

Tuesday, 17th January 2012

Dear Parents and Carers,

Happy New Year to you all, I hope Christmas was a time peace and goodwill. Since coming back we are in the swing of our new projects and topics, all of which we can share with you at the Open Afternoon on Tuesday 7th February and at various class assemblies (2K, 18th January, 2B 1st February, and 3A 8th February). Can I also advertise the annual Primary Colours Exhibition at Harbour House which opens today 18th January and runs until Saturday 4th February; if past exhibitions are anything to go by it will be well worth a visit.

Do we qualify for Free School Meals?

It is that time of year when we ask you to consider if you might be eligible for Free School Meals. Central government will be allocating £600 per free school meal child this year as part of school budget allocation; the fund is called Pupil Premium. I'm sure you will understand how important it is for us that we register every child who might be eligible. To qualify for Free School Meals you need to be receiving one of the following benefits:

- Income Support
- Employment and Support Allowance
- Child Tax Credit without Working Tax Credit with an annual taxable income of less than £16,190
- Income based Jobseeker's allowance
- Guaranteed Element of State Pension Credit
- Support under Part VI of the Immigration and Asylum Act 1999

If you think you may qualify come and see one of the ladies in the school office and they will help you with the necessary paper work...thank you.

Buying School Meals Online... Message from Devon County Council:

"I am pleased to advise you that it is now possible to purchase school meals for your child online. This can be done at almost any time and from any internet connected personal computer using a debit card. There are a few simple rules to be observed. You will need to conclude your transaction before 08.00 hours on Monday morning so that the school office can receive confirmation of your purchase. The minimum purchase is ten meals but above this the number is variable so you can purchase up to a term's worth.

Your purchase online uses secure technology and your card details are not held on the server. This is more secure than paying in person or sending your child with cash and more convenient than sending a cheque by the same route. You will receive confirmation of purchase at the time you complete the transaction.

By your using the internet the school should benefit as the administration needed to handle school meals is expected to reduce, allowing the resources used to be directed towards other, more useful tasks in school.

To access this service go to <http://shop.devon.gov.uk> If you would like to know more, the website has further information. There are some frequently asked questions (FAQs). We have printed a selection of these on the reverse of this letter, PTO.

I do hope that you will find the facility to pay online useful. If you still prefer to use cash or cheque, then that option remains open."

I hope all of this information is useful to you, do not hesitate in contacting us if you need help.

Yours sincerely,

Peter Burner

School Catering

Buying School Meals Online Frequently Asked Questions.

How much does it cost to use the service?

The service is free to use – the price you pay is the price of the meal only.

Who operates this site?

This site is operated by Devon County Council on behalf of schools.

What confirmation of purchase will I get?

If your transaction is successful you will receive an on screen confirmation. After you have made your purchase you will be able to print a receipt (or if you don't have a printer, make a note of the transaction reference number). You will only need this receipt/transaction reference number if there is a problem.

Why might my transaction not be successful?

The most usual causes of failure are because

- card details are not correctly entered and not recognised by the bank;
- there are insufficient funds available to allow your transaction to proceed.

The screen prompts will tell you if the bank won't accept your card.

What do I do if I lose my receipt?

This should not be a problem as the school will receive separate notification of your purchase.

If you have given us an e-mail address when you completed the transaction, the receipt will have been e-mailed to you. If you have no e-mail address and you have lost your receipt, the school will be able to confirm your purchase when they receive the weekly report.

How many meals do I have to buy at one time?

There is currently a minimum purchase of 10 meals. You may buy any number above this to a maximum of the days in the term.

I have two children at the same school; can I buy 10 meals and give 5 to each of them?

This is not recommended and depends on the school's policy. If your child's school uses tickets, it may be possible to redistribute them.

I have more than one child; do I need to make a separate purchase for each child?

Yes, the child's name along with other information you give us is used to ensure that the correct number of meals are provided. However, our online system has a quick link to purchase meals for the next child. If your child's school uses tickets, it may be possible to redistribute them. Improvements are in hand to allow multiple purchases.