

Change of school meal provider at your school

You may have heard that your school has decided to change your provider for school meals from April 1, 2022.

This means that North Tyneside Council Catering Services will no longer provide your child's school meals, and a private company will be providing meals from this date.

Hopefully your new provider or your school, have already informed you of this and provided details on how to pay for school meals from this date. You will no longer be able to pay for school meals using your existing ParentPay account after this date. Please ensure that you do not add any further money to your account after March 31.

During the lead up to the transfer we would be grateful if you could manage your account by using up any credit or paying off any debt, where possible up to March 31.

If you are unable to clear any outstanding balance on your account, this information will be shared with your school, and they will be invoiced for your outstanding arrears up to March 31. Your child's school may then wish to recover this debt from you.

If you have credit left on your ParentPay account, this will be transferred to your school for them to manage with your new school provider.

If you have any issues regarding your current ParentPay account, please email parentpay@northynteside.gov.uk with your child's name and school, so we can support you.

We are disappointed not to be your school meal provider from April 1 and would like to thank you for your custom.

Kind regards
North Tyneside Council Catering Services