



Education Services
Glasgow City Council
City Chambers East Building
40 John Street
Glasgow G1 1JL

Dear Parent / Carer,

I am writing to inform you of a change to how pupils access school meals within your child's school from August 2026.

As part of a pilot programme across a number of secondary schools, a new system will be introduced which uses a four-digit unique Personal Identification Number (PIN) for each pupil when purchasing food at catering tills.

From the start of the new school session, your child will be issued with their own PIN, which they will use to access their catering account.

This change is being introduced to improve the security and accuracy of meal transactions, reduce the risk of misuse of accounts, and provide a more efficient service during busy periods.

The new system will also remove the need for pupils to carry or replace catering cards, helping to reduce lost cards and associated costs.

Further information will be provided by your child's school on how PINs will be issued and how the system will operate.

If you have any questions, please do not hesitate to contact your child's school.

Thank you for your support.

Yours sincerely,

Lorna Goldie
Head of Resources