr L Smith
Headteacher

Frequently Asked Questions

Booking your child's dinners.

Q. I don't have a ParentPay account / I am having problems with my ParentPay account.

A. To get an activation code or to discuss problems with your child's ParentPay account please contact the School office as soon as possible on 01283 247420.

Q. How do I book a dinner?

A. For a helpful video, please follow the link,
<https://parent-support.parentpaygroup.com/hc/en-gb/articles/4416633012625-How-to-Book-a-Meal>

Q. What happens if I miss the deadline?

A. All dinners for the week must be booked no later than 8am on a Monday, if no dinner has been booked by this deadline, you must provide your child with a packed lunch.

Q. What happens if I miss the 2 hour window to pay for my bookings?

A. Bookings are only finalised once payment is made. You will need to reselect your meal choices and complete the process in full.

Q. What if my child has food sensory issues?

A. It is important that as a school we are providing a hot nutritious meal to children where possible. If your child has sensory issues surrounding particular food, please ensure you speak in advance to your child's 1-2-1 support or our SENDCo to discuss these needs.

Q. My child was ill on the day and didn't receive their dinner.

A. If your child is absent from school and did not receive their dinner please contact the school office as soon as possible to request the funds be returned to your Parent Account, here they will be immediately available for re-allocating or withdrawing.

Booking your child's breakfast club.

Q. How do I book breakfast club?

A. For a helpful video, please follow the link,
<https://parent-support.parentpaygroup.com/hc/en-gb/articles/4410744979473-How-to-Book-an-Event-e-g-Club#how-to-book-an-event-e-g-club-0-0>

Q. What happens if I miss the deadline?

A. All breakfast club bookings must be made by 2pm Friday at 2pm for the following week. Should you have a change of circumstances which requires a last-minute booking, you must contact the office as soon as possible. Please be aware that we cannot guarantee that a space will be available for late bookings.