



Worcestershire County Council  
**HINDLIP C.E. FIRST SCHOOL**  
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Executive Headteacher: Mr Alex Gromski



This letter is being sent to all parents who will have Y3 children in Hindlip School that are moving into Y4 on September 6th 2022.

As you know we will now be using ParentPay for ordering school meals and you will need to sign up to ParentPay for this to happen. Please find your personal activation code attached so you can do this.

There is an app for parentpay, as well as logging into parentpay.com from your internet browser (i.e. google etc) – please use whichever you prefer

As you know food will be provided each day from Spire Catering – operating out of Witton Middle School (menu attached also).

#### What to do next:

- Using your activation codes login to parentpay/download the app and login
- Order your child's lunches (from w/c 05/09/2022 - the menu lasts all term – you can order as far in advance as you like).
- **This must be completed by Wednesday 31<sup>st</sup> August** (Wednesdays' at midnight is the cut off date for ordering for the following week) for w/c 05/09/2022
- At the time of ordering you will be asked to pay for your child's meals using a debit or credit card. All orders need to be paid for within 2 hours of booking. If orders are not paid for they will be wiped out after 2 hours and no meals will be ordered for your child.
- If your child is pupil premium and entitled to free school meals, the system will know this and you will not need to pay, but you are still required to order food for your child by 31/08.
- The school office will be closed from Friday the 22/07 until Tuesday the 06/09. I would therefore encourage you to do all of this, if you can before we break up as I will be on hand to help you up until and including Thursday the 21/07.

**So .....two important things to remember:  
order food by 31/018 for w/c 05/09 onwards and credit account immediately**

- Remember – this is a two week rolling menu that is changed once a term. When viewing online, you will be able to tick the choice you want out of four options. You will **not** need to remember which week it is i.e. 1 or 2.



- You have a four choice menu now. (attached - which can also be viewed on the school website). A hot meat, a hot vegetarian option, a jacket potato option and a baguette option.
- Parents will be responsible for ordering food regardless of whether children are Universal Free School Meal, Paid Meal or Pupil Premium.
- If you choose not to order meals online or miss the cut off we will assume you will provide a packed lunch and will call you to deliver one if we realise children have not been provided with food.
- If your child has allergies please contact [claire.miles@witton.worcs.sch.uk](mailto:claire.miles@witton.worcs.sch.uk) directly and you will be provided with the necessary allergen matrix to help you make an informed choice as to whether to provide your child with a packed lunch or whether there is a suitable meal option available for your child. Sadly I do not have the expertise to help you with this – but Claire is amazing and very knowledgeable and will provide you with all the information you need. Claire will be available until 21/07 and then from 06/09
- Paid meals will cost £2.50 and this will be payable online at the point of ordering using a debit/credit card. Cut off for ordering is now a **Wednesday at midnight for the following week**. If your child is ill, you will need to notify me at the time of reporting sickness (Telephone office by 8.30am and leave a message) I can then cancel your child's meal for that day and you will receive a credit. If you do not do this you will be charged for the meal.

Any questions please get in touch with me, or if it is dietary – please contact Claire above.

Please refer to the below link that was emailed previously, this contains various videos to help you through.

[ParentPay Payer Guidance - parentpay \(wistia.com\)](#)

I suggest you look at the following to begin with as these will be the most relevant:

Account Activation: All videos

Payments: 2nd, 3rd, 4th Video

Booking and Pre-Selections: 1st and 3rd video

With any new system there maybe teething issues and whilst we have done everything to try and alleviate this, we ask you to be patient if we experience any gremlins as this is also a new system for the school.

Many thanks,



Loreнна Lewis  
Federation Business

