

Our Ref: SHH

04 September 2025

Dear Parent/Carer,

### **Student Canteen Accounts with Insufficient Funds**

I am writing to inform you of an important change to our school's canteen payment system. From the start of this academic year the **canteen account overdraft facility will no longer be available** to students. This decision has been made to ensure the sustainability of our catering services and to encourage responsible account management.

To support students who may find themselves with insufficient funds on their canteen account, the following process is in place:

- 1. Referral to Student Services**

If a student attempts to make a purchase without sufficient funds, they will be referred to the Student Services team.

- 2. Provision of a Meal Voucher**

Student Services will issue a voucher entitling the student to a basic sandwich, sweet treat and drink to ensure they are fed. This can be redeemed at the sandwich bar only.

- 3. Temporary Overdraft for Meal Voucher Only**

On presentation of the voucher at the sandwich counter, the student will be allowed to go overdrawn for that meal voucher only.

- 4. Parental Notification**

The Student Services team will send a parental Class Charts message to remind you to top up the account. Please note: **No further canteen service will be provided until the account is back in credit.**

- 5. Pastoral Referral**

If a student attempts to make further purchases while still in debit, canteen staff will refer them to the pastoral team for support.

- 6. Ongoing Reminders**

The school will send **weekly reminders** for any outstanding balances until the debt is cleared.

To help you manage your child's canteen account you can set up 'low balance' alerts in Scopay as detailed in the links below. Typically, funds added via Scopay will be credited to student accounts within 20 minutes, however, may take up to 24hrs to clear. Therefore please ensure you regularly check your child's canteen account and top up in good time. Alternatively, students can manually add cash using the top up machines in school, which credits their account instantly.

### **ALERTS:**

- **SCOPAY App Alert set up** - <https://bit.ly/ScopayAppAlerts>
- **SCOPAY Website Alert set up** - <https://bit.ly/ScopayWebAlerts>

We appreciate your support in ensuring that your child's canteen account is kept in credit. If you have any questions or require assistance with topping up the account, please do not hesitate to contact the school finance office.

Thank you for your cooperation.

Yours faithfully,



**Sean Hollingworth**  
Business Support Manager

