

ParentPay helps Multi-academy Trust achieve cash & resource efficiency

“ParentPay allowed us to tailor requirements at each school”

South Dartmoor Multi Academy Trust consists of five primary schools based in Devon. With countless administrative hours and staff resource spent counting, handling and recording cash coming in and out of schools, the Trust were looking to introduce efficiencies, primarily redirecting valuable staff resource away from counting cash and tracking income as well as reducing the risk of money being lost.

Let the search begin!

Sam Tse, Head of Finance at the South Dartmoor Multi Academy Trust had a list of key factors a cashless online payment system should meet before coming to a decision. Sam explained that these requirements included competitive pricing, flexibility and ease of use for both the school and parents.

After researching numerous, reputable online payment providers and their solutions, Sam decided ParentPay's tried and tested solution, would be the best option to help reduce the time-consuming administration, improve efficiency and importantly, provide a safe and secure audit trail.

What's more, ParentPay could meet different requirements at each school within the Trust. For example, one primary school was keen to roll out online menu choices to ensure parents make their selection in advance, whereas others opted to introduce ParentPay first then introduce this later.

How has ParentPay benefited the Trust?

Since ParentPay was implemented in 2015, the system has already helped staff to work more efficiently. The Trust has saved administrative time and valuable staff time: “The main benefit is time saved in preparing the banking and also receiving money at reception.”

Sam also commented on another key factor - being able to track and report accurately: “The reports within ParentPay have also reduced having to manually track payments. Cash collection services have also been reduced which has saved money across all schools.”

What advice would you give other Trusts or Federations?

Sam's advice to other schools that are considering going cashless is to engage openly with parents; so the benefits of collecting payments online are realised. Sam added: “Communicate with parents well in advance regarding reasons behind the change and the benefits to themselves and the school”.

Sam continues: “Parents have time to ask any questions, and for those concerned with using an online payment system to understand the alternatives, e.g. PayPoint / debit card by telephone.”

Objective:

To manage the flow of cash within the school from parents, reduce risk of money being lost and become resource efficient.

Solution:

ParentPay tailored requirements to each of the schools within the Academy Trust.

Outcomes:

Parents now make meal selection in advance, has increased parental engagement and instant reporting. Online statements has helped save staff time.



“Using ParentPay means transactions are clearly traceable & there is no danger of money getting lost.”