

February 2026

Dear Parent/Carer,

### **Canteen Accounts: What to expect and how we can support you**

To help ensure a smooth and positive experience for students at break and lunchtime, we're sharing some important information about account balances and available support. We hope this guidance helps families plan ahead and feel confident about how the system works.

### **Managing Spending**

Some students use most of their balance at breakfast or break time, which can mean there is not enough remaining later in the day.

Catering staff will let students know if their balance is too low to make a further purchase. If this happens, students will be directed to Main Reception to contact home and request a top-up before buying any additional food or drinks.

The emergency lunch provision is intended to support families in unexpected, short-term situations and won't be available where the daily balance has already been used.

To help families manage spending, we can place controls on your child/ward's account. We are able to:

- Set spending limits for breakfast, break time and lunch.
- Place a spending block at certain times of the day (for example, stopping purchases at breakfast or break).
- Stop all spending from the account if you prefer your child/ward to only eat the food you provide.
- Limit your child/ward's account so that it cannot go into debt.

Students who receive Free School Meals will still be able to get their free breakfast allowance of £1.50 and Meal deal allowance at lunch for £2.60. The FSM allowance cannot be spent at break.

If you would like any of these options applied to your child/ward's account, please fill out this form: <https://forms.office.com/e/862h6pa2Hb>.

### **Student Emergency Lunch Provision**

Starting from Monday 2 March, any dinner money debt will need to be cleared before students are able to make another purchase in the canteen or snack shack.



If your child/ward owes money on their account and would like to make a purchase, they will be asked to go Main Reception. We will then contact home to request that the account is topped up. Once it has been topped up the students will be able to make a purchase.

We don't want any student to go hungry at school. An emergency lunch provision is for genuine, short-term situations only. Parents and carers are asked to check account balances regularly to help avoid this happening.

### **Canteen Tariff Information**

A full list of current food and drink prices is available on the school website: <https://www.taverhamhigh.norfolk.sch.uk/home/students/canteen/>. This information may help you plan payments and manage your child/ward's spending. This is also displayed in the canteen and Atrium for students to view.

### **Free School Meals and Cost of Living Support**

If your circumstances have changed or you believe you may be eligible for Free School Meals, please apply via Norfolk County Council's website: <https://www.norfolk.gov.uk/freeschoolmeals>, or collect a paper application form from Main Reception.

Thank you for your continued support in helping us ensure students can access lunch appropriately and manage their accounts responsibly. If you have any questions or would like to discuss account settings for your child/ward, please do not hesitate to contact us.

Yours faithfully



Miss J Turley  
Senior Operations Manager

