

MAT ACHIEVES PROCESS AND RESOURCE EFFICIENCIES

SOUTH DARTMOOR MULTI ACADEMY TRUST

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.

SUITING A MATS REQUIREMENTS

Head of Finance, Sam Tse explains how they came to a decision: "I put together a list of key factors we needed an online payment provider to meet in order to help make the choice. These included competitive pricing, flexibility and ease of use for our schools and parents.

After researching a number of options available, we decided ParentPay met our requirements to help reduce the time-consuming administration and improve overall efficiency, as well as providing 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 bookings in advance, whereas others opted to record meal attendance in school first, and introduce this later."

HOW PARENTPAY BENEFITS THE TRUST

Sam says: "Since implementing ParentPay, the system has helped staff to work more efficiently, the main benefit is the time saved taking money at reception and preparing the banking.

The reports available within ParentPay have also reduced having to manually track payments, and there are fewer cash collections now which has saved money across all schools."

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OBJECTIVE

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

SOLUTION

ParentPay tailors requirements to each of the schools within the Trust.

OUTCOMES

Parents now make meal bookings in advance. Has increased parental engagement. Offers instant reporting and online statements have helped save staff time.



ParentPay can meet different requirements at each school

Sam Tse

South Dartmoor MAT

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LESSONS TO SHARE WITH OTHER SCHOOLS

Sam offers advice to other schools considering making the move to online payments: "Communicating with parents is key. We let parents know well in advance the reasons behind the change, this not only gives them plenty of notice, but let's them know the benefits both they and the school can expect. This gives parents the time to ask any questions, and for those who aren't able to pay online, the time to understand the alternatives available such as PayPoint."



USEFUL TIPS

1. **AGREE A CASHLESS STRATEGY WITH SLT AND COMMUNICATE THIS TO ALL STAKEHOLDERS**

Your strategy could be something as simple as: From next term we'll be offering and encouraging parents to pay for items online, helping us reduce cash in school. Our aim is to be totally cashless in 5 years. Or your strategy could be more aggressive: All parents must pay online or through PayPoint from next term.

2. **HAVE A PLAN THAT CAN DELIVER YOUR STRATEGY**

Plan key timescales including an onsite system demonstration, getting sign-off by SLT/Governors, staff training and roll-out. ParentPay advisors can help you with this.

3. **RAISE AWARENESS AND INTEREST**

Central to your plan should be communication with parents and staff. Keep communication simple and positive. Our advisors can work with you to plan communications to suit your school. Aside from using your website, you could also use letters and emails as well as parent's evenings and events.

4. **SPARK ACTION**

Consider a promotion to encourage parents to pay online or through PayPoint. Eg: for a specific event or school trip.

5. **BE INCLUSIVE AND PROVIDE FOR CASH BASED PAYERS**

94% of parents prefer to pay online, but for those who don't or can't, sign-post them to PayPoint. There are over 33,000 local shops offering PayPoint across the UK.

GET STARTED, IT'S SIMPLE

Our experienced advisors are ready to help, they can answer any questions you may have; provide a quote for your school; or give a demonstration of our system. You can even arrange to see us in person; we'll visit your school and show you and your staff how it all works.

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