



SHOEBURYNNESS HIGH SCHOOL

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Headteacher: Ms Clare Costello

ParentMail

Thank you to those who have registered with ParentMail over the last few weeks. If you have yet to register your account, please refer to the registration email sent out by IRIS ParentMail and follow the registration instructions.

As this system comes online you will receive a further email advising that your child's school dinner account can be topped up ready for September. Payments for this can be made via credit/debit card, PayPal or PayPoint/PayCash system.

In the future, in addition to the cashless catering school dinners, other school payments will be possible using this system, such as school trips, music lessons, non-uniform day etc. An extensive help facility is available for parent/carer's: [ParentMail Help](#)

Cashless Catering FAQs

How will my child pay for school dinners?

Your child will be issued with their own cashless catering card on their first day back in September. This card will be registered to them and links to your ParentMail account. At the till their card will be scanned and the purchases deducted from their ParentMail school dinner balance. It is important that your child looks after this card throughout their time at Shoeburyness High School.

How will this affect Sixth Form students?

Current Year 12's will utilise their existing ID badge which will be linked to the cashless catering system on their return to school in September.

Current Year 11's joining Sixth Form will be issued a new card which will incorporate the cashless facility. Their photo will be added shortly after (as this is a safeguarding requirement).

Can my child check their balance in school?

Yes. There are two balance checkers in school. One in the canteen and one in the Singleton Centre outside G2. They will simply scan the card on this machine to display the balance on the account.

Are Free School Meals included in the cashless catering system?

Yes. For those who collect free school meals, these are incorporated within this system. The daily amount allocated for free school meals is refreshed at the end of each day. This daily amount can be spent at any time during the day for breakfast, break time and lunch time. Free school meal daily allocations are not cumulative and will not be carried over to the next day.

My child is eligible for free school meals, can I top up additional funds on their account?

Yes. Using your ParentMail login you can add additional funds to your child's account to spend in the canteen. The daily free school meal allocation will be used first when paying for items followed by whatever balance is on the account.

Can I see what my child has purchased in the canteen?

Yes. Using the ParentMail system you will be able to see what category of items your son/daughter has purchased. Using the App (Android or iOS) via the menu go to Payments > History > Dinners > Select an account > This will show you what has been purchased each day.

My child has lost their cashless catering dinner card, what do they do?

If your son/daughter has lost their cashless catering dinner card, they need to report this to the school office as soon as possible. This will allow for the card to be deactivated. Your child will be issued with a new cashless catering dinner card. A photo of each child is apparent at the till when a card is used to prevent fraudulent use of a card.

I have not added any funds to ParentMail, will my son/daughter still be able to purchase items from the canteen?

No. The canteen will only be accepting payments via the cashless catering system. Your child's ParentMail account will therefore need sufficient funds to allow for items to be purchased.

Will I receive balance reminders for the account when the balance drops below a certain amount?

Yes. The system sends automatic balance reminders each week when the amount falls below £5.00. If your child is eligible for free school meals, please disregard this.

There may be various individual questions that you may need answers to. If, after reference to the help facility on ParentMail, your query has not been resolved, please contact parentmail@shoeburyness.southend.sch.uk We will be happy to help.

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